



Service Definition Document

Identity and Access
Management

Contents

Solution Overview.....	2
Key Features.....	2
Key Benefits.....	2
Scope of Service.....	3
Data Protection & GDPR.....	4
Why Partner with Atech?	5
Credentials and Capability.....	5
Microsoft Endorsements and Specialisations	5
Security and Compliance	6

Solution Overview

Identity is now the primary security perimeter in a cloud-first, hybrid-working world. As organisations depend on Microsoft 365 to power collaboration and productivity, protecting access to applications, data, and devices has become essential. Microsoft Entra ID provides a central identity and access management (IAM) platform that unifies authentication, authorisation, and policy enforcement across cloud and on-premises environments.

Our Identity and Access Management service strengthens your Microsoft 365 identity foundation by implementing and hardening key Entra ID security features. This includes modern authentication controls such as Multi-Factor Authentication (MFA), Conditional Access, role and identity governance, device trust, and best-practice configuration baselines aligned to the Microsoft 365 SKU you own (Business Premium, E3, or E5).

This service ensures your organisation moves beyond basic MFA implementation, building a secure, resilient identity posture that reduces risk, protects user access, and enhances secure productivity across Microsoft 365. Once these baseline controls are deployed, we recommend further hardening through our Secure Identity Enablement service.

Key Features

- Identity and access security using Microsoft Entra ID
- Microsoft 365 configuration hardening for improved security
- Teams and SharePoint governance framework implementation
- Secure Score review with remediation recommendations
- Compliance and data protection policy configuration
- Best-practice enablement and adoption workshops
- Copilot readiness assessment and governance planning
- Identity lifecycle management and access review
- Conditional Access policy design and optimisation
- Passwordless and MFA modernisation support

Key Benefits

- Reduces risk of identity-based attacks through advanced security controls
- Strengthens compliance and governance posture across Microsoft 365 environment
- Enhances security across all Microsoft 365 applications and services
- Improves user confidence and adoption with secure, streamlined access
- Lowers risk of data breaches and accidental information loss
- Delivers future-ready security aligned with AI and Copilot capabilities
- Provides clear visibility through detailed reporting and interactive dashboards
- Offers expert guidance for continuous optimisation and best-practice alignment
- Improves access control through robust identity governance and lifecycle management
- Reduces administrative effort with automated authentication and security policies

Scope of Service

This service implements a secure, modern identity foundation within Microsoft Entra ID. The scope includes:

- Review or creation of Emergency Access Accounts to ensure resilient administrator access.
- Enabling Combined Registration Experience for unified MFA and SSPR onboarding.
- Enabling and configuring Self-Service Password Reset (SSPR) for all applicable users.
- Deployment of identity-based Conditional Access policies covering:
 - Administrators
 - Azure management
 - Standard users
 - Guest users
 - Blocking legacy authentication
 - Blocking high-risk or unapproved countries
- Enabling passwordless authentication using Microsoft Authenticator.
- User onboarding through clear, accessible user guides for all implemented services.

This scope ensures strong authentication, policy-driven access control, and a secure user experience aligned to Microsoft best practice.

Data Protection & GDPR

Atech, part of the Iomart Group, is committed to conducting its business in accordance with all applicable Data Protection laws and regulations and in line with the highest standards of ethical conduct. Our Data Protection policy sets forth the expected behaviours of Iomart Employees and Third Parties in relation to the collection, use, retention, transfer, disclosure and destruction of any Personal Data belonging to an Iomart Contact (i.e. the Data Subject). Iomart, as a Data Controller, is responsible for ensuring compliance with the Data Protection requirements outlined in our Data Protection policy (available on request).

Iomart's leadership is fully committed to ensuring continued and effective implementation of this policy and expects all Iomart Employees and Third Parties to share in this commitment.

Iomart uses the Personal Data of its Contacts for the following broad purposes:

- The general running and business administration of Iomart Entities.
- To provide services to Iomart customers.
- The ongoing administration and management of customer services.
- The use of a contact's information should always be considered from their perspective and whether the use will be within their expectations or if they are likely to object.

Each Iomart Entity will Process Personal Data in accordance with all applicable laws and applicable contractual obligations. More specifically, Iomart will not Process Personal Data unless at least one of the following requirements are met:

- The Data Subject has given Consent to the Processing of their Personal Data for one or more specific purposes.
- Processing is necessary for the performance of a contract to which the Data Subject is party or to take steps at the request of the Data Subject prior to entering a contract.
- Processing is necessary for compliance with a legal obligation to which the Data Controller is subject.
- Processing is necessary to protect the vital interests of the Data Subject or of another natural person.
- Processing is necessary for the performance of a task carried out in the public interest or in the exercise of official authority vested in the Data Controller.
- Processing is necessary for the purposes of the legitimate interests pursued by the Data Controller or by a Third Party.

Why Partner with Atech?

Credentials and Capability

Atech is the one of the UK's most accredited providers of secure hybrid cloud managed services, delivering deep expertise across Microsoft technologies, data protection, and cybersecurity. We hold Microsoft designations for **Modern Work, Security, Infrastructure (Azure)** and are recognised as an **Azure Expert MSP** – a status achieved by only 60 partners globally and 15 in the UK.

As part of the Microsoft AI Cloud Partner Program, we have validated technical capabilities across the full cloud lifecycle. Our inclusion in the **Azure Expert MSP Program** reflects proven excellence in people, processes, and tools, ensuring sustainable, repeatable, and scalable managed services. This means you can rely on a partner that consistently delivers best practice and operational efficiency.

Partnering with us gives you access to over **200 Microsoft cloud specialists**, including **two Microsoft MVPs**, ensuring unparalleled technical depth and experience.

Microsoft Endorsements and Specialisations

We hold multiple Microsoft Solutions Partner designations, including:

- Digital & App Innovation (Azure)
- Data & AI (Azure)
- Business Applications



Figure 1: Microsoft Accreditations

In addition, we have achieved advanced specialisations in areas such as:

- Cloud Security
- Identity and Access Management
- Threat Protection
- Infra & Database Migration
- Azure Virtual Desktop
- Enterprise Application Migration to Azure



Figure 2: Microsoft Designations

These credentials validate our ability to deliver complex, secure, and innovative solutions aligned to Microsoft best practices.

Security and Compliance

Security is at the heart of our services. Atech is **ISO 27001 certified**, **Cyber Essentials Plus accredited**, and a member of the **Microsoft Intelligent Security Association (MISA)** – an invitation-only program granting access to Microsoft’s top security experts. We also hold **CREST accreditation** and participate in the **Microsoft MSSP Program**, one of only 12 partners in the UK, giving our customers direct benefits such as access to product teams and funded workshops.

Further reinforcing our security leadership:

- **Microsoft Gold Partner Status** alongside **Azure Expert MSP**
- **Microsoft MSSP Program** (1 of only 12 UK partners)
- **Microsoft Fastrack Ready Partner** (1 of only 300 globally)
- **Microsoft XDR status**

These credentials provide you with assurance that security is embedded throughout design, migration, and ongoing management. Combined with our advanced specialisations and industry recognition, they demonstrate our ability to deliver secure, compliant, and future-ready solutions.

ATECH IOMART

6 Atlantic Quay, 55 Robertson Street, Glasgow, G2 8JD