Microsoft Entra Identity Management by Nasstar

G-Cloud 15 Service Description

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1 Business Outcome

Nasstar's Microsoft Entra Identity Management Service provides organisations with a secure, resilient and fully-managed identity platform at the core of their digital operations. As identity becomes the primary control plane for modern cloud services, businesses must ensure that authentication, access governance, directory synchronisation and policy enforcement remain reliable, well-configured and continuously monitored. Any disruption to identity services can have an immediate and widespread impact on users, applications and security posture.

By leveraging Nasstar's deep expertise in Microsoft Entra ID and Active Directory, customers gain a 24x7 managed capability that covers both cloud-native and hybrid identity models. Nasstar's identity specialists proactively manage and maintain the underlying platform, resolve authentication issues, administer identity objects, and ensure continuous alignment with best practice and organisational security requirements.

The service integrates with existing IT operations and allows internal teams to focus on delivering user support while Nasstar handles the complexities of identity platform management - including MFA and Conditional Access configuration, Entra Connect synchronisation, Active Directory monitoring and privileged access governance.

With Nasstar providing continuous oversight, platform health management and operational governance, organisations benefit from improved reliability, strengthened security, reduced authentication issues and better control of their identity estate - helping create a seamless user experience and a secure foundation for wider cloud adoption.

2 What Does the Service Include?

2.1 Microsoft Entra Identity Management Overview

Nasstar's Microsoft Entra Identity Management Service delivers enterprise-grade monitoring, administration and operational management for Microsoft Entra ID (formerly Azure AD) and optional hybrid identity environments that include Microsoft Active Directory and Entra Connect. This service provides 24x7 operational support, incident response, directory health monitoring and identity administration to ensure that authentication services remain available, secure and aligned with business needs.

The service is delivered by Nasstar's 3 cloud identity specialists and is designed to seamlessly augment existing service desk functions. Customers can subscribe to the core cloud-native identity administration service or extend coverage to include hybrid identity administration and monitoring, depending on their environment.

Key service elements include:

- **Microsoft Entra ID Identity Administration (Core)**
  User and group lifecycle management, SSPR configuration, group-based licensing administration, RBAC delegation, SSO publishing, and platform-level troubleshooting for Entra ID.
- **Entra MFA & Conditional Access Management**
  Creation and maintenance of MFA and Conditional Access policies, Tier 2/3 support for access issues, documentation of processes, and handling of service exceptions.
- **Hybrid Identity Administration & Monitoring (Optional)**
  Management of Active Directory objects, domains, trusts, sites, DNS, DHCP and delegated permissions; monitoring of domain controllers; OS patching; backup administration; synchronisation monitoring and issue resolution for Entra Connect.
- **Directory Synchronisation Management**
  Full administration and health monitoring of Entra Connect/Cloud Sync, including configuration management, error remediation and standby server parity checks.
- **Identity Security & Platform Monitoring**
  24x7 alerting and triage for identity platform health, replication issues, synchronisation failures, domain controller operations and security-related events.
- **Change, Incident & Request Management**
  Structured operational governance using Nasstar ITSM: incident management, escalations to Microsoft, fulfilment of identity-related service requests and controlled change processes.
- **Reporting & Analytics**
  Monthly identity service reporting (where governance service is subscribed), including incident trends, directory health insights, privileged access reviews and synchronisation analysis.
- **Privileged Access Management (Optional Add-On)**
  Deployment and management of Nasstar's PAM solution to control and audit privileged access across identity infrastructure.

Underpinned by Nasstar's mature service operations framework - incident, request, change, problem and knowledge management - the service ensures identity infrastructure remains secure, reliable and

aligned with evolving organisational requirements. Whether operating in a fully cloud-native model or supporting a hybrid architecture, Nasstar provides a complete operational wrap that reduces risk, simplifies administration and enhances identity governance.

With extensive experience designing, deploying and managing Microsoft identity platforms, Nasstar delivers a trusted, end-to-end identity management capability - supporting secure access, consistent authentication experiences and a strong foundation for modern digital services.