

Microsoft 365 Optimisation Manager

—————> Service Definition Document



What the Service Delivers

- Immediate visibility of Microsoft 365 licence usage, adoption, security risks, and wasted spend.
- AI-powered insights revealing unused licences, zombie accounts, duplicated tools, shadow IT, and misaligned permissions.
- Clear, prioritised optimisation recommendations designed to cut spend, improve security posture, and boost adoption.
- A quantified savings report, typically revealing 17–30% cost-reduction opportunities.
- Benchmarking, trends, and granular breakdowns across departments, regions, roles, and products.
- Continuous, real-time optimisation updates as licensing, usage, and pricing change.

What's Included (Service Components)

- **Health Check Assessment:** A read-only, 15-minute onboarding producing a complete estate assessment.
- **Dashboards & Analytics:** Cost, security, utilisation, adoption, JML, governance, and shadow-IT insights.
- **Cost Optimisation Engine:** Identifies clean-up actions, underutilised licences, and role-based entitlement mismatches.
- **Security & Governance Review:** Highlights inactive accounts, elevated privileges, risky apps, and Secure Score gaps.
- **Actionable Recommendations:** Proactive, FinOps-aligned next steps including licence reallocation and rationalisation.



How the Service Is Delivered

- **Read-Only Deployment:** No agents, no provisioning, no data ingestion — secure, non-invasive setup.
- **Initial 30-Day Health Check:** Surfaces immediate savings, security issues, and optimisation priorities; delivered as a summary and deep-dive pack.
- **Interactive Dashboards:** Customers receive access to real-time reports updated daily, covering cost, adoption, security, and collaboration patterns.
- **Consultative Review Session:** Kocho presents findings, validates impact areas, and maps optimisation actions into a roadmap.
- **Optional Ongoing Optimisation Cycle:** Continuous checks as employees join/leave, workload demand changes, and Microsoft updates licence models.