



INFRA TEAM

Microsoft Services & Support

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Overview

Businesses rely on Microsoft technologies every day — from Microsoft 365 for productivity, to Active Directory for secure user management, and Windows Server for critical applications.

InfraTeam provides end-to-end Microsoft support, helping small and medium businesses get the most from their Microsoft investments with setup, optimization, troubleshooting, and ongoing support.

Our Microsoft Expertise

Microsoft 365

- Email (Exchange Online), Teams, SharePoint, OneDrive setup and support
- Migrations from Gmail or on-premise Exchange to Microsoft 365
- Security & compliance: Multi-factor authentication, data loss prevention

Active Directory (AD)

- Design and deployment of AD domains
- Group Policy configuration and user access management
- Integration with cloud (Azure AD) for hybrid environments

Windows Server

- Installation, patching, and performance tuning
- File & print services, DNS/DHCP, application hosting
- Troubleshooting and recovery of failed server roles

Why Choose Microsoft Services?

Key Benefits

- Seamless Collaboration with Microsoft Teams & SharePoint
- Centralized User Management through Active Directory
- Improved Security with Microsoft's enterprise-grade protections
- Business Continuity with cloud backups & high availability
- Scalability — solutions that grow with your company

Pros & Cons

Pros

- Trusted enterprise-grade tools
- Strong security & compliance
- Cloud + on-premise flexibility
- Scales with your business
- Reliable vendor support

Cons

- Licensing can be costly for large teams
- Requires ongoing updates & patching
- Migration may cause short-term disruptions
- Needs skilled administrators
- Subscription costs add up over time

Implementation Timeline

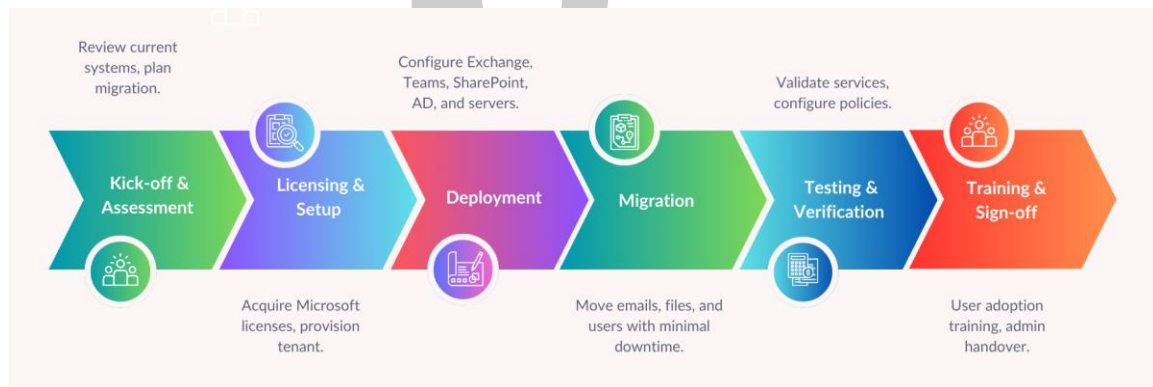
Typical Microsoft service engagements range from 1 – 6 weeks, depending on complexity.

Project Phases

- Kick-off & Assessment (Week 1)**
- Licensing & Setup (Week 2)**
- Deployment (Week 3–4)**
- Migration (Week 4–5)**
- Testing (Week 5–6)**
- Training & Sign-off (Final Week)**

- Review current systems, plan migration.
- Acquire Microsoft licenses, provision tenant.
- Configure Exchange, Teams, SharePoint, AD, and servers.
- Move emails, files, and users with minimal downtime.
- Validate services, configure policies.
- User adoption training, admin handover.

Workflow Diagram



Pricing Models

Microsoft 365 Setup & Migration Projects: From **R11 500 – R40 250+** (depending on number of users & mailboxes)
 Active Directory & Server Setup: From **R17 250 – R46 000+** (complexity and role count dependent)

Ongoing Support & Monitoring:

- Pay-As-You-Go: **R690/hour** (remote), **R1035/hour** (onsite).
- Basic Plan (up to 10 users): **R5 750/month**
- Standard Plan (11–20 users): **R13 800/month**
- Enterprise Plan (20+ users): Custom pricing

Note: Microsoft licenses billed separately. All prices are VAT inclusive.

Frequently Asked Questions (FAQs)

Do I need Microsoft 365 for my small business?

Yes, it's cost-effective, improves collaboration, and includes enterprise-level security.

Can you migrate my email from Gmail or other platforms?

Absolutely — we handle mailbox migrations, calendars, and contacts with minimal downtime.

Do you provide Microsoft licenses?

We can assist with procurement or advise on the best plan for your needs.

Is Active Directory still relevant if I move to the cloud?

Yes — many companies run hybrid environments with on-prem AD synced to Azure AD.

How often do servers need updates?

Critical patches should be applied monthly. We handle monitoring & patch management for you.

Case Study Example

Client: An accounting firm with 30 users

Challenge: Scattered email accounts, no central user management

Solution: Migrated to Microsoft 365 Business Standard, implemented Active Directory, enabled MFA

Outcome: Centralized security, reduced IT costs by 25%, enabled remote work with Teams

Why InfraTeam?

- Microsoft-certified engineers with hands-on expertise.
- Proven track record of migrations & server deployments.
- Affordable packages tailored to SMEs.
- End-to-end support: from setup to ongoing management.

Thank you. 😊

Comprehensive Microsoft Support – From Cloud to Server, We've Got You Covered.