



QUISITIVE CLIENT

U.S. City

INDUSTRY

Public Sector

SIZE

500+ employees

PRODUCTS/SERVICES

- FastTrack guidance
- Qusitive Managed Services Support
- Microsoft Defender for Endpoint, Intune, and Entra ID

Turning Underused Microsoft 365 into a Security and Cost Advantage for a Growing City

A mid-sized U.S. city government with a lean IT team was working to modernize its security and device management posture while keeping costs under control. With a growing roadmap that included endpoint security, mobile device management, and identity modernization, the City had already invested in Microsoft 365 licensing but was not fully using the capabilities available to it.

City leadership recognized that technology sprawl and underutilized tools were limiting both efficiency and value. The opportunity was not to buy more technology, but to better leverage what they already owned. To do that, the City partnered with Qusitive as both a **strategic advisor** and **hands-on technology enabler**.

The Challenge: Underused Licensing and Limited Internal Capacity

The City owned Microsoft 365 licensing that included advanced security and management capabilities such as Defender for Endpoint, Intune, and Microsoft Entra ID. Despite this, it continued using a costly third-party endpoint detection service while key Microsoft capabilities remained underutilized.

At the same time, the City's IT team was lean and managing a growing list of priorities, including Intune deployment and hybrid identity integration between on-premises Active Directory and Microsoft Entra ID. Internal capacity constraints made it difficult to execute advanced configurations and fully realize the value of the existing Microsoft investment.

The City was introduced to Qusitive through a Microsoft FastTrack Request for Assistance (RFA). While FastTrack provided initial guidance, it became clear that additional hands-on expertise would be required to bridge internal resource gaps and complete more advanced implementation work.

The Solution: From FastTrack Guidance to a Managed Support Model

Quisitive first supported the City through FastTrack guidance to deploy Defender for Endpoint, Intune, and Microsoft Entra ID. As needs expanded beyond the scope of the FastTrack program,

Quisitive then provided an **Managed Services Support Agreement** to deliver hands-on assistance for advanced configurations and implementation tasks.

This flexible model allowed the City to move forward quickly by:

- Addressing technical work not covered under FastTrack
- Bridging internal capacity gaps
- Aligning support with end-of-fiscal-year budget availability

Quisitive's role extended beyond technical execution. As a strategic partner, Quisitive helped the City focus on maximizing existing Microsoft investments, simplifying the technology stack, and building a foundation for future initiatives. At the same time, Quisitive acted as the technology enabler, providing the expertise required to deploy and configure core M365 security and management tools.

The Impact

With Quisitive's support, the City is deploying Defender for Endpoint, Intune, and Microsoft Entra ID more fully across its environment. This shift allows the City to retire costly third-party endpoint detection services and consolidate its security and management capabilities within its existing Microsoft 365 licensing.

By simplifying the technology stack and improving use of built-in M365 capabilities, the City is strengthening IT operations while better aligning spend with value. Expert guidance and hands-on support are helping internal teams operate more efficiently and move forward with their modernization roadmap.

This work also positions the City for future innovation, including exploration of additional Microsoft solutions such as Copilot and Azure AI services, built on a more unified and effectively managed foundation.

Why This Matters

Many public sector organizations invest in Microsoft 365 but struggle to fully activate the capabilities included in their licensing, especially when IT teams are lean. This City's experience shows that meaningful modernization does not always start with new purchases. It often begins with unlocking the value already in place.

By combining strategic guidance with hands-on support, Quisitive helped the City turn underused licensing into a stronger security posture, more efficient IT operations, and a simplified technology environment, creating a foundation for continued digital modernization in local government.

Turn underused Microsoft 365 licensing into a stronger security posture.

Talk with Quisitive about Microsoft license optimization paired with managed security services that reduce cost and operational burden.