



Devopstrio

Innovate. Deliver. Impact

Microsoft 365 Admin User Onboarding/Offboarding & License Management

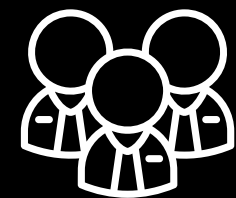
www.devopstrio.co.uk

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About Us

People. Process. Technology. United by Devopstrio.

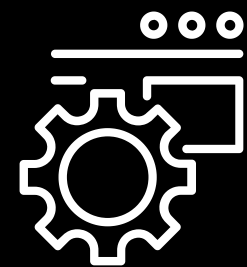
Overview



1000+
Employees



4+
Global offices

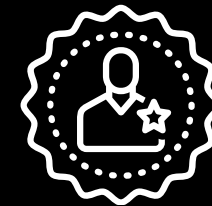


8+
Development
centers

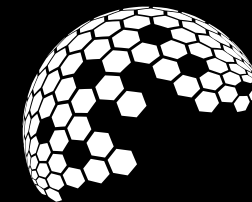


100k sq. ft.
office space

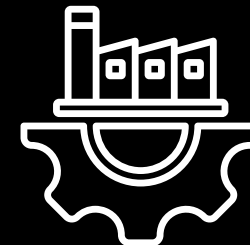
Clientele



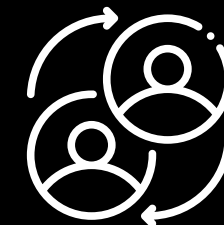
300+
Clients



20+
Countries



15+
Industry
verticals



85%
Client Retention

Partners



Introduction

Complete Microsoft 365 administration ensuring the right access, the right time, every time.

What We Do

User Onboarding

Smooth and secure setup for every new employee.

From account creation to license assignment, group access, and mailbox setup everything is ready before day one.

- Zero-delay onboarding.
- Automated workflows.
- Consistent access provisioning.

User Offboarding

Secure and compliant user exit process.

We handle account disabling, license revocation, and data retention to protect business integrity and ensure continuity.

- Instant access revocation.
- Secure data backup & transfer.
- Full audit compliance.

License Management

Smart tracking and optimization of Microsoft 365 licenses.

We ensure every license is used effectively, reducing waste and controlling costs through regular reviews and reports.

- Real-time usage insights.
- Cost-efficient allocation.
- Monthly optimization reports.

* Efficient and secure Microsoft 365 user lifecycle management designed to simplify onboarding, protect data, and optimize costs.

Scope of Services

Our Microsoft 365 admin services cover end-to-end user lifecycle management.

Account creation, license assignment, group membership, mailbox setup, and policy configuration.

User Onboarding

Tracking license usage, optimization, renewals, and cost control.

License Management

Periodic reports on usage, active users, and license distribution.

Compliance

User Offboarding

Secure data backup, license removal, account disabling, and mailbox delegation.

Access Control

Managing groups, permissions, and MFA policies in Microsoft 365 Admin Center.

Automation

Using Power Automate and SharePoint for consistent process management.

Team Size & Shift Coverage Model

Total Team Size:

10 Engineers
+ 1 Service Delivery Manager

Each shift ensures:

- 24x7 Microsoft 365 admin coverage
- Immediate onboarding/offboarding actions
- License audit and compliance tracking
- Shift handover with zero downtime

Shift	Coverage (GMT)	Team	Roles
Shift 1	00:00 – 08:00	3 Engineers	L1 Support, M365 Admin, Shift Lead
Shift 2	08:00 – 16:00	4 Engineers	L1, L2 Admins, QA Analyst, Shift Manager
Shift 3	16:00 – 00:00	3 Engineers	L1 Support, M365 Admin, QA Analyst



Team Structure & Key Skills

Empowered by expertise, collaboration, and precision the Devopstrio advantage.

Role	Key Skills	Level
M365 Admin 1	User provisioning, License management, Security groups	L1
M365 Admin 2	Exchange Online, Teams, OneDrive setup	L1
M365 Admin 3	PowerShell scripting, User automation	L2
Collaboration Engineer	SharePoint, Teams, M365 integration	L2
Compliance Analyst	Reporting, Audit, License optimization	L2

* The Devopstrio team provides both operational execution and strategic optimization for Microsoft 365 environments.



SLA (Response & Resolution)

Our promise fast response, accurate resolution, and transparent reporting.

Priority	Response Time	Resolution Target
Critical	15 minutes	2 hours
High	30 minutes	4 hours
Medium	1 hour	8 hours
Low	2 hours	24 hours

* We maintain daily SLA tracking through automated Power BI dashboards for transparency and accuracy.



Tools We Use



Microsoft 365
Admin Center



Microsoft
Teams



Microsoft Power
Automate



OneDrive



Microsoft
Visio



Microsoft
Access



Microsoft
SharePoint



Microsoft
Excel



Microsoft
Outlook



Microsoft
Power BI



Microsoft
Forms



Microsoft
Exchange
Online

A unified Microsoft ecosystem for seamless collaboration and simplified management.

Monitoring Review – 3 Dedicated Resources

Resource	Focus Area	Key Tasks
Monitoring Engineer 1	User Activity	Monitor login patterns, MFA status, and security alerts
Monitoring Engineer 2	License Usage	License allocation, renewal tracking, and optimization
Monitoring Engineer 3	Audit & Reports	Compliance checks and monthly reporting



* These resources ensure that user access and license utilization remain compliant, secure, and cost-effective.

Why Choose Devopstrio

Expertise. Innovation. Reliability. That's what makes Devopstrio the partner of choice for forward-thinking teams.

Microsoft-Based Simplicity

Built entirely on trusted Microsoft tools Teams, Outlook, and M365 for seamless collaboration.

Transparent Reporting

Real-time visibility of performance and SLAs through Microsoft Teams and Excel dashboards.

Round-the-clock assistance through phone, chat, and email no downtime, ever.

24x7 Global Support

Proactive Monitoring

Continuous system health checks and reviews to prevent issues before they occur.

Regular analytics and reports to measure trends, performance, and service improvements.

Data-Driven Insights

Deliverables

End-to-End User Administration

Complete management of Microsoft 365 users from account setup to secure deactivation.

Automated Workflows

Streamlined onboarding and offboarding through predefined, error-free automation.

License Tracking & Optimization

Regular analysis to ensure efficient license usage and cost savings.

SLA-Based Support

Response and resolution times governed by clear, measurable SLAs for reliability.

Performance & Compliance Reviews

Monthly reports highlighting service metrics, compliance status, and improvement insights.





Global presence

Headquarter:

United Kingdom,
128 City Road, London, EC1V 2NX.

Offices:

1. Tennessee, United States.
2. Chennai ,Bangalore , Pasuvanathanai (India).

Delivery Model: Hybrid (Onshore + Offshore).
Support Coverage: 24x7 Global Operations.
Compliance: GDPR, HIPAA, ISO 27001.



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300+
Clients

20+
Countries

85%
Client Retention

Thankyou

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