Rethinking managed services

Microsoft ecosystem management

Microsoft platforms power the *modern enterprise* from collaboration and AI to cloud infrastructure and identity.

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Microsoft ecosystem management

Microsoft platforms power modern workplaces and cloud operations, but managing them effectively requires more than static administration. As AI workloads and collaboration expand, complexity and cost can accelerate quickly.

Our Microsoft Ecosystem Management services take holistic ownership of these environments. We unify Microsoft 365, Azure, Enterprise Mobility, Defender and Purview security, identity infrastructure into a disciplined, AI-ready, cost-intelligent operational model. From Teams and Copilot to Azure infrastructure and Entra ID governance, we ensure platforms run reliably, securely, and in alignment with business priorities.

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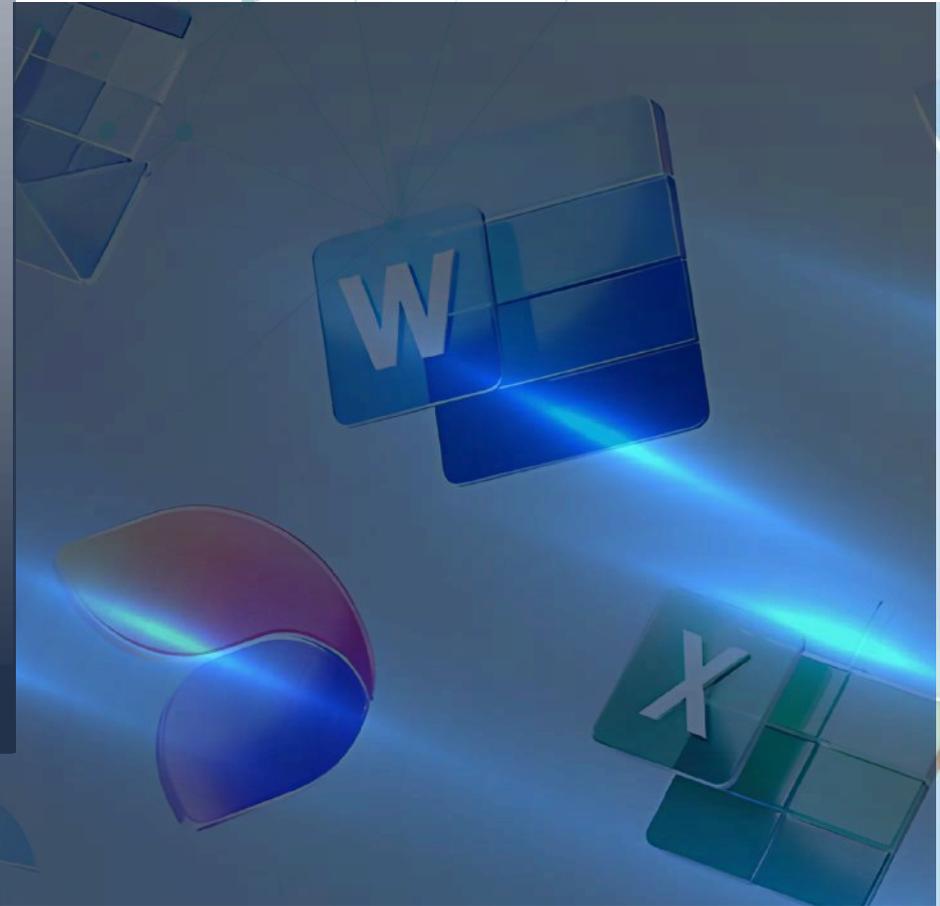
We structure our Microsoft managed services around three core strategic pillars:

Manage

We provide end-to-end operational stewardship of Microsoft environments across Microsoft 365, Teams, Viva, Loop, OneDrive, Copilot, and Azure. This includes tenant architecture oversight, workload configuration, policy orchestration, automation of updates and deployments, and service health governance. From collaboration platforms to cloud infrastructure, we ensure environments remain stable, well-structured and aligned.

