



SPYGLASSMTG MANAGED SERVICES

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Technology should never be something organizations worry about. Our job is to provide the expertise, support, and strategic guidance that allows our clients to focus on running their business while we help keep the technology moving forward.

- KEITH TILLIER
Director, IT Services

FROM REACTIVE SUPPORT TO STRATEGIC PARTNERSHIP

Spyglass Managed Services delivers the proactive support, operational expertise, and strategic guidance organizations need to maximize their Microsoft investments. Acting as an extension of your team, we help keep environments secure, optimized, and ready for what's next.

EXPERT SUPPORT BEYOND THE HELP DESK

- Microsoft 365 Administration & Support
- Azure Environment Management
- Infrastructure & Endpoint Support
- Security Monitoring & Guidance
- Incident Response & Remediation
- Backup & Business Continuity Planning
- Vendor Coordination
- Knowledge Transfer & Training
- Strategic IT Planning & Roadmapping
- Project & Change Management Support

THE SPYGLASS ADVANTAGE

Operational Stability

Ensure critical Microsoft services remain available, secure, and optimized.

Reduced Administrative Burden

Free internal teams to focus on innovation while Spyglass manages day-to-day operations.

Continuous Business Value

Transform support from a reactive necessity into a strategic advantage.

PARTNERSHIP IN ACTION

CASE STUDY

EXTENDING THE IT TEAM WITHOUT EXPANDING HEADCOUNT

THE CHALLENGE

As the organization continued to grow, maintaining and supporting its Microsoft environment became increasingly time-consuming for internal IT staff. Routine administration, user support requests, security management, and platform maintenance diverted resources away from strategic initiatives and innovation.

THE SOLUTION

Spyglass Managed Services became a seamless extension of the client's IT team, providing proactive support, Microsoft 365 administration, environment monitoring, issue resolution, security guidance, and strategic planning. Through a dedicated team of Microsoft experts, Spyglass helped reduce operational burden while ensuring critical systems remained secure, optimized, and available.

THE IMPACT

FASTER ISSUE RESOLUTION

Users receive timely support from a dedicated team familiar with their environment.

INCREASED OPERATIONAL EFFICIENCY

Internal resources are freed to focus on strategic business priorities rather than day-to-day administration.

IMPROVED SECURITY & GOVERNANCE

Ongoing monitoring and guidance help reduce risk while maintaining compliance and security best practices.

A STRATEGIC PARTNER FOR GROWTH

Technology decisions are supported by experienced advisors who align IT investments to business objectives.

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Spyglass has become a true extension of our team. Their responsiveness, technical expertise, and proactive guidance have helped us streamline operations, improve reliability, and focus our internal resources on initiatives that drive the business forward.

- Director of Information Technology
Healthcare Organization

THE STRONGEST IT TEAMS DON'T DO IT ALONE. THEY
PARTNER WITH TRUSTED EXPERTS WHO KEEP TECHNOLOGY
SECURE, OPTIMIZED, AND READY FOR WHAT'S NEXT.