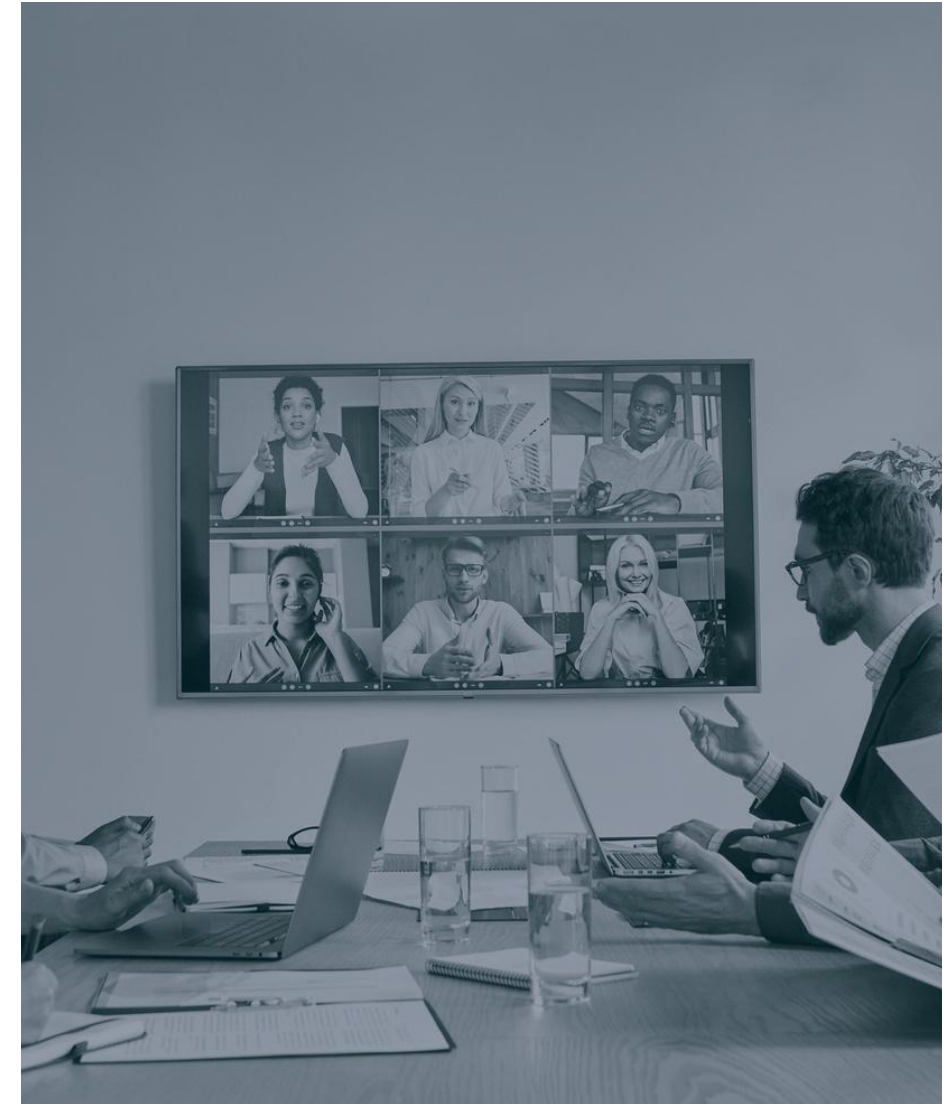# Unlocking the Benefits of Partnering with a Managed Services Provider

eGroup Enabling Technologies

Overview

Goal

Explore the benefits of partnering with a Managed Services Provider (MSP) to accelerate your business.

Agenda

01 **Introductions**

02 **Partnering with a Managed Service Provider**

03 **Managed Security Services**

04 **Additional Incentives with Microsoft Cloud Solution Provider (CSP) Licensing**

Housekeeping Items

➢ Let's keep it interactive!

➢ The slide deck and recording will be sent to all registrants.

➢ Our team will be following up with each of you individually. As you will see during this session, there are a lot of opportunities to make the information relevant to your specific needs. We'd also love to hear your feedback!

