



## **Simplify management, enhance security, and drive efficiency across your Microsoft tenant**

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For enterprises operating a single Microsoft 365 tenant, managing services at scale is complex and can often impact user experience, service performance, costs, and IT efficiency. Without effective segmentation, administrative control becomes difficult, making it challenging to balance security, compliance, and licensing across the organization. Additionally, IT teams struggle with unstructured data lists, slowing operations and disconnecting global and local teams.



## **VOSS FOR MICROSOFT**

VOSS for Microsoft 365 is a comprehensive platform that combines AI, automation, monitoring, and analytics to simplify and enhance enterprise collaboration. IT teams can manage users, workloads, and services from a single portal, leveraging intelligent workflows, role-based access control, and compliance tools to reduce administrative overhead and improve security.

Through automation, routine tasks like onboarding, provisioning, and service management are handled seamlessly, while monitoring provides real-time visibility into system performance, usage, and service health. Analytics deliver actionable insights on licensing, adoption, and capacity, and AI-driven intelligence helps optimize resource allocation, anticipate issues, and guide strategic decision-making.

Together, these capabilities ensure a secure, efficient, and well-managed Microsoft 365 environment, allowing IT teams to focus on driving business value rather than managing complexity.



# The challenge

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For enterprises that have invested in Microsoft 365 and are operating with a single tenant face obstacles in the efficient delivery of services, ultimately impacting user experience, service performance, costs and technical resourcing. These obstacles appear as:

- **Tenant segmentation limitations** – An inability to partition the Microsoft tenant makes it challenging to delegate administrative control and licensing, while maintaining security and compliance.
- **Data management inefficiencies** – An overwhelming amount of configuration data presented as unstructured data lists makes navigation and changes slow when it comes to overseeing operations, disconnecting global teams from local activities.
- **Security risks from global admin dependencies** – Limited role-based access control forces IT teams to grant excessive permissions, increasing risk exposure.
- **High technical complexity** – Administering Microsoft 365 often requires PowerShell expertise, limiting agility and increasing reliance on specialized and scarce skills.
- **Lack of proactive monitoring** – Native Microsoft analytics tools such as PowerBI are oriented towards analytics and require extensive customization, while monitoring capabilities are fragmented across multiple platforms.



# Efficient and secure management from a single portal

VOSS provides a robust platform for managing Microsoft 365 efficiently and securely from a single and intuitive portal. VOSS empowers IT teams to:

- **Segment and localize administration** – Align organizational structures with precise, role-based access controls and delegation capabilities, reducing the number of global admin accounts.
- **Centralize visibility and automation** – Gain a single pane of glass for managing users, workloads, and services across Microsoft Teams, Exchange, Phone, and more.
- **Enhance security and compliance** – Implement fine-grained access controls, transaction audit logging, and data protection policies.
- **Streamline operations through automation** – Reduce reliance on PowerShell and manual configuration with intelligent workflows and policy-driven automation.
- **Manage costs and licensing** – Track and control monthly operating costs, including licensing, at a global level and within local units, aligning capacity and usage with business requirements.
- **Improve proactive monitoring and insights** – Leverage real-time dashboards, pro-active service testing, alerts, and business analytics to drive informed decision-making.

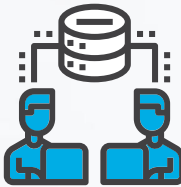


# The cornerstones of our 365 management stack



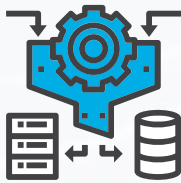
## VISIBILITY

Harness a single, intuitive portal for centralized administration, analytics, and monitoring across Microsoft workloads, including Teams, Exchange, telephony, security, and beyond. The user-friendly interface simplifies complex management tasks, making it accessible for non-technical users.



## TENANT SEGMENTATION AND LOCAL ADMINISTRATION

Align organizational hierarchies with tenant segmentation and localized administration. Advanced role-based access controls (RBAC) and display policies provide granular control, so that personalized administrator experiences - including customized landing pages, branding, menus, and actions - meet business requirements.



## AUTOMATION AND ORCHESTRATION

Streamline operations with intelligent automation tools, offering the orchestration of multi-step frequent tasks and bulk changes, such as onboarding and offboarding. Customizable templates ensure standardization and design adherence, with the resulting simplicity empowering non-technical resources to execute changes and analyze the environment. Comprehensive audit logging with rollback capabilities ensures accountability and compliance.



