

Microsoft 365 Lighthouse

Simple, secure and AI-powered



Microsoft 365 Lighthouse enables Cloud Solution Providers (CSPs) to grow their business and deliver managed services to customers at scale.

Through a single pane of glass, you can standardize configurations, manage risk, identify AI-driven sales opportunities and engage with customers at scale in a way that was previously unattainable. Anticipate your customers' needs and ensure they maximize their investment in Microsoft 365.

60% of customers are not using premium offerings

25% of customers could benefit from deployment assistance

75% of customers are not taking advantage of managed services



Deliver value at every stage of the customer journey



Acquire, retain & grow with Microsoft 365

- Improve customer acquisition by utilizing trials to sell Microsoft 365
- Receive timely alerts to prevent potential churn and improve customer satisfaction
- Identify the right customer to engage with at the right time with the right offer



Deploy, manage & secure your customers

- Protect your customers devices, data, and users by quickly identifying and acting on threats, anomalous sign-in, and device alerts
- Deliver consistent security standards which elevate the security posture of all your customers
- Monitor and manage customers centrally to identify gaps in end-customer configuration, target improvements, and drive adoption

Benefits



Grow Revenue



Reduce cost of sales



Improve Satisfaction

Deploy, manage & secure your customers at-scale



Standardize configuration

Move beyond monitoring and deliver consistent security standards which elevate the security posture of all your customers and increase predictability and profitability for your managed security service business.



Improve security

Take action to help ensure your customers stay protected across devices, data, and users by quickly identifying and acting on threats, anomalous sign-in, and device alerts.

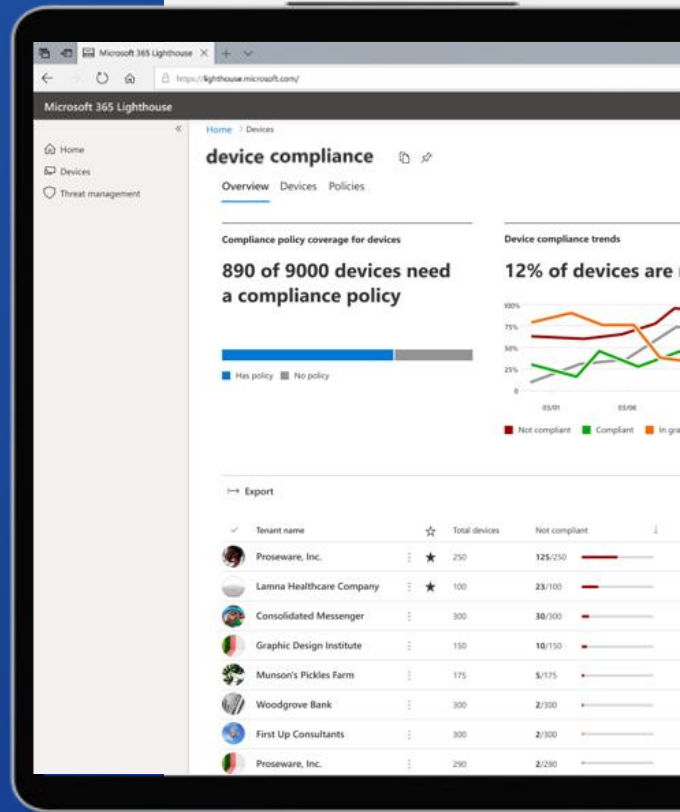


Proactive risk management

Monitor and manage customers centrally to easily identify gaps in end-customer configuration, target improvements, and drive adoption.

Capabilities

- Standardize configurations with baseline deployments
- Manage users across all tenants with common tasks such as search, reset password & assign licenses
- Set up & manage Granular delegated admin privileges relationships
- Gain device and app health insights to improve user experience
- View and remediate alerts for tenants that have been onboarded to Microsoft Defender



Acquire, retain & grow with Microsoft 365



Understand your customer better

Access and analyze your customers data to understand behavior, preferences and feedback. With a holistic view into your customers health and interests you can tailor communication and offers accordingly



Nurture customers proactively

Identify the best opportunities to engage your customers based on their potential value, risk, and readiness. Prioritize your actions and focus on the most impactful activities that drive retention and growth.



Deliver value consistently

Use Microsoft best practices and steps for delivering value to your customers throughout their lifecycle. Overcome challenges, demonstrate the benefits of your solutions, and address any issues or concerns effectively.

Capabilities

- Tap into AI-driven recommendations to discover customer opportunities and prioritize using probability scores
- Get early warning indicators of customers who are at risk of churn
- View customers with renewals in the next 30, 60 and 90 days
- Take action using turnkey marketing content and resources to support meaningful customer conversation

