



Kelverion

Microsoft 365 Management Solution for Azure Automation

Automate Microsoft 365 administration with secure self-service, consistent runbooks and low-code automation powered by Azure Automation and Kelverion Runbook Studio.

Kelverion Microsoft 365 Management Solution gives IT teams a ready-to-deploy automation framework for everyday Microsoft 365 administration. It combines Azure Automation, Kelverion Runbook Studio and an optional self-service automation portal so approved users can request common Microsoft 365 services while Azure Automation performs the work in a controlled, repeatable and auditable way.

The solution helps organisations reduce manual fulfilment effort, limit direct Microsoft 365 administrative access, improve consistency and accelerate service delivery across user, licence, group, mailbox and Teams management.

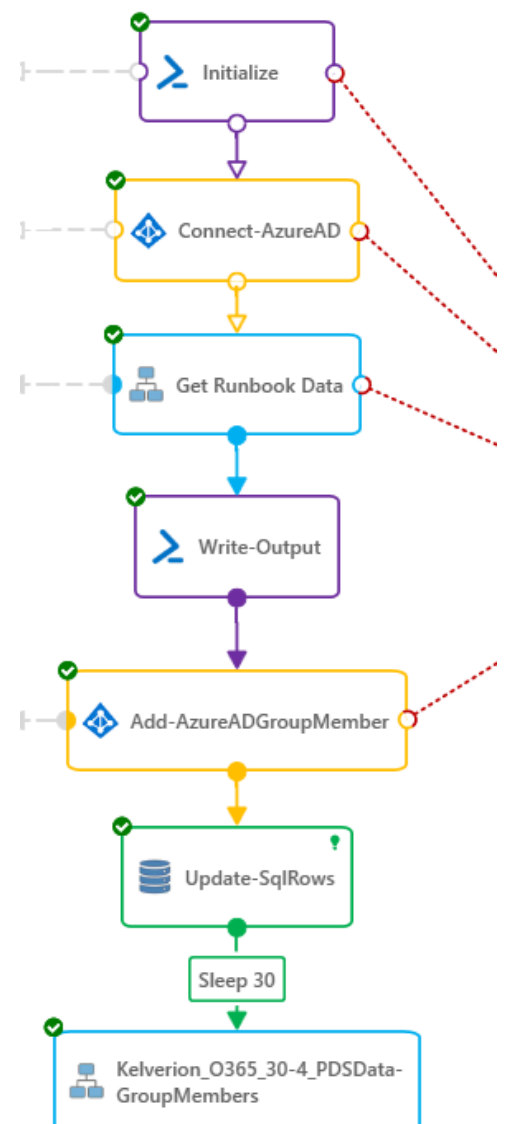
The Challenge: Manual Microsoft 365 Management Slows IT Down

Microsoft 365 removes the burden of running Exchange, SharePoint and Teams infrastructure, but administration is still often labour-intensive. Creating users, assigning licences, updating groups, managing Teams access, disabling accounts and restoring users can require senior administrators to perform repeated manual steps across changing admin interfaces

- Skilled IT staff spend too much time on routine administration rather than strategic work
- Service desk and frontline teams become bottlenecks for high-volume user, licence and access requests
- Manual changes increase the risk of inconsistent execution, missed steps and configuration errors
- Security teams must balance fast fulfilment with the risk of giving too many people direct Microsoft 365 admin rights
- Approval and change processes can be disconnected from fulfilment, creating governance gaps and delