

Microsoft 365 & Azure Migration & Support - AEMSP

What the Service Is

Accelerate your journey to the cloud with Sundown Solutions, your trusted Azure Expert MSP. Experience a seamless transition to Microsoft 365 & Azure, guided by our expert consultancy, verified by our AEMSP accreditation. We align our approach to AWAF best practices, ensuring we deliver services of the highest standard.

Our speciality lies in steering the Public Sector's digital transformation, crafting strategies that are uniquely tailored to your organisation. We have a deep understanding of the Public Sector's needs, challenges, and constraints, and we leverage this knowledge to deliver solutions that resonate with your mission and objectives.

We place paramount importance on data security, implementing robust measures to safeguard your sensitive information. Our strategies ensure maximised productivity, transforming your operations into an efficient, streamlined process.

As an AEMSP, we have access to exclusive funding from Microsoft, enabling us to support your transformation projects and reduce the financial burden on your organisation. This means we can offer you the best of Microsoft's offerings, at a significantly reduced cost.

Entrust Sundown Solutions to lead your migration to a more efficient, secure, and future-ready workspace. With us, you gain a partner committed to supporting your digital transformation journey, delivering tangible benefits that align with the Public Sector's strategic goals.

Data Backup, Restore, and Disaster Recovery

In today's digital landscape, data security and integrity are vital. As part of our comprehensive service, we implement robust data backup and restore strategies that are specifically designed for the public sector. This ensures your crucial data is always protected and readily available when needed. Additionally, our disaster recovery planning is meticulously crafted to enable swift and efficient recovery in the event of any unforeseen incidents. This robust approach guarantees business continuity, allowing your operations to run unhindered, even under unexpected circumstances.

Onboarding and Offboarding Support

Our onboarding and offboarding support is designed to facilitate a smooth transition into your existing infrastructure, minimising disruption and maximising efficiency. Our strategic planning phase is focused on creating a secure Modern Workplace environment that aligns with your organisation's unique needs and objectives. We design a unique Intune strategy that is tailored to your requirements, ensuring you can fully leverage its capabilities. Furthermore, we ensure a hassle-free deployment of Windows Autopilot, enabling you to quickly benefit from its features.

Service Constraints

Our service delivery is remote and efficient, leveraging the capabilities of our highly accredited SMEs. Despite being remote, we maintain a high level of responsiveness and adaptability, ensuring that our service seamlessly aligns with your organisation's unique needs and constraints. We facilitate seamless system integration and efficient deployment, avoiding common pitfalls and ensuring a smooth transition.

Service Levels

Our service levels are customer-focused and designed to provide continuous support. We guarantee the highest level of service availability throughout the year, regardless of the time or day. Our 24/7 real-time response policy ensures that you can always rely on us for prompt and effective assistance, ensuring your systems remain operational and efficient at all times.

After-Sales Support

After the implementation of our service, we don't just leave you to it. We provide comprehensive and ongoing after-sales support, tailored to meet your specific needs. This includes ongoing technical support to address any issues or concerns, as well as regular updates to ensure your systems remain up-to-date, secure, and efficient. Our support is designed to provide you with peace of mind, knowing that expert assistance is always at hand.

Technical Requirements

Our service is designed to be versatile and compatible with a wide range of hosting or software services. These include Microsoft Windows 11, Autopilot, Microsoft Intune, Modern Workplace, M365, Microsoft Azure Active Directory, Conditional Access Policies, and Microsoft Purview. Our team of experts is well-versed across these platforms, ensuring they can provide comprehensive support and help you leverage the full capabilities of these technologies.

Outage and Maintenance Management

Outages can cause significant disruptions to your operations. To mitigate this risk, we offer proactive monitoring and management solutions designed to anticipate and prevent potential issues. Our robust recovery procedures ensure swift and efficient restoration of services in the event of an outage. Regular maintenance is carried out to uphold system performance and security, ensuring your IT operations remain smooth and reliable.

Hosting Options and Locations

Our service can be hosted on Microsoft Azure, a secure and flexible cloud platform that is trusted by organisations worldwide. This provides you with the flexibility to choose the hosting location that best suits your organisation's needs and regulatory

requirements, ensuring your data is stored and managed in a manner that aligns with your policies and the laws of your jurisdiction.

Access to Data

We understand the importance of data ownership and control. Therefore, upon the conclusion of our services, we guarantee your organisation retains complete access to all its data. Our team will assist with any data migration needs, ensuring a smooth transition with minimal disruption to your operations.

Security

Our service is designed with robust security features that align with the highest industry standards. We implement enhanced security measures as part of our service offering, ensuring your Modern Workplace environment remains secure at all times. Our commitment to data security is unwavering, and we constantly work to protect your organisation's data from potential threats.

Social Value

At Sundown Solutions, we are committed to making a positive social impact. Our service fosters secure digital transformation within the public sector, leading to more efficient operations and enhanced productivity. By streamlining IT operations and enhancing workplace security, we contribute to the overall wellbeing of your organisation and its staff.

After-Sales Support

Following the implementation of our service, we provide ongoing support services to help you maximise the benefits of the service. This includes a technical escalation service desk that delivers Level 2, Level 3, and Level 4 support across the Azure & M365 stack. Our team of experts is available around the clock, ensuring that help is always at hand when you need it.