

M365 LICENCE & COMMERCIAL

CATEGORY: COMPLIANCE



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Pay for what you use. Nothing more.

Microsoft 365 estates accumulate cost quietly. E3 and E5 assignments outlive the projects that justified them, leavers hold licences for months, add-ons duplicate capability the bundle already includes, and Azure consumption drifts upward with every release. Flexera's 2025 State of ITAM report estimates 33% of SaaS spend is wasted, and most tenants have never been reviewed against actual usage.

SaaS*i*Q reviews Microsoft tenancies the way we review Oracle estates: entitlement against consumption, user by user, SKU by SKU. We map assigned licences to actual workload usage, identify downgrade and reclaim candidates, flag overlapping add-ons, and deliver a clear position statement with a costed remediation plan. The methodology has delivered six-figure savings on Oracle Fusion Cloud estates.

We hold no Microsoft partner status and sell no licences. Most licensing advice comes from the reseller renewing the agreement; ours carries no sales margin and sits on your side of the table.

Whether you are approaching an Enterprise Agreement renewal, consolidating tenants, or simply want to know what the estate costs per active user, the review is fixed scope, fixed price, and independent. Where ongoing assurance is wanted, we re-run the review on a scheduled cadence so the licence position is monitored, not rediscovered at renewal.



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IDENTITY & ACCESS

CATEGORY: COMPLIANCE



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Know who can do what. Prove it.

Access risk does not respect platform boundaries. The questions auditors ask of an ERP apply equally to the Microsoft estate: who can do what, who approved it, which permission combinations conflict, and what happens when someone changes role. Entra ID, Dynamics 365, and SharePoint each hold part of the answer; few organisations can produce it across the estate.

SaaS-iQ applies the same role, duty, and privilege analysis we use on Oracle Fusion Cloud security. A recent engagement for a UK fire and rescue service analysed nineteen roles across five functional families, confirmed containment relationships, surfaced anomalies, and produced consolidation recommendations the client could act on directly. The framework is platform-agnostic; the target can be Entra ID role assignments, Dynamics 365 security roles, or SharePoint permissions as readily as Oracle roles.

The output is a findings report with practical remediation paths, not a theoretical matrix. Where ongoing assurance is required, we design access review cycles and audit evidence packs that satisfy internal and external audit without committing to a heavyweight GRC platform.



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POWER AUTOMATE & WORKFLOW

CATEGORY: OPERATIONAL EFFICIENCY



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Automate the routine. Keep the judgement.

Most organisations already own Power Automate; it arrives with the Microsoft 365 subscription. Few use it beyond the occasional approval flow. The gap between what is licensed and what is used represents process cost the business is already paying to remove.

SaaS iQ runs its own operations on these patterns. Enquiry intake and triage, meeting minute production, daily lead intelligence feeds, and CRM updates all run as automated flows across Power Automate, scheduled tasks, and AI tooling. We build what we recommend, and we recommend what we have proven on our own estate.

Engagements begin with an opportunity assessment: which processes carry repetitive volume, which have clean trigger points, and which need human judgement kept in the loop. Delivery follows as fixed-scope builds with documentation and handover, so flows remain maintainable after we leave.

Where AI adds value, we integrate it with data protection, GDPR compliance, and corporate policy designed in from the start, not bolted on afterwards.



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SHAREPOINT & M365

CATEGORY: OPERATIONAL EFFICIENCY



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One estate. Working as one.

Microsoft 365 is usually bought as a bundle and adopted as fragments. Teams sprawls, SharePoint becomes a dumping ground, OneDrive holds the only copy of documents the business depends on, and the tools meant to connect work end up scattering it.

SaaS-iQ designs and builds Microsoft 365 foundations that hold together: SharePoint information architecture, Teams structure, document lifecycle, permissions that follow the access model rather than fight it, and integration into the workflows the business actually runs. Our own estate, from enquiry capture through delivery to document production, runs on the same patterns.

The work suits organisations that have owned Microsoft 365 for years without ever implementing it deliberately, and those bringing ERP, CRM, and collaboration into one coherent operating model. Each engagement is scoped, quoted, and delivered at a fixed price.



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REPORTING & ANALYTICS

CATEGORY: DATA & ANALYTICS



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Reports that answer the questions.

Reporting gaps are rarely about tooling. Requirements were never captured properly, the implementation ran out of runway, and users filled the void with offline spreadsheets. The pattern is identical whether the platform is Oracle, Dynamics 365, or a data estate feeding Power BI.

SaaS-iQ starts with requirements. For a county council finance team we built structured requirements capture instruments that turned a vague reporting backlog into a specified, prioritised workload, with VAT and partial exemption requirements surfaced as additional scope in the process. Capture first, build second.

On the build side we work across Power BI and the Microsoft data stack as well as Oracle's reporting tools, covering management packs, operational dashboards, and transactional documents. Where reporting is moving from legacy BI to Power BI, we scope the gap, plan the migration, and deliver it in fixed-price tranches.



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DATA CLEANSE

CATEGORY: DATA & ANALYTICS



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A system is only as good as its data.

Business systems decay from the inside. Duplicates accumulate, fields drift, ownership blurs, and within a few years the platforms the business relies on for customer, supplier, and financial truth cannot be trusted for any of them. The platform is rarely the problem; the data is.

SaaS iQ measures data quality the way we measure migration data: completeness, accuracy, duplication, and referential integrity against defined thresholds. The output is a quantified baseline, a costed cleansing and enrichment plan, and the governance to stop the decay recurring.

We run the same discipline on our own CRM: thousands of contacts loaded through controlled pipelines, deduplicated on entry, classified and enriched through automated scoring. The approach applies to ERP master data, suppliers, customers, items, chart of accounts, as readily as CRM records in Dynamics 365, Salesforce, HubSpot, or Zoho.



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M365 ESTATE HEALTH CHECK

CATEGORY: OPERATIONAL EFFICIENCY



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Every estate drifts. Measure yours.

Microsoft estates drift. Configuration set at rollout ages quietly, licences outlive their owners, Teams and SharePoint sprawl, security baselines slip behind current guidance, and automation that once worked fails silently. None of it announces itself; it surfaces as cost, risk, and friction.

SaaS*i*Q runs a structured health check across the Microsoft 365 estate: tenancy configuration against current baseline guidance, licence position as a headline signal, identity and access hygiene, workload adoption and sprawl across Teams, SharePoint, and OneDrive, and the state of scheduled automation. The same discipline we apply to Oracle Fusion Cloud operational reviews, applied to the Microsoft stack.

The output is a prioritised findings report: what needs attention, in what order, and what it will take. Each finding maps to a fixed-scope remediation, so the path from report to resolution is costed before you commit. The health check is deliberately compact, fixed price, and designed to pay for itself in the first findings.



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