Optimize

We drive improvement across performance, adoption, and cost efficiency. Through Azure observability, workload tuning, license optimization and Copilot usage analytics, we refine how Microsoft investments are consumed. Our approach aligns usage patterns, architectural decisions, and financial controls with business outcomes, reducing waste while improving user experience and velocity.

Protect

Security, compliance and resilience are embedded across the Microsoft ecosystem. We manage identity and access through Entra ID, enforce Zero Trust policies, configure Microsoft Defender and Purview controls, and safeguard workloads with backup and disaster recovery. Combined with risk monitoring, data governance and AI policy enforcement making sure environments remain secure, compliant and prepared for disruptions.

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As Microsoft 365 environments span multiple public and private clouds, complexity shifts from operational to structural. Governance expands. Security accountability diffuses.

Multi-environment architecture is now standard unmanaged, it introduces risk, inefficiency, and performance drag.

We bring structure back to the estate.
Through end-to-end Microsoft 365 managed services, we centralize administration, enforce governance standards, strengthen security controls, and optimize licensing across environments.

Microsoft 365 consumer subscribers grew upto

89M

as of mid-2025

Source: Microsoft Annual Report 2025

What you'll achieve

» **A secure and governed Microsoft landscape:** Operate Microsoft 365 and Azure environments with consistent identity controls, embedded security, and compliance-aligned governance across users, devices, and workloads.

» **Reliable collaboration and platform performance:** Ensure Teams, Viva, Loop, OneDrive, Copilot, and core Azure services perform consistently, supporting user productivity through proactive monitoring and real-time operational oversight.

» **Cost discipline and consumption clarity:** Strengthen value through license rationalization, Copilot adoption insights, Azure cost modeling, and resource right-sizing, ensuring spend aligns with actual usage and business priorities.

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Case in point

Unified Microsoft collaboration for scalable growth

We partnered with a high-growth B2B revenue organization operating across multiple regions to modernize its collaboration, security, and voice infrastructure. As the company scaled, email remained mission-critical, telephony operated across fragmented systems, and executive reporting lacked consistent visibility. The mandate was not to replace tools, but to architect a connected Microsoft-based operating model that could introduce structure, resilience, and scalability across the business.

Core workstreams delivered:

» Identity & access governance

A centralized identity framework unified access across users, devices, and applications, enforcing least-privilege controls with role-based policies and multi-factor authentication. Cloud messaging was strengthened with advanced threat protection and continuous monitoring to ensure proactive, policy-driven security.

» Structured communications modernization

Legacy telephony was consolidated into a cloud-native communication stack integrating chat, meetings, file collaboration, and voice. This reduced hardware dependency and eliminated fragmented communication workflows.

### » Executive visibility & performance intelligence

Operational and performance dashboards were introduced to standardize KPI visibility and reduce manual reporting cycles. Leadership gained consistent, real-time insight into business performance, enabling faster and more informed decision-making.

» Information lifecycle & compliance governance

Retention policies and administrative controls were implemented to govern information flow across mail, files, and collaboration spaces, reducing sprawl and improving compliance posture. This established a structured foundation for data accountability and audit readiness across the organization.

