



AVERTIUM



Microsoft
Solutions Partner

HYPERCARE FOR MICROSOFT

Microsoft's comprehensive security platform empowers organizations to maximize the value of their technology investments. Yet, many face constraints in resources and budgets, making it challenging to fully realize this potential. *This often results in stalled implementation efforts or the underutilization of powerful tools.*

Avertium's Hypercare for Microsoft confirms a secure and optimized deployment of Microsoft products. Then the service addresses the critical period immediately following a system go-live with elevated support to ensure seamless and successful adoption.

Seamlessly serving as a trusted member of your organization, Avertium takes the reins and leads your projects to completion while working alongside your various internal teams.

KEY FEATURES

Hypercare for Microsoft is a high-touch service that assists with the successful deployment of Microsoft 365 products like Intune, Entra, Defender, and Purview:

Solution Enablement → Hypercare ensures you achieve a secure configuration that works for your business, then provides ongoing expert support for 4-8 weeks post implementation, focusing on solution enablement rather than traditional end-user support.

Expertise → Avertium's experts act as an extension of your team, providing Tier 2/3 expertise to ensure maximum and continual use of Microsoft products tailored to your organizational needs.

Collaboration → The service includes regularly scheduled sessions (typically weekly or bi-weekly) to address technical issues, optimize configurations, and guide the adoption of new features.

Deliverables → We deliver an initial health check, then design a roadmap and provide weekly status reports summarizing accomplishments and outstanding items.

OUTCOMES

- **Solution Enablement:** Helps organizations fully utilize Microsoft product capabilities, ensuring functionality is not left untapped.
- **Customer Engagement:** Fosters deeper understanding of your environment and operational needs and empowers you through knowledge transfer.
- **Differentiation:** Delivers in-depth solution enablement that goes beyond standard support, forging stronger relationships and a repeatable, cadence-based model that ensures consistent engagement and value.
- **Optimal Use:** Ensures optimal use of product capabilities included in your Microsoft 365 licensing, maximizing the value of your investment.

USE CASES



Microsoft 365 Rollouts: Ensuring products like Entra, Intune, Purview, and the Defender XDR suite are deployed and running properly with security, productivity, and compliance in mind.



Microsoft 365 Implementations: Monitoring systems for performance and user issues following deployment and troubleshooting in a timely manner.



Cloud Migrations: Supporting users as they transition from on-premises or hybrid to fully Azure-based environments.



Optimization and Updates: Helping organizations get the most out of their Microsoft Investment and staying updated with new features and capabilities.

CUSTOMER STORY

1

The customer engaged the team to **conduct a thorough assessment and remediation** of its Intune environment, ensuring a secure, optimized, and high-performing deployment.

2

The parties **met weekly to review** tickets, address issues, and discuss guidance for matters the customer's internal team could not handle due to resource constraints.

3

The ongoing support ensured the customer **fully leveraged Intune's capabilities**, aligning with their organizational requirements, and kept up with Microsoft's updates.

4

This approach **established a repeatable engagement model**, deepening the relationship and positioning the teams to work closely on future projects.

ABOUT AVERTIUM

[Avertium](#) is a cyber fusion and MXDR leader, delivering comprehensive security and compliance services to mid-market and enterprise customers. Our unique "Assess, Design, Protect" methodology addresses and improves security strategy, reduces attack surface risk, strengthens compliance, and provides continuous threat protection. Avertium maximizes customer security investments and enables customers to focus on growth, innovation, and business outcomes, while assuring that their security infrastructure is resilient and adaptive to evolving threats. That's why customers trust Avertium to deliver better security, improved compliance, and greater ROI.