What’s Included in Barweb’s Microsoft 365 Support?

We provide **comprehensive support and management** for everything related to Microsoft 365, ensuring a secure, efficient, and hassle-free experience. Our services include, but are not limited to:

User Account and License Management

We manage all aspects of user accounts and licensing to ensure **secure access and cost efficiency**.

Key Services:
✔ Adding, modifying, and removing users as needed
✔ Assigning, upgrading, and optimizing Microsoft 365 licenses
✔ Managing guest user access and permissions
✔ Handling role-based access control (RBAC) for security

Email Setup, Migration, and Configuration

We ensure a seamless **email setup and migration** to Microsoft 365, reducing downtime and improving accessibility.

Key Services:
✔ Configuring business email with custom domains
✔ Migrating emails from Hosted Exchange, Google Workspace, or other platforms
✔ Setting up shared mailboxes, aliases, and distribution lists
✔ Configuring email rules, signatures, and auto-replies
✔ Ensuring synchronization across Outlook Web, Desktop, and Mobile

---

Advanced Security and Compliance Management

We **enforce and monitor security policies** to protect your data from cyber threats and meet regulatory standards.

Key Services:
✔ Implementing **Multi-Factor Authentication (MFA)** for all users
✔ Managing **Microsoft Defender for Office 365** for phishing and malware protection
✔ Enforcing **Data Loss Prevention (DLP) policies** to secure sensitive data
✔ Setting up compliance configurations for GDPR, ISO 27001, and other standards
✔ Performing regular security audits and risk assessments

Regular Updates and System Maintenance

We ensure that all **Microsoft 365 applications and services remain updated, stable, and secure**.

Key Services:
✔ Managing Office 365 application updates (Word, Excel, Outlook, etc.)
✔ Monitoring and applying security patches

✔ Ensuring seamless integration with third-party applications
✔ Optimizing system performance and fixing compatibility issues

---

Identity and Access Management (IAM)

We configure and enforce identity and access policies to **protect user accounts from unauthorized access**.

Key Services:
✔ Implementing **Single Sign-On (SSO)** for streamlined access
✔ Managing conditional access policies (device/location-based access control)
✔ Enforcing session timeout and access review policies
✔ Monitoring for unusual login attempts and unauthorized access

---

Technical Support and Troubleshooting

We offer **fast and reliable troubleshooting** to resolve any Microsoft 365 issues and keep your systems running smoothly.

Key Services:
✔ Resolving login failures, application crashes, and performance issues
✔ Fixing OneDrive, SharePoint, and Microsoft Teams-related problems
✔ Providing remote support via phone, email, or screen-sharing
✔ Escalating critical issues to Microsoft if needed

Multi-Factor Authentication (MFA) and Password Support

We ensure that users **can securely log in to their accounts** without experiencing access issues.

Key Services:
✔ Enforcing MFA for added security
✔ Assisting users with MFA setup and authentication
✔ Resetting forgotten passwords and unlocking accounts
✔ Configuring authentication apps and biometric security

Backup, Disaster Recovery, and Data Protection

We provide **backup solutions** to safeguard your Microsoft 365 data from accidental loss, cyberattacks, or human errors.

Key Services:
✔ Automated backups for emails, OneDrive files, and SharePoint documents
✔ Recovering deleted emails, files, and calendar data
✔ Implementing disaster recovery strategies for business continuity
✔ Protection against ransomware and cyber threats

Email Support on Mobile Devices

We configure and troubleshoot **Microsoft 365 email** for seamless use on mobile devices.

Key Services:
✔ Setting up email access on iPhone, Android, and tablets
✔ Ensuring contacts, calendars, and emails sync across devices

✔ Fixing mobile email issues and push notification problems
✔ Implementing mobile security policies for safe email access

---

Email Tracking, Delivery Issue Resolution, and Spam Control

We ensure that **your emails are delivered successfully** while keeping spam and phishing emails out.

Key Services:
✔ Investigating and resolving undelivered or delayed emails
✔ Fixing issues related to email blacklisting or spam filtering
✔ Managing email quarantines and allow/block lists
✔ Configuring spam filters to block phishing and malware threats

---

Breach Detection, Response, and Cleanup

We **monitor, detect, and respond** to security breaches to prevent data leaks and unauthorized access.

Key Services:
✔ Detecting suspicious login activity and unauthorized access
✔ Locking down compromised accounts and resetting credentials
✔ Removing unauthorized forwarding rules and malicious email filters
✔ Conducting security audits after a breach and implementing preventive measures

---

Microsoft Teams Management and Support

We set up, manage, and troubleshoot **Microsoft Teams** for meetings, collaboration, and file sharing.

Key Services:
✔ Setting up Teams channels, roles, and user permissions
✔ Managing guest access and external sharing settings
✔ Fixing audio, video, and connectivity issues in Teams meetings
✔ Integrating Teams with SharePoint, OneDrive, and third-party tools

---

Third-Party and Enterprise App Support

We assist with the integration and management of **Teams plugins, enterprise applications, and Microsoft 365 add-ons**.

Key Services:
✔ Installing and configuring Teams add-ins and third-party plugins
✔ Managing enterprise applications (e.g., CRM, ERP, project management tools)
✔ Securing API permissions and enterprise app authentication
✔ Troubleshooting integration issues and optimizing performance

---

Account Permission Management and Access Control

We control and monitor **who has access to what** in your Microsoft 365 environment.

Key Services:

✔ Managing admin roles, user permissions, and security groups
✔ Controlling file-sharing access across SharePoint and OneDrive
✔ Enforcing least-privilege access policies to protect sensitive data
✔ Performing regular security reviews and permission audits

Microsoft 365 Software Installation and Activation

We ensure **proper installation and activation** of Microsoft 365 applications across all devices.

Key Services:
✔ Installing and activating Office 365 applications (Word, Excel, Outlook, etc.)
✔ Troubleshooting software activation and licensing issues
✔ Managing device activations for workstations, laptops, and mobile devices
✔ Ensuring compliance with Microsoft licensing policies

Custom Workflows, Automation, and Power Platform Support

We help businesses **automate tasks and improve workflows** using Power Automate, Power BI, and Power Apps.

Key Services:
✔ Creating automated workflows to streamline business processes
✔ Developing Power BI reports for business insights and analytics
✔ Managing Power Apps for custom business applications
✔ Troubleshooting and optimizing Power Platform services

Why Choose Barweb’s Microsoft 365 Support?

✔ **Expert Assistance** – Get reliable, professional support for all Microsoft 365-related tasks.
✔ **Enhanced Security** – We proactively protect your accounts and data from cyber threats.
✔ **Seamless Collaboration** – We ensure smooth integration across Teams, SharePoint, and OneDrive.
✔ **Fast and Reliable Help** – Get support via phone, email, or remote session whenever you need it.
✔ **Proactive Management** – We monitor, maintain, and update your Microsoft 365 setup for peak performance.

Revision #3
Created Mon, Mar 3, 2025 11:26 PM by Luke Du
Updated Tue, Mar 4, 2025 12:02 AM by Luke Du