

littlefish GROUP

Entra ID (formerly Azure Active Directory)

Design, Deployment and Managed Services

Document Control

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Service Overview

As an accredited and award-winning Microsoft Azure Infrastructure specialist, Littlefish understands the critical role that Entra ID (previously known as Azure Active Directory) plays in modern cloud environments. The Littlefish Managed Entra ID Service offers comprehensive consultancy, management, optimisation and support for your Entra ID infrastructure, ensuring seamless operations and enhanced security for your digital ecosystem.

Key Features

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.

- **Proactive Monitoring and Maintenance:** Our team monitors your Entra ID 24/7, identifying and resolving issues before they impact your business operations.
- **Identity and Access Management (IAM):** We handle all aspects of IAM within Entra ID, including user provisioning, access control and authentication. We also manage application registrations and track secret expiry to renew them prior to expiry. By implementing best practices and security protocols, we safeguard your organisation against unauthorised access and data breaches.
- **Single Sign-On (SSO) Integration:** We facilitate seamless integration with various applications and services through Single Sign-On, enhancing user experience and productivity. With SSO, your employees can access multiple resources using a single set of credentials, streamlining authentication processes.
- **Multi-Factor Authentication (MFA) Implementation:** Strengthening security measures, we deploy and manage Multi-Factor Authentication within your Entra ID environment. MFA adds an extra layer of protection by requiring users to verify their identity through multiple verification methods, such as SMS codes or biometric authentication.
- **Privileged Identity Management (PIM) –** We will implement and maintain PIM controls to manage, control, and monitor access to important resources in your organisation, using elevation on demand to align with a zero trust model.

- **Identity Governance and Compliance:** Our service ensures compliance with regulatory requirements and internal policies by implementing robust identity governance practices. We enforce access controls, periodic access reviews, and privileged identity management, minimising the risk of insider threats and ensuring regulatory compliance.

- **Disaster Recovery and Business Continuity:** We develop and maintain disaster recovery plans for your Entra ID, ensuring continuity of operations in the event of data loss or system failures. With automated backups, we minimise downtime and mitigate potential disruptions to your business.

Service Management

Ongoing engagement and dialogue are key to a successful partnership, which is why Littlefish provides reviews on a regular and structured 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 SDM 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

- **Enhanced Security Posture:** By entrusting your Entra ID management to us, you benefit from enhanced security measures and proactive threat mitigation strategies, reducing the risk of unauthorised access and data breaches.
- **Improved Operational Efficiency:** Our managed service streamlines Entra ID operations, allowing your IT team to focus on strategic initiatives rather than routine maintenance tasks. With optimised performance and reliability, your organisation can operate more efficiently and effectively.
- **Cost Optimisation:** Our service helps you maximise the value of your Entra ID investment by optimising resource utilisation and minimising unnecessary expenses. We provide transparent pricing models and cost-effective solutions tailored to your specific business requirements.
- **Scalability and Flexibility:** As your organisation grows and evolves, our managed service scales seamlessly to accommodate your changing needs. Whether you're expanding your user base or integrating new applications, we provide the flexibility and agility to support your growth objectives.
- **Peace of Mind:** With our experienced team of Azure experts managing your Entra ID environment, you can have peace of mind knowing that your critical identity infrastructure is in capable hands. We offer proactive support, timely response to issues, and continuous improvement to ensure your satisfaction and success.

In summary, our Managed Entra ID Service empowers your organisation with enhanced security, operational efficiency, and peace of mind, allowing you to focus on driving innovation and growth while we take care of your identity management needs.

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!

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