## MONITORING AND RESOLUTION

Gain real-time insights and proactively address issues with dynamic dashboards, alarms, and automated response workflows. Track service-level metrics globally and locally, including call quality diagnostics, while proactive digital experience monitoring (DEM) and seamless integration with NOC and ticketing systems streamline resolution workflows.

# V O S S F O R M I C R O S O F T



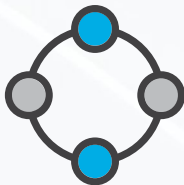
## USER EXPERIENCE

Enhance adoption and productivity by tracking usage, adoption, and satisfaction across Teams, Exchange, and telephony. Integrated collaboration tools boost connectivity, Microsoft Defender ensures robust security, and simplified number management provides a multi-vendor view of users and services for streamlined operations.



## BUSINESS ANALYTICS

Unlock actionable insights with advanced dashboards, comprehensive inventory tracking, and capacity planning tools that leverage trends and forecasts. Scheduled reports in multiple formats provide stakeholders with regular updates, enabling informed decisions based on real-time data.



## BUSINESS INTEGRATION

Align with existing business processes and systems to deliver automation, analytics and reporting. Ensure seamless connectivity with robust integration, including REST API support, flow-through provisioning tied to Active Directory, and alignment with Microsoft APIs and PowerShell. Built-in adaptation frameworks enable agile delivery of new features without disrupting core operations.

VOSS offers these cornerstone capabilities across the various Microsoft workloads and beyond, to provide a comprehensive solution to your IT and communications stack. These workloads include:

- **User management and licensing** – both Microsoft AD and Entra ID
- **Collaboration and number management** – Teams, Teams Phone, and Exchange
- **Security** – Microsoft Defender
- **Multi-vendor voice** – Traditional UC and telephony along with cloud UC (voice)

VOSS manages complex Microsoft 365 tenants at scale, incorporating other cloud UC services such as Cisco Webex or by integrating with existing on premises PBX telephony solutions. Whether you're fully in the cloud or hybrid, VOSS has it covered!



## Business outcomes

VOSS empowers enterprises to take full control of their Microsoft 365 environments, reducing complexity, enhancing efficiency, and ensuring secure, scalable operations. With VOSS, organizations can expect to unlock the following benefits:

- **Increased productivity** – Automate repetitive and multi-step tasks to free IT resources for strategic initiatives.
- **Cost savings** – Reduce manual effort, optimize resource usage, streamline operations, and manage licensing at both a global and local level.
- **Improved efficiency** – Accelerate deployment and simplify ongoing Microsoft 365 management.
- **More flexibility** – Partition your tenant to provide carefully controlled administration to satisfy the needs of local departments, to manage a level of the service relevant to their needs.
- **Better insights** – Gain actionable intelligence for informed decision-making, optimized service delivery and service improvement.
- **Greater flexibility** – Adapt to changing business needs while maintaining control and security across UC and collaboration solutions.

## Streamlining Microsoft license management with VOSS

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A large North American county government struggled to manage Microsoft licenses across its 70,000–employee organization. With decentralized departments and frequent staffing changes, manual tracking led to inefficiencies, misallocation, and unnecessary costs. Microsoft’s native tools lacked the flexibility to segment licenses according to the county’s complex structure.

To overcome these challenges, the county deployed VOSS, which provided structured automation and localized control while maintaining a global view of licenses. VOSS enabled:

- **Business hierarchy alignment** – Segmenting licenses by department and region, ensuring local administrators managed their own allocations while IT retained oversight.
- **Automation** – Streamlining onboarding, offboarding, and allocation tasks, reducing manual effort.
- **Actionable insights** – Delivering visibility into license usage to optimize costs and prevent waste.



# Next steps

VOSS is trusted to carry out service management for the world's largest organizations, with over 10 million users and devices under management. Our comprehensive portfolio spans the entire digital workspace lifecycle - from seamless onboarding and automated administration to advanced analytics and performance optimization.

Take control of your Microsoft 365 environment with VOSS. Streamline operations, enhance security, and scale effortlessly with powerful automation, intelligent segmentation, and real-time insights. Eliminate inefficiencies, strengthen security, and equip your teams with the tools they need to thrive.

Contact us today to see how VOSS can transform your Microsoft 365 operations.



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