

Xtride Managed Services

Outsource Your IT Operations



Xtride Managed Services offerings are designed to deliver the necessary services support required to streamline and optimize day-to-day operations in your organizations, allowing you to focus on initiatives that grow your core business with confidence and peace of mind.

Partner with Xtride to fine tune operations that runs seamlessly, allowing you to dedicate your valuable time and resources to initiatives that drive your business forward. Trust Xtride to simplify the management of your Microsoft infrastructure and systems, empowering you to thrive in today's fast-paced digital landscape with confidence and ease.

Xtride Managed Services plans are designed for clients to select the level of support and features that best suit their business needs and budget.

Our managed services offerings;

Xtride Managed Services Plans	Xtride Standard	Xtride Advanced	Xtride Premium
<ul style="list-style-type: none">• Support Coverage	8 AM - 5 PM	24/7 Support	24/7 Support
Microsoft 365			
<ul style="list-style-type: none">• Office 365 tenant management	Provisioning of a Microsoft 365 tenancy, Custom domain setup and validation, Licence subscription setup	All features of Standard package + On-boarding users Active Directory sync	All features of Advanced package

Microsoft Active Directory

• Active Directory deployments	Directory Objects : 50,000 Object Limit, Active Directory restructuring	Directory Objects : No Object Limit ,Active Directory restructuring , Active Directory Upgrades	All features of Advanced package + Quarterly Identity Secure Score Assessment
• Active Directory Hardening	X	Share AD assessment reports and provide guidance	Implement Active Directory Hardening Strategies
• User and Group Management	Manage the lifecycle of users and groups (Add,modify,remove)	All features of Standard package	All features of Advance package + User and group management automation
• Automating time-consuming tasks	X	X	Help to automate day today tasks upto 5 scripts
• Set up disaster recovery for Active Directory	X	X	Guidance on setting DR plans for AD Domain controllers

Microsoft Entra ID

• Implementation of Entra ID Integration with On-Premise AD	X	Configure Microsoft Entra Connect in Single forest, single Microsoft Entra directory by using express settings.	All features of Advance package + Implement high availability for the AD Connect sync service, Group writeback, password writeback.
• Administration of Users and Roles	X	Active Directory Built-in roles management	All features of Advanced package + Setup upto 10 Custom roles by following principle of least privileges
• Secure and manage external identities	X	Manage B2B guest users (create,delete) , manage external collaboration settings	All features of Advance package + Manage guest access with access reviews
• Enterprise application management	X	Enterprise application registration + Setup SSO	All features of Advance package + automatic user provisioning
• Password protection	X	X	Global banned password

• Security, Identity, and Governance Monitoring	X	Configure MFA,Self-service password reset for cloud users, config upto 5 Condition Access policies	Configure MFA,Self-service password reset,Condition Access, Priviledge Identity Management for users and groups
• Identity governance	X	X	Govern the identity lifecycle, access lifecycle, create and entitlement management
• Company branding	X	Customization of login, logout pages,access panel	Customization of login, logout pages,access panel

Microsoft Exchange

• Installation & Provision (Supported Exchange versions 2013, 2016 & 2019)	Installation & configuration Microsoft Exchange Server - 1 server	All features of Standard package (2 servers)	All features of Advanced package + High availability of the Exchange Server through Database Availability Groups
• Maintenance of existing infrastructures	Quartely patching	Monthly patching	Regular CU installation including security patches
• Exchange upgrades (Supported Exchange versions 2013, 2016 & 2019)	X	X	Exchange Upgrade - 1 request/per year Exchange Hybrid deployments
• Maintainance & Operations	Guidance on exchange objects creation, update, deletion, access delegation	All features of Standard package + Mail flow maintenance (Accepted domains, Send connectors, receive connectors)	All features of Advanced package + Email address policies, Messaging policy and compliance (In Place Archive ,Holds , DLP ,EDiscovery), Anti-Spam protection, exchange object lifecycle management (cleanup)
• Mailbox backup and Archive	X	X	Guidance on email backup and archive

Microsoft Exchange Online

• Operational support	X	Mainboxes, Groups, Resources, Contacts management	All features of Advanced package + Mailflow rules, connectors, Alerts management, organization sharing
• Email Security	X	Mail Trace, Auditing	All features of Advanced package + configure authentication methods (SPF,DKIM, DMARC)

Microsoft Teams

• Manage and monitor Teams	X	Policy creation and assignment, policy packages management, external collaboration	All features of Advanced package + Custom apps integration with Teams
• Teams Voice	X	X	Calling Plans, Operator connect, Dail plans and routing, Emergency calling, Auto attendant, Call queue

Compliance Management

• Compliance assessment	X	Compliance Score, Compliance Manager, Secure Score	All features of Advanced package + Data classification, Publishing labels using policies (manual and automatic)
• Information protection & governance	X	Audit, Guidance on Information Protection	All features of Advanced package + Content search, eDiscovery Premium, Subject Rights Requests

Feel free to reach out to us, and we'll work closely with you to customize your package precisely to your unique needs and preferences.