Managed Services for Microsoft 365 & Copilot AI

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Managed Services for Microsoft 365 & Copilot provide organisations with a fully supported, modern digital workplace that enables employees to collaborate effectively, work productively and embrace AI-powered capabilities safely and confidently. As Microsoft 365 and Copilot continue to evolve, organisations face increasing complexity in managing applications, data governance, identity, compliance and user experience - while also navigating the cultural and behavioural change required to unlock true value from AI.

This service delivers a comprehensive management wrapper for Microsoft 365 and Copilot, ensuring platform stability, seamless operations, enhanced security and optimised performance. Nasstar's specialists handle day-to-day management, incident resolution, tenant configuration and operational governance - enabling customer IT teams to focus on strategic initiatives rather than day-to-day administration.

With dedicated Teams, Microsoft 365 and AI specialists, Nasstar provides robust operational support combined with guidance on how to adopt Copilot responsibly. This includes technical governance, permissions management, data readiness oversight and expert support when customers introduce new AI-driven workflows. By overlaying this with service reporting, analytics and continuous optimisation, organisations gain full visibility of usage, adoption and the value generated through Microsoft 365 and Copilot investments.

The outcome is a secure, compliant and high-performing digital workplace where employees can confidently use Microsoft 365 and Copilot features to work smarter, innovate faster and deliver improved business results.

2 What Does the Service Include?

2.1 Managed Services for Microsoft 365 and Copilot Overview

Microsoft 365 and Microsoft Copilot form the foundation of the modern workplace—bringing together productivity tools, collaboration capabilities and AI-driven assistance. To fully realise the benefits, organisations require proactive management, strong governance, clear adoption pathways and continuous optimisation. Nasstar's Managed Services for Microsoft 365 & Copilot provide exactly that: a unified, 24x7 operational capability designed to maintain platform health, accelerate adoption and maximise value.

Many organisations experience challenges such as inconsistent configuration, complex security management, limited adoption of Microsoft 365 apps, or uncertainty around how to safely enable AI features like Copilot. Nasstar addresses these challenges through a comprehensive operational service backed by technical specialists, unified communications experts, cloud engineers and AI-readiness consultants.

Key service elements include:

- **Core Microsoft 365 Platform Management**
  Daily administration, policy and configuration management, lifecycle management, identity handling, access governance and operational change control across Exchange, SharePoint, OneDrive, Teams and the wider Microsoft 365 ecosystem.
- **Copilot Governance & Readiness Support**
  Ensuring your Microsoft 365 data estate, permissions and security posture are prepared for responsible Copilot usage, including data access oversight, tenant configuration, DLP alignment and AI-readiness checks.
- **Copilot User Support & Operational Enablement**
  Providing guidance, troubleshooting support and platform-level enablement to ensure Copilot operates reliably and users can safely take advantage of its capabilities (e.g., prompt assistance, feature support, quality-of-experience troubleshooting).
- **Incident, Request & Change Management**
  24/7 incident resolution, escalation handling (including Microsoft if licenced via Nasstar), service request fulfilment and structured change management through Nasstar's ITSM processes.
- **Teams Management & Collaboration Support**
  Administration of Teams, channels, meeting configuration, collaboration policies and cross-tenant sharing—including the ability to integrate with Teams Phone and voice services as required.
- **Advanced Copilot & Microsoft 365 Insights (optional)**
  Usage analytics, AI adoption insights, Microsoft 365 usage trends and recommendations to improve productivity, governance and user empowerment.
- **Teams Phone & Telephony Management (optional)**
  Full lifecycle management of Teams Phone features, number routing, call queues, auto attendants and optional SBC, Contact Centre and Compliance Recording support.

- **Teamwork Analytics, Automation & Alerts (optional)**
  Deep governance, usage and performance reporting across Teams, supported by automated actions and monthly insight reviews.

Nasstar's managed service is underpinned by structured operational principles including incident, request, change and problem management, runbook creation, and proactive governance reviews—ensuring ongoing alignment with best practice and Microsoft's evolving platform.

With deep expertise across Microsoft 365, Teams, cloud infrastructure and AI-enabled productivity, Nasstar acts as a trusted operational partner. Customers benefit from a secure, well-managed platform and guided adoption of Copilot that enables employees to work more efficiently, embrace intelligent automation and confidently evolve their digital workplace.