

littlefish GROUP

Microsoft 365 Modern Workplace

Design, deployment, and managed services

Document Control

Attribute	Value
File name	Microsoft 365 – Modern Workplace design, deployment and managed services
Author	Adam Clements
Status	Published
Classification	Unclassified
Date	23/01/2026

Table of Contents

Service Overview 4
Key Service Activities 4
Microsoft 365 account and service set-up: 4
User Management: 4
Email Management: 4
Identity and Access Management: 5
Data and File Management: 5
Communication and Collaboration: 5
Security and Compliance: 5
Backup and Restore 5
Monitoring and Reporting: 6
Training and Support: 6
Service Management 6
Service Review 6
Customer Benefits 7
About Littlefish 8

littlefish GROUP

Service Overview

At Littlefish, we offer comprehensive management of your Microsoft 365 environment, allowing you to focus on your core business while we handle the intricacies of your cloud productivity suite.

Our Managed Microsoft 365 service encompasses a range of activities tailored to meet your organisation's needs, ensuring seamless operation, robust security and optimal performance of your Microsoft 365 ecosystem.

Key Service Activities

Littlefish will provide a combination of the following activities as part of the service. The specific features and activities will be determined by the specific customer requirements.

Microsoft 365 account and service set-up:

- Identify tenant, subscription and organisational requirements.
- Create and configure your Microsoft 365 tenant aligned to your needs.
- Implement best practices for Microsoft 365 security, compliance and governance.
- Migrate existing services such as identity, devices, email and file storage into the Microsoft 365 ecosystem.

User Management:

- Provisioning, modification and deletion of user accounts.
- License assignment and permissions management based on organisational roles.
- Management of user groups and distribution lists.

Email Management:

- Configuration and maintenance of Exchange Online for efficient email delivery and security.
- Implementation of anti-spam and anti-malware protection measures.
- Management of shared mailboxes and distribution groups.

Identity and Access Management:

- Setup and maintenance of Entra ID for seamless user authentication.
- Deployment of single sign-on (SSO) and multi-factor authentication (MFA) for enhanced security.
- Integration with on-premises Active Directory environments if required.

Data and File Management:

- Configuration and optimisation of SharePoint Online and OneDrive for Business for streamlined collaboration and file storage.
- Implementation of data loss prevention (DLP) policies to safeguard sensitive information, extending to management of Microsoft Purview if required.
- Management of file versioning and permissions.

Communication and Collaboration:

- Setup and customisation of Microsoft Teams for efficient team collaboration and communication (including teams calling if required).
- Integration with other Microsoft 365 services for seamless workflow management.
- Management of guest access and external sharing settings.

Security and Compliance:

- Implementation of robust security policies and controls across the Microsoft 365 environment using Microsoft Purview.
- Continuous monitoring for security threats and vulnerabilities.

Configuration of compliance features such as eDiscovery and retention policies to meet regulatory requirements.

Backup and Restore

- Independent and immutable backup of files stored across Exchange Online, OneDrive, Teams, and SharePoint Online.
- Restoration of files as required.

Monitoring and Reporting:

- Proactive monitoring of the health and performance of Microsoft 365 services.
- Generation of regular reports on usage, security incidents, and compliance activities.
- Analysis of trends and recommendations for optimisation.

Training and Support:

- Provision of end-user training and support for effective utilisation of Microsoft 365 services.
- Service desk support for troubleshooting technical issues and ensuring a smooth user experience.
- Regular updates on new features and enhancements within the Microsoft 365 ecosystem.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provide structured reviews with the customer on a regular basis.

Service Review

Typically, Service Reviews are conducted monthly to evaluate the ongoing effectiveness of Littlefish's services. The Service Review Board convenes either in person or via voice conference, comprising the customer's IT stakeholder (or equivalent role) and the designated Littlefish Service Account Manager (SAM). Additionally, a Littlefish technical resource may participate as needed.

Agenda items for the Service Review encompass:

- Performance Evaluation against SLA.
- Examination of the Consolidated Infrastructure Health Report (if selected).
- Analysis of Trend Analysis Report.
- Dispute Resolution and addressing any areas of concern.
- Review of the Continual Improvement Program.

The Littlefish SAM documents the main topics discussed during the Service Review and any ensuing actions.

Governance Board

In addition to the service reviews, Littlefish and the customer may periodically convene a Governance Board to assess:

- Overall Service Performance.
- Customer Business Strategy.
- Suitability of the service agreement.
- Opportunities for Littlefish to further enhance the customer's business objectives.

Through a blend of tools, processes, and personnel development, Littlefish consistently endeavours to elevate the services delivered to our customers. As part of the monthly Service Review process, Littlefish demonstrates to the customer the steps taken to enhance services and, when applicable, showcases improvements through enhanced service reporting metrics.

Customer Benefits

- **Focus on Core Business:** Free up your internal resources to focus on strategic initiatives and core business activities while we manage your Microsoft 365 environment efficiently.

- **Enhanced Security:** Benefit from robust security measures implemented by our experts, including multi-layered security protocols and continuous monitoring to safeguard your data and systems.

- **Improved Productivity:** Streamline collaboration and communication with optimised Microsoft 365 services, enhancing productivity and facilitating seamless workflow management.

- **Compliance Assurance:** Stay compliant with regulatory requirements through the implementation of tailored compliance features and adherence to industry standards.

- **Cost Savings:** Reduce overhead costs associated with hiring and training internal IT staff by outsourcing Microsoft 365 management to our experienced team.

- **Scalability:** Scale your Microsoft 365 environment seamlessly to accommodate growth and changing business needs, with flexible management options tailored to your requirements.

With our Managed Microsoft 365 service, you can unlock the full potential of your cloud productivity suite, drive innovation, and achieve your business goals with confidence.

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

littlefish.co.uk



MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
Copilot

Microsoft Solutions Partner
Business Applications

Specialist
Copilot
Intelligent Automation
Low Code Application Development
Small and Midsize Business Management

Microsoft Solutions Partner
Data & AI
Azure

Specialist
AI Platform on Microsoft Azure

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Solutions Partner
Infrastructure
Azure

Get in touch:
0344 848 4440
sales@littlefish.co.uk

CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

MSP CHANNEL AWARDS
MSSP OF THE YEAR 2025

CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED