Microsoft Unified



From vision to value: Fast-track your Microsoft investments

Strategic insights from Microsoft Unified experts

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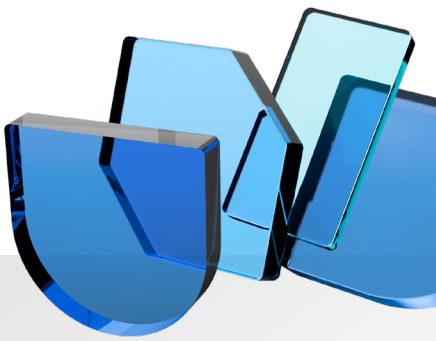
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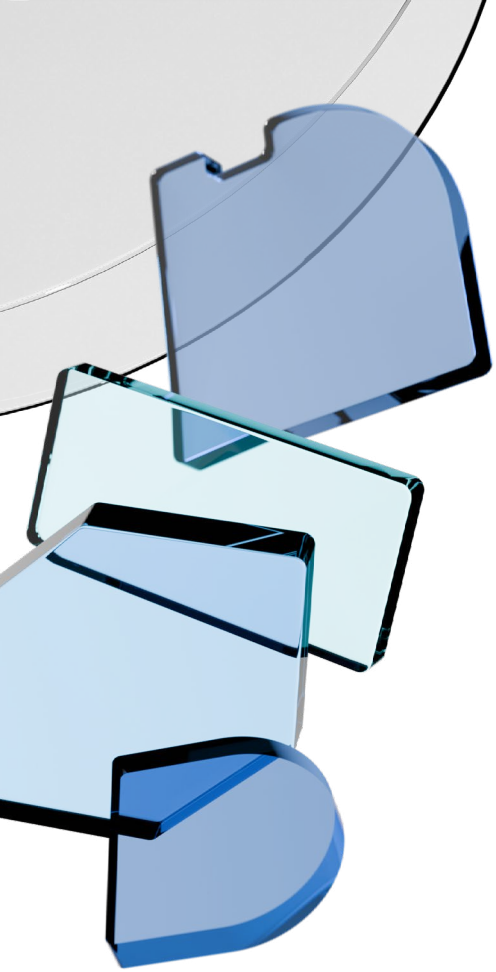
11 Summary



Bringing Unified onboard was pivotal in accelerating our journey. It provides a high degree of trusted guidance and competence to our agencies and helps keep us moving in the right direction.

Read the customer story

— Will Luker
Chief Information Security Officer, Department of the Premier and Cabinet, Government of South Australia



In today's era of digital transformation, businesses face a landscape rich with both opportunities and challenges.

- Is your organization equipped with a strategic plan to implement and scale cutting-edge technology to achieve its objectives?
- Do you have robust preventative measures in place to ensure resilience?
- Are your people, processes, and technology aligned to fully leverage the power of generative AI?

Microsoft Unified provides continuous access to our expertise, enhancing resiliency, driving innovation, and maximizing your Microsoft technologies.

225% **ROI** for Microsoft Unified customers

40% **reduction** in customer-facing downtime per year

$394K **three-year savings** in end user productivity gains from faster Microsoft solutions adoption





You know your business. We know our technology.

Today's IT leaders face a tough balancing act—accelerating innovation while strengthening security, ensuring uptime, and proving value. Many organizations are stuck in reactive mode, struggling to maximize their technology investments.

Customers like you are focused on skillfully building enterprises. Scaling the impact of your technology is essential, and Microsoft experts are here to help drive efficiencies, strengthen security, and maximize business outcomes. Our team provides outcome-based solutions that emphasize efficiency and long-term ROI.

This guide shares five proven steps to accelerate technology investments through Microsoft Unified and empower your cloud success.



Steps

01
Assess your current state

02
Define clear objectives

03
Engage Microsoft's technical experts

04
Implement proven strategies

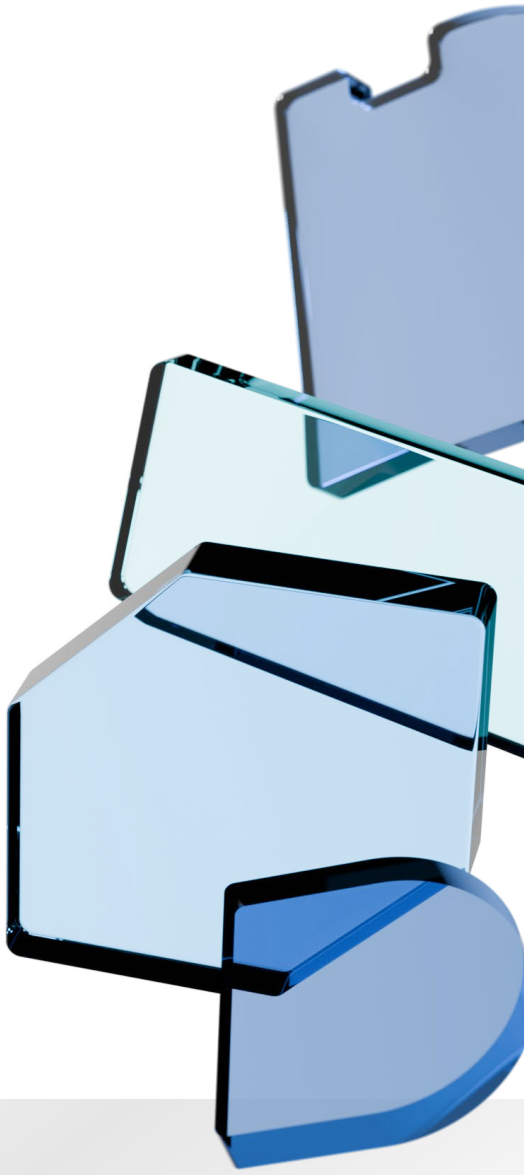
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Transform and build resilience

Assess your current state

Before implementing changes to your organizational technology or processes, it is essential to have a comprehensive understanding of your current state. Conducting a thorough assessment of your IT infrastructure and identifying areas for improvement is crucial for evaluating readiness for the next phase of digital transformation.

Our assessments prioritize security, ensuring that preventative measures are in place to mitigate risks and establish a well-architected framework.

Beyond asset inventory, we evaluate the alignment of your architecture with business objectives. This may involve addressing known gaps or optimizing multiple workloads. From day one, Microsoft experts collaborate with you to map business objectives to technical realities, enabling us to assess, prioritize, and implement the right actions to achieve your goals.



We drew on a lot of Microsoft assistance throughout our Azure cloud adoption journey thanks to Unified… that was support we wouldn't have got from another cloud services vendor.

Read the customer story

— **Chris Douglas**
Head of Architecture and Infrastructure
Pension Protection Fund

Define clear objectives

Aligning on business objectives ensures every initiative is purposeful and contributes to long-term value. Your Microsoft Customer Success Account Manager (CSAM) will collaborate with you to establish specific, measurable goals for the implementation, adoption, and effective utilization of your Microsoft service investments. This strategic plan will be developed in partnership with you to ensure that your organization's top priorities and desired outcomes are achieved. As a trusted advisor, the CSAM will engage with you throughout the lifecycle of the partnership, ensuring alignment and making necessary adjustments to stay on course.

New objectives must align with your broader business strategy, have clear executive sponsorship, and prioritize security from the outset. Robust security measures guarantee the confidentiality, integrity, and availability of your data and systems, protecting them from sophisticated threats. Your Microsoft CSAM and Cloud Solution Architects (CSAs) will coach your team using proven methodologies tailored to your business objectives, ensuring critical safeguards are embedded from the start.

> **By harnessing Microsoft Unified for Azure, we have achieved more with less. We have lowered our operating costs, optimized our business performance, and delivered cutting-edge products to exceed our customers' expectations.**
>
> **— V K Gupta**
> CTO and Business Head, DishTV

Secure your goals through our cybersecurity strategy

- Pre-incident services to strengthen your security posture
- Coverage for all Microsoft technologies across diverse environment
- Rapid response to counter-active threats

Engage Microsoft's technical experts

Organizations need partners who can navigate digital transformation with clarity, confidence, and speed. Our dedicated team of CSAs act as trusted advisors throughout this journey. They know the technology and how to apply it to plan, implement, operationalize, optimize, and scale your IT strategy.

Leverage our technical expertise through:

Prepackaged solutions using reference architectures that can be quickly implemented, saving time and resources.

Tailored solutions designed to meet specific needs and evolving goals, ensuring efficient operations.

Mission-critical services providing full care, solutions, and guidance for urgent technology issues.

Our experts don't just advise; they work alongside your team as trusted advisors and co-collaborators. They help you to drive adoption of your investments in a scalable, resilient way. The CSAs help you to realize value faster and remain engaged after implementation to ensure smooth progress and goal achievement.

> **Having someone who knows our business, is able to connect us to the right people at the right time, dig deeper into each inquiry, and provide meaningful insights into what's happening at Microsoft while delivering consistent communication drives our confidence in Unified that much farther.**
>
> **— Glen Willis**
> IT Manager, Tolko Industries



Implement proven strategies

The success of any strategy depends on how well it is executed. To fully realize the value of your technology and build optimized solution architectures, work with your CSAM to develop a comprehensive roadmap and your CSA to apply these best practices for implementing and managing your Microsoft services:

Built-in safety and consistency

Partner with your CSA to execute production workload changes safely and consistently to mitigate risk.

Health models

Validate system readiness by ensuring deployments pass health checks before each phase of progressive exposure begins.

Progressive exposure

Adopt a progressive exposure deployment model to minimize the potential impact of deployment-related risks.

Issue detection

When issues are detected, immediately pause deployment and initiate remediation.

Through Microsoft Unified, your Customer Success Account Manager will work with you to sustain momentum and meet organizational goals, while your Cloud Solution Architect works alongside your team to scale adoption at the right pace.



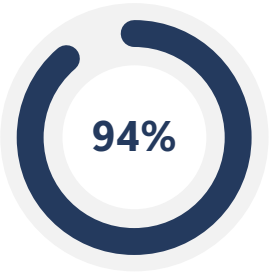
Providing customer value

Unified customers reported:

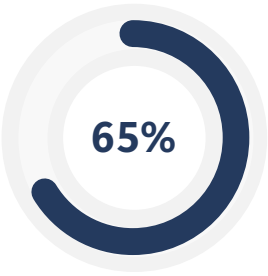
48%
of Unified customers reported a reduced risk of security breach

225%
ROI over three years

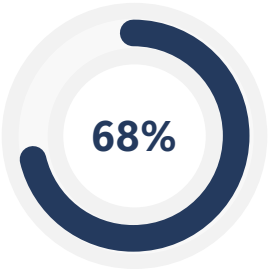
$205K
annual avoided revenue loss



Positive ratings



Reduction in downtime



Faster time to resolution



Reduction in noncritical incidents

Source: The Total Economic Impact™ of Microsoft Unified, March 2025: A commissioned study conducted by Forrester Consulting

> Microsoft's level of service for a project this large brought my team great peace of mind. Its careful planning and collaboration ensured a seamless migration.

Read the customer story

— **Stefan Kochi**
Cofounder and Chief Technology Officer, Paytronix Systems

Transform and build resilience

Transformation is an ongoing cycle of improvement: aligning your systems, strategy, and support for what's next. Your Microsoft CSAM plays a central role in that evolution, providing expert insight, trusted guidance, and continuous support to keep your investments and goals aligned.

Your CSAM develops a thorough understanding of your organization—they know you, your organization, your goals, technology stack, and potential risk areas. Acting as an advocate and advisor, they partner with you to achieve business objectives while building long-term resilience and operational efficiency.

Through regular, collaborative checkpoints, your CSAM helps to:

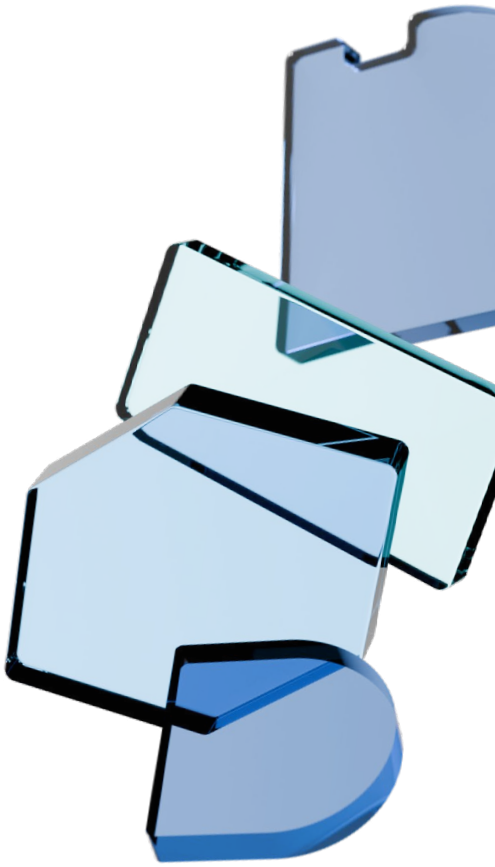
- Stay aligned with your strategic roadmap and expected outcomes.
- Adjust implementation plans based on emerging priorities or challenges.
- Identify architectural improvements such as Azure's Well-Architected Framework and spend optimization opportunities.
- Anticipate opportunities, risks, and other factors that could impact measurable success.
- Apply Microsoft's industry-proven solution assessments to enhance resiliency across business applications.

Optimizing for performance and cost with Microsoft technology embeds resilience into your architecture—ensuring your systems can scale, withstand disruption, and support sustained growth.

