Professional Services
Overview

SERRAFORM

At a glance

Assess, architect, deploy, integrate, configure, and operationalize Microsoft cloud, security, and compliance solutions.

Key benefits

- Reduce risk and complexity when implementing new technologies
- Maximize your Microsoft investment
- Increase your security posture
- Leverage certified experts to help you get it right

Service offering categories

- Cloud Consultation
- Cloud Security Assessment
- Deployment and Configuration
- Cybersecurity Services
- Governance, Risk, and Compliance
- Strategic Planning
- Advisory Services

You've made a significant investment in Microsoft products, and we know how to make it work. This is what we do and we want to help you succeed.

When trying to assess your current state or rolling out new technology solutions, you need a team of trusted consultants who are committed to your success and provide expert guidance along the way. The Serraform professional services team has partnered with Microsoft to align with your business objectives and get your solutions up and running quickly, while providing technical knowledge transfer so that you can achieve ongoing optimization.

With a combined 40+ years experience in consulting, we specialize in the full Microsoft 365 E5 security & compliance stack. Our professional services team can help you **assess**, **design**, **deploy**, **configure**, and **operationalize** all of Microsoft's cloud, security and compliance solutions including:

- **Microsoft Azure**
  - Cloud computing services
- **Microsoft Sentinel**
  - Cloud-native SIEM and SOAR platform
- **Defender for Endpoint**
  - Protect your endpoints from advanced threats (EDR)
- **Defender for Identity**
  - Monitor user activities across your network
- **Defender for Cloud**
  - Protect multicloud and hybrid workloads (CNAPP)
- **Defender for Office 365**
  - Phishing, malware, and email compromise protection
- **Defender for Cloud Apps**
  - Threat protection for cloud apps (CASB)
- **Defender for IoT**
  - IoT/OT discovery, vulnerability, and threat protection
- **Microsoft Entra**
  - Identity lifecycle and network access solutions
- **Microsoft Purview**
  - Data governance, protection, and compliance

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Professional Services Methodology

Serraform uses a phased approach to achieve a clear definition of deliverables and expectations that meet your requirements and objectives. We work in alignment with your stakeholders and Microsoft account team to ensure a smooth transition from sales, to delivery, to handoff in order to make sure your customized delivery addresses your specific business objectives with confidence.

Definition

Transition from sales to professional services

Perform product demo workshop(s)

Identify key business outcomes

Define project scope and deliverables

Schedule and prepare for kickoff and delivery

Kickoff

Review project plan and communication strategy

Lead a series of discovery sessions

Discuss design considerations

Produce design and implementation deliverables

Implement

Perform controlled deployments and onboarding

Modify configurations as needed

Monitor business and resource adoption

Review and optimize solution

Weekly project status updates

Handoff

Expert knowledge transfer

Identify any gaps in solutions, process, opportunities, etc.

Align on project closure and transition

Solution sign-off

Transition from delivery to account management

Definition & Scoping

Serraform works alongside Microsoft and your stakeholders to ensure that business objectives and expected outcomes are clearly identified. After establishing alignment, the team defines the project scope and milestones that meet expectations, and finalizes a project plan in preparation for a scheduled kickoff.

Implement & Configure

Once the design and requirements are defined, our team proceeds with the implementation and configuration. As the deployment is under way, we communicate with all stakeholders and SMEs to make sure business and resource adoption is taking place each step of the way, and that status updates are communicated regularly.

Project Kickoff

The delivery team, in collaboration with your stakeholders and SME's, review and align on the outcomes of the project plan and define a communication strategy for project status updates. Our team leads knowledge gathering and design sessions in order to produce a functional design based on project requirements.

Handoff and Closure

Your team will build the competence and confidence to manage the solution(s) through regular knowledge transfer with our experts. Together we will be able to identify any gaps in solutions or opportunities that was otherwise unknown. We align with all stakeholders involved to ensure a smooth handoff, project closure, and final signoff.

Our mission is to empower organizations to work safely

Microsoft Partner

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