Outcomes From Today

➢ **2025 Industry Trends for Partnering with an MSP**

➢ **Managed Services and Managed Security Services Program details**

➢ **Increase your support and efficiency with eGroup CSP licensing incentives**

eGroup Enabling Technologies

together we make IT happen

What We Do

Delivering speed and certainty to your business with comprehensive **managed security**, **managed infrastructure**, and **implementation services** across Microsoft 365, Azure, Data Center and Data/AI solutions.
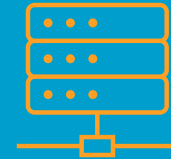
Microsoft 365

- Exchange Online
- OneDrive
- Intune
- Teams
- Teams Phone
- Teams Meetings & Rooms
- Defender for O365
- Defender for Endpoint
- Defender for Identity

Microsoft Azure

- Azure Native
- Azure VMware Solution
- Nutanix NC2
- Cloud Migration
- Hybrid Cloud
- Azure Virtual Desktop
- Cloud Security
- Sentinel
- Cloud DR
- Cloud Backups

Modern Data Center

- Nutanix Hyperconverged
- VMware Virtualization
- Cisco Networking
- Meraki Wireless
- Pure Storage
- Disaster Recovery
- Backup & Immutability
- Horizon & Citrix

Data & AI

- Copilot for Microsoft 365
- Custom AI Solutions
  - Custom Copilots
  - Azure AI Studio/Services
- Data Architecture & Engineering
- Power BI
- Microsoft Fabric
- Power Platform
  - App Development
  - Workflow Automation
- Process Optimization

## Organizational Change Management (OCM)

How We Do It

> "eGroup Enabling Technologies has a plan and process to facilitate successful adoption of complex technology. Their approach is very practical, and end-user focused and has helped us plan and communicate better and respond more effectively across the company."
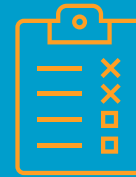
Neal Guernsey CIO at SGT

Consulting & Advisory

➤ Strategic Planning
➤ Tabletop Exercises
➤ Roadmaps & Budget
➤ Incident Response Planning
➤ Cost Optimization
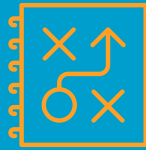
Planning & Design

The core of every successful initiative starts with thoughtful planning, design, and a shared vision for the outcome(s) desired.

Pilot & Execute

Project success is founded in the validation of outcomes through testing. Meeting project timelines is achieved through the swift execution of planned tasks.

Managed Services

➤ ThreatHunter MXDR
➤ Managed Azure
➤ Managed AVD
➤ Managed Servers
➤ Managed Endpoints
➤ Managed DR
➤ Managed Backup

Organizational Change Management (OCM)

The Power of Partnership

We maintain partnerships with leading industry providers that provide the tools in our toolbelt to provide your business needs to benefit from the outcomes we deliver.

9x Microsoft Partner of the Year

Microsoft 365 Advanced Specialization

Azure Migration Advanced Specialization

Azure Virtual Desktop Advanced Specialization

Microsoft Commerce Incentive (MCI) Workshop Partner

Microsoft Intelligent Security Association (MISA) Member

Microsoft Verified MXDR Provider (**ThreatHunter**)

Partnering with an MSP

Gain Access to Expertise That Can Accelerate Your Business

Three Area for Managed Services Coverage

| Managed Services Partner (MSP) | Managed Services for the Data Center, Azure, and M365 to meet your growing business needs. |

| Managed Security Services (MSSP) | Managed Security Services based on proven technologies and processes to secure your business. |

| CSP Licensing | Flexible Microsoft licensing packed with incentives to ease support challenges and provide enhanced visibility. |

State of Managed Services in 2025

Industry research suggests talent shortages and budgetary constraints are driving more organizations to managed and co-managed services to address critical gaps in technology and security. Research suggest there are three pillars driving this need today.

TECHNOLOGY

Gaining access to expertise that is "deep" and "broad" to reduce the risk of talent gaps, turnover, and the ever-changing nature of technology today to manage complex multi-cloud environments.

SECURITY

Businesses are citing the need for not only 24x7 security monitoring but also faster threat detection and increased visibility to meet their security and compliance goals.

ACCESS

Managed services offers access to advanced technology and capabilities that in-house teams struggle to implement and maintain over time like governance, monitoring, and automation tools.

Top Trends in Managed Services in 2025

These areas are consistently called out as the top areas that businesses are looking for co-managed technology services

CYBERSECURITY

24x7 security monitoring across cloud, data center, and endpoints to speed time to reaction/resolution from threats.

