

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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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
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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.

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