

TH Microsoft Cloud Solutions

EXPECT MORE FROM YOUR CLOUD PARTNER

With 30 years of experience advising clients on applying Microsoft technology, Tech Heads offers a valuable perspective assessing your goals, analyzing what's really required, and enabling your staff with the best resources for the lowest annual cost. Not only are we your direct source for all things Microsoft, our program offers added security services to protect your tenant from evolving cyber threats and we help you proactively manage cloud resources with a range of value added services.



More knowledgeable and capable front-line staff

Your first point of contact has 10+ years exp. advising clients on optimizing Microsoft cloud resources



Guidance on optimizing security, efficiency, and costs

Maintain a healthy cloud environment with regular strategic reviews and check-ins (*min. 150 E3 users*)



Better visibility and control of your environment

Useful self-service tools to manage subscriptions and licenses, view usage, invoices, and more

CORE SERVICE AREAS

ADVISING & IMPLEMENTATION

Pre-Sales Advisory

Complimentary guidance from an expert in Microsoft subscription plans, pricing tiers, and usage models. We'll identify the right resources for your needs, explain options and trade-offs, and guide you through the activation process.

Technical Consultation

No-cost guidance from a Microsoft Cloud Engineer on your unique project or cloud scenario. (*pre-sales & deployment phase*).

Professional Services

Our seasoned Professional Services team has all the capabilities in-house to handle your implementation entirely or help on an hourly T&M basis as needed.

SUBSCRIPTION MANAGEMENT

Cloud Operations Team

Our cloud ops team is in your corner, ready to share our Microsoft knowledge and help you manage licenses, renewal, upgrades, downgrades, trials, and more.

Self-Service Portal

24/7 access to manage subscriptions, increase quantities, assign licenses, view usage data, invoices, and more.

Strategic Reviews & Check-ins

Proactive analysis and guidance for optimizing cloud costs, performance, and security with bi-annual strategic reviews and bi-monthly check ins (*for clients with a minimum of 150 E3 users*).

SUPPORT & SOLUTIONS

24/7 x 365 Technical Support

We go the extra mile for clients with skilled cloud support engineers available 24x7x365 to assist with everything from break/fix issues to migration support, hybrid setups, and third-party integrations.

Advanced Support & Solutions

Advanced configuration and custom solutions are also available through escalation to our in-house consulting team on an hourly T&M basis. Added security services are also available:

- Cloud security configuration
- 24/7 monitoring to shut down compromised accounts
- Managed backups & recovery

ABOUT TECH HEADS



Aaron Bryan
Cloud Program
Operations Manager

Primary contact: With over a decade of experience helping clients get more from Microsoft tools, improve their security posture, and optimize cloud spend, Aaron Bryan is your primary contact for any CSP needs, including:

- Licensing options, features, and costs
- Azure pricing tiers and usage models
- Cloud performance and security
- Support request initiation

2024 CLIENT SURVEY FEEDBACK

“ I appreciate Aaron’s communication, diligence, and professionalism. I chose Tech Heads because I liked my past experience working with you guys. ”

—Director of IT, Aviation client

“ You guys have been very responsive. I like that you’re staying on top of the ever-changing license landscape and you reach out ahead of time. ”

—CIO, Legal client

“ Onboarding was quick and easy. ”

—CIO, Healthcare client

Cloud Provider Type

Microsoft

Year established

1995

Location

OR (HQ), WA, AZ

In-house full time staff

55

Client geography

U.S. nationwide

Cloud capabilities in-house

Microsoft 365 and Azure provider
License and resource optimization
Implementation and migration
Subscription management
Support and custom solutions
Security hardening and monitoring

Tech Heads clients

650+

Client sizes

50 to 5000 users

Certifications

M365 Enterprise Adm in Expert
M365 Identity/Access Admin Assoc.
M365 Security Ops Analyst Assoc.
M365 Security Adm in Associate
Azure Security Engineer Associate
Azure Administrator Associate Azure
Network Engineer Associate Azure
Solutions Architect Expert Azure
Virtual Desktop Specialist

Client environments

Multicloud environments
Hybrid cloud / on-prem
Private / Public cloud
Regulated environments
Legacy integrations
SaaS integrations
High-demand workloads

Client industries

Healthcare
Public Sector
Real Estate
Education

Banking & Finance
Construction
Professional Services
Trucking & Logistics

Manufacturing
Energy & Utilities
Food & Beverage
Retail

BUSINESSES THAT EXPECT MORE FROM THEIR CLOUD SERVICES PROVIDER TRUST TECH HEADS

Contact us to discuss your goals and discover the difference of working with a cloud provider that has the experience, capabilities, and passion for helping clients get the most from their technology investment.

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How secure is your tenant?

Identify security gaps, configuration issues, excess licensing, and opportunities for cost savings in your environment with a [Microsoft 365 Licensing & Security Audit](#)