CLOUD

Access to expertise to manage public cloud resources, hybrid resources, and FinOps.

INFRASTRUCTURE

Proactive monitoring and maintenance of critical systems to maintain services health over time.

ENDPOINTS

Providing both security and productivity management to end user devices to maintain workforce efficiency.

END USER SUPPORT

Leveraging both Artificial Intelligence agents and human help desk to provide a first line of support as well as support knowledge growth.

SPECIALIZED

Addressing critical business needs in niche areas such as data protection, backup, virtual desktops, identity, and other specialized solutions.

Enabled Managed Services

24x7 Managed Services for Your Business

What is an Enabled Managed Service?

Enabled Managed Services allow you to free your staff to concentrate on what matters. Our Managed Services extend (co-management) or act as (full management) your team with a deep bench of industry experts across a diverse range of platforms and services.

With eGroup Enabled Managed Services, address the needs of our clients today and tomorrow by providing:

➤ 24x7 Monitoring & Management

➤ Managed & Co-Managed Options

➤ Data Center, Cloud, and Specialized Solutions

➤ Managed Endpoints and End User Support

➤ Flexible Pricing to Ensure the Right Fit

> **As a longtime client, I can say that their ability to engage and remediate just about any issue, no matter how big or small, sets the standard that all MSPs should try to achieve. All stars across the board.**
>
> -Global Manufacturing Company

Enabled Managed Services

24x7 Management & Support

Your MSP Team

Service	Description
Enabled Microsoft 365	Increase Productivity with Managed M365, Endpoint, and User Support
Enabled Microsoft Azure	Managed Azure Cloud Services for Infrastructure, AVD, and AVS
Enabled Virtual Desktops	Managed Cloud Desktops with Azure Virtual Desktop
Enabled Infrastructure	Extend identity protections into on-premises Active Directory
Enabled Data Protection	Plan, Design and Implement Managed Backup for data center and cloud
Enabled Disaster Recovery	Managed Disaster Recovery for data center and cloud

Microsoft Verified
Managed XDR Solution

Benefits of Managed Services

Every dollar you spend and every second you waste on technology issues distracts you from the important work that drives your organization.

- Customer Set Ticket Severity
- 1 Hour Response Times for Sev A Incidents
- Monthly Cadence and Update Calls
- Security Monitoring and Remediation Option
- eXtended Detection & Response Service Option
- Outsourced IT – If Applicable
- Custom Pricing Based Upon Program Selection

- First Class Service Level Agreements
- 24/7 Coverage on Select Programs
- Monitoring/Patching/Remediation
- Proactive and Consultative Sessions
- Named Liaison
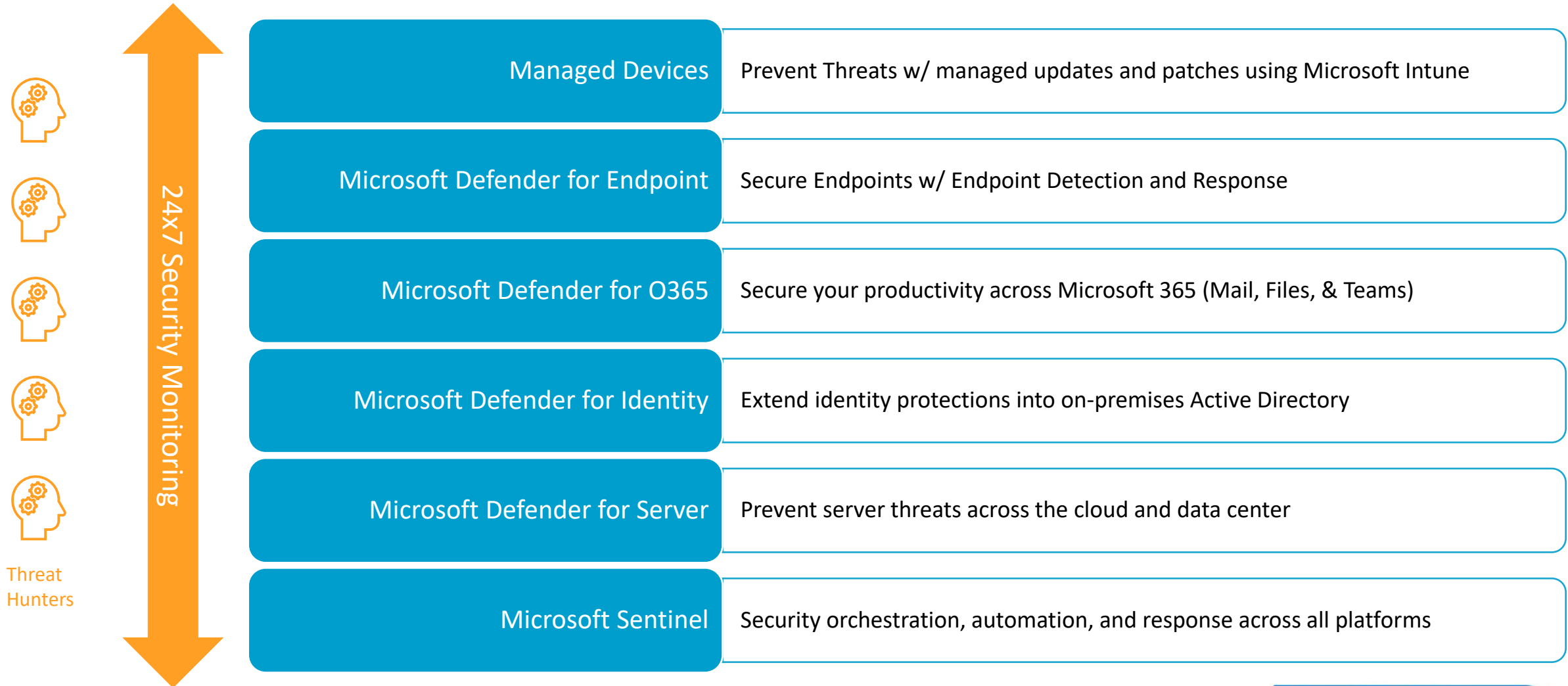- Escalation Path
- US-Based Support Team