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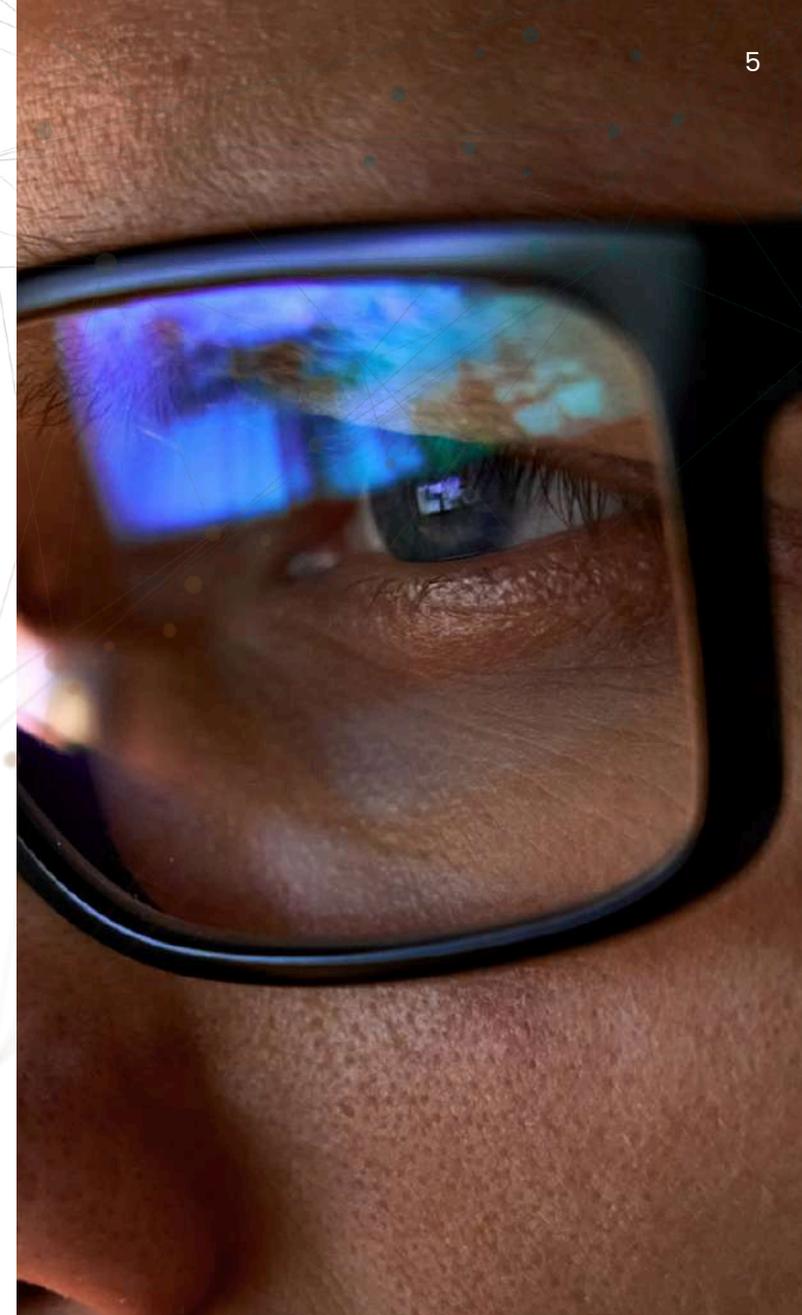
Outcomes:

- Standardized identity and access governance
- Integrated voice and collaboration environment
- Reduced onboarding cycle time
- Improved executive visibility

Conclusion:

By consolidating identity, collaboration, security, and voice into a unified Microsoft ecosystem, the organization shifted from fragmented tools to an integrated operating model. Governance became structured, communication was secured by design, and executive reporting moved to standardized visibility.

The result is a scalable, cloud-based collaboration environment built to support sustained growth with greater control, resilience, and operational efficiency. The organization moved from managing isolated tools to operating a cohesive Microsoft collaboration framework aligned to scale & sustain.

Our approach drove a,

40%

reduction in service delivery overhead through remote management

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About Saguna Consulting

Saguna Consulting builds products, delivers technology, and partners with organizations to transform ideas into durable, scalable outcomes rooted in real-world execution. Human-first in our approach, outcome-led in our delivery, and technology-enabled at every step, we work closely with teams to understand their problems, sharpen their vision, and move forward with confidence. From shaping early concepts to executing production-ready platforms, we help clients build solutions that are useful, usable, and built to last, always with shared ownership and collective momentum.

We collaborate with product-led teams, founders, and enterprises, engaging deeply as advisors, builders, and long-term partners. Sometimes this takes the form of traditional consulting; other times, it means aligning through equity-based collaboration, sharing not just work but conviction and outcome. Our multidisciplinary team bridges strategy, design, engineering, and delivery to ensure technology accelerates impact. *Forward* together, we help organizations deliver meaningful products and solutions that endure.

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