> **Having the single point of contact through Microsoft Unified and our Customer Success Account Manager who could put the tentacles out to the relevant teams in Microsoft was really, really important, and that's why we're continuing to work with Unified now.**
>
> **— Fiona Harris**
> Chief Information and Data Officer, VIVID

Summary

Unified turns investment into impact.

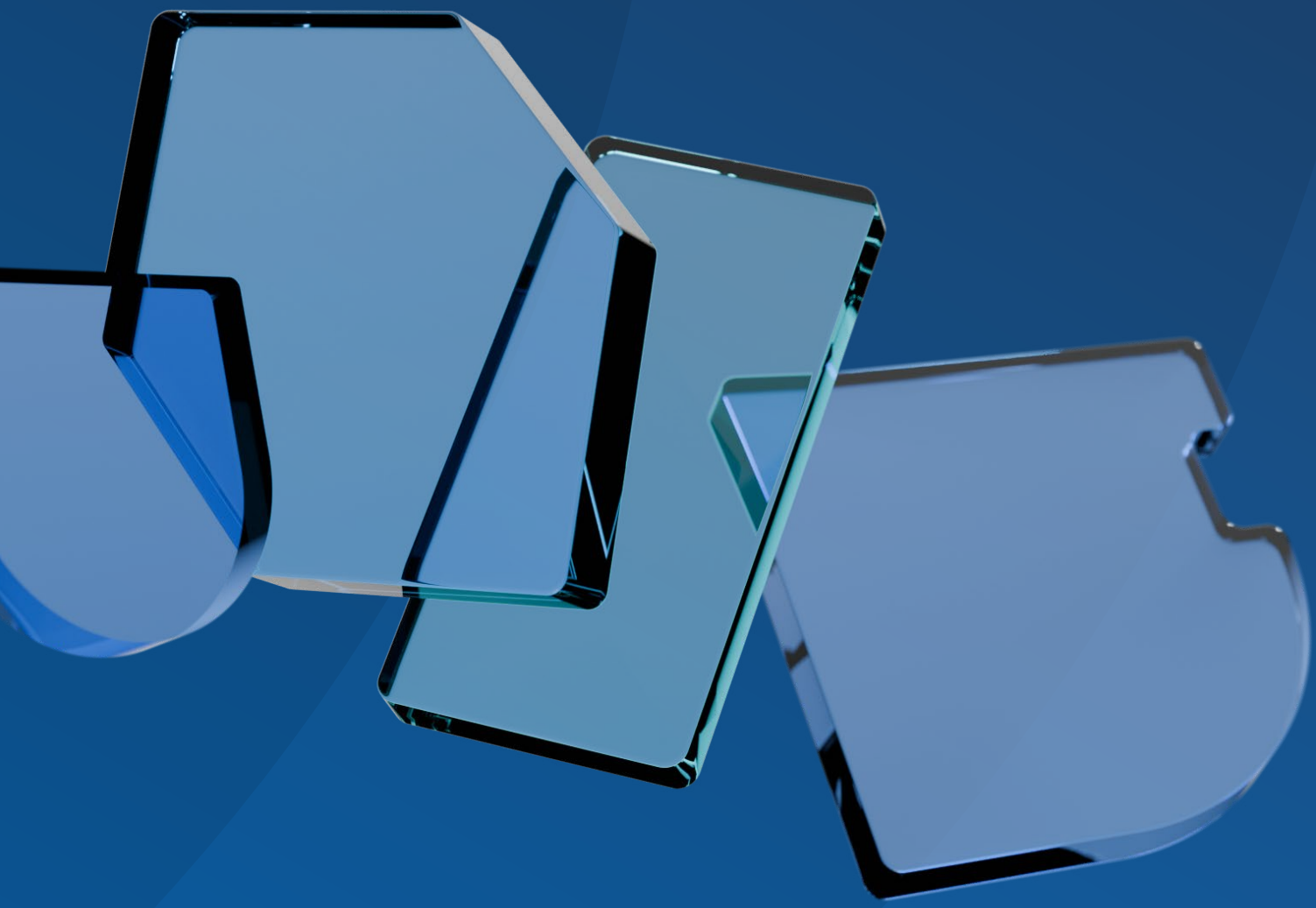


With Microsoft Unified, organizations gain more than technical expertise. As an integral part of your investment, a strategic team, including a CSAM and CSAs, is dedicated to maximizing the value of your Microsoft investments. From partnering with you to define your roadmap and align your goals to providing in-house technical leadership and continuous guidance, we're there at every step in your organization's transformation journey.

Let's turn your investment into impact—together.

To learn more about Microsoft Unified visit aka.ms/Microsoft-Unified





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