Partner with our team to handle those IT challenges for you with speed and certainty.

Managed Security with ThreatHunter

24x7 Managed Security Services for Your Business

What is ThreatHunter?

Threat Hunters

24x7 Security Monitoring

Managed Devices	Prevent Threats w/ managed updates and patches using Microsoft Intune
Microsoft Defender for Endpoint	Secure Endpoints w/ Endpoint Detection and Response
Microsoft Defender for O365	Secure your productivity across Microsoft 365 (Mail, Files, & Teams)
Microsoft Defender for Identity	Extend identity protections into on-premises Active Directory
Microsoft Defender for Server	Prevent server threats across the cloud and data center
Microsoft Sentinel	Security orchestration, automation, and response across all platforms

Microsoft Verified
Managed XDR Solution

Three Core Advantages of ThreatHunter

No Vendor Lock-In

You own your licensing – EA/MCA/CSP
You own your data – It lives in your Microsoft tenant
We provide Managed Detection & Response (MXDR)

Updates and Patching are Included

24x7 Managed Detection & Response via ThreatHunter
Endpoint managed updates via Intune
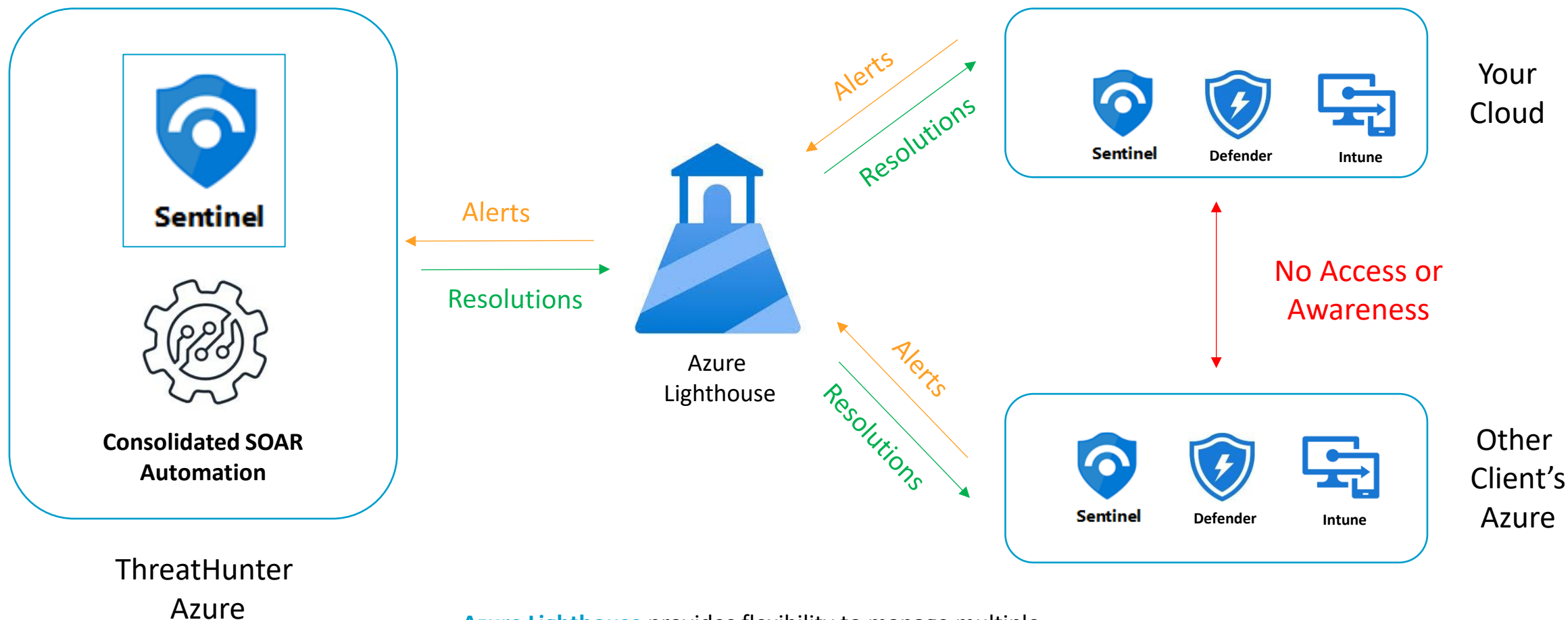**Endpoint managed patching** via Intune

Co-Management is an Option

eGroup Enabling Technologies installs Microsoft Solutions
ThreatHunter as a 24x7 **extension to your team**
or... ThreatHunter **as your team**

Microsoft Verified
Managed XDR Solution

ThreatHunter – How Do We Do It Securely?

Sentinel

Consolidated SOAR Automation

ThreatHunter Azure

Alerts

Resolutions

Azure Lighthouse

Alerts

Resolutions

Alerts

Resolutions

Sentinel   **Defender**   **Intune**

Your Cloud

No Access or Awareness

Sentinel   **Defender**   **Intune**

Other Client's Azure

Azure Lighthouse provides flexibility to manage multiple customers without having to sign in to different tenants. **Your data stays with you.**

