

COMBAT IT CASE STUDY

Professional Services IT Support

Microsoft 365, endpoint health, secure access and remote working support.

M365

CLOUD SERVICES

Endpoint

DEVICE HEALTH

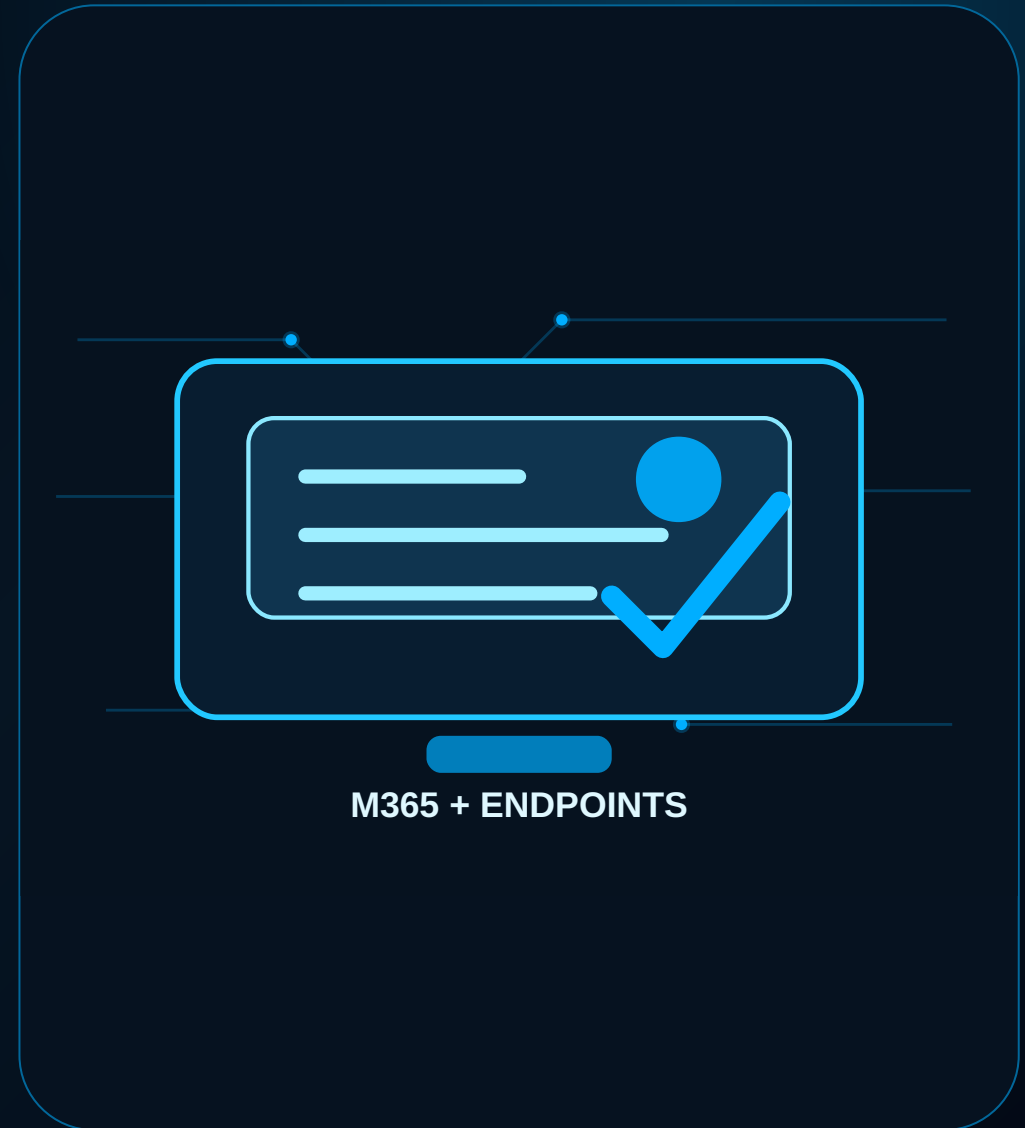
Access

REMOTE WORK

Security

IDENTITY CONTROLS

"The business needed support that understood productivity impact, not just isolated tickets."



Operational overview

Professional services firms rely on dependable productivity systems. Repeated login issues, slow devices or unreliable remote access reduce staff output and client service quality. Combat IT focuses on visibility, response speed and practical reduction of recurring disruption.

The challenge

- Recurring Microsoft 365 login and MFA issues
- Slow workstation performance affecting staff productivity
- Hybrid workers experiencing unreliable remote access
- Limited endpoint visibility and poor support pattern tracking

Combat IT response

- Reviewed device health, Microsoft 365 access and recurring support issues
- Improved identity, MFA, endpoint hygiene and patch visibility
- Introduced endpoint monitoring and practical maintenance workflows
- Created a clearer user support route for everyday technical issues

1

Assess

Review device health, identity issues and support history.

2

Harden

Improve MFA, patching and endpoint hygiene.

3

Monitor

Track repeated symptoms and service indicators.

4

Refine

Use support patterns to reduce recurring disruption.

BUSINESS VALUE

Outcomes and support value

Fewer repeats

Recurring faults became easier to identify and reduce.

Better productivity

Staff experienced less friction with core systems.

Calmer support

Users had a more predictable support experience.

M365

SUPPORT

Hybrid

READY

Cleaner

ENDPOINTS

Calmer

SUPPORT

Why this matters

This is the difference between reactive IT support and operational IT support. Combat IT is built for businesses that need dependable systems, fast communication and practical technical ownership.

The scenarios shown are anonymised representative case studies based on common operational environments supported by Combat IT.