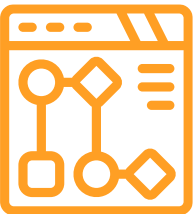Microsoft Verified Managed XDR Solution

Cloud Solution Provider (CSP)

Flexible Licensing Loaded with Valuable Benefits

Cloud Solution Provider (CSP) for Azure

CSP licensing provides a flexible alternative to Enterprise Agreements and Pay as you go (PAYGO) licensing. Invoiced Monthly and loaded with added benefits.

BENEFITS THAT MATTER

Support Included

No need to purchase expensive Microsoft Support Agreements. Support is included at no added cost.

- ✓ Support Contacts
- ✓ Ingram Micro Support
- ✓ Microsoft Support

Increase the success of your support experience.

Advanced Management

All CSP agreements have access to industry leading management tools for:

- ✓ Azure Governance
- ✓ Financial Management
- ✓ Security Operations
- ✓ Cloud Automation

Delivered at no additional cost through the third-party Corestack.io platform.

Funding Programs

No disruption in access to the traditional Microsoft Funding programs that help you implement Microsoft Azure technologies.

How to Switch?

Migrate from traditional Enterprise Agreements to eGroup Enabling Technologies Cloud Solution Provider (CSP) agreements with no downtime.

Contact us for additional migration options and incentives based on your current subscription type(s).

How do you get it?

Engage eGroup Enabling Technologies or your Microsoft Team to Apply!

Azure Cost Management - Tools

Third-Party tools are a buy vs. build opportunity. With Corestack.io included with every Azure CSP subscription, it creates significant value out of the box by blending Azure native inspection with third-party value-add inspection. In the example below, we see a simple example of the default cost optimization dashboard as well as how we can dig deeper into FinOps with Usage, Rate and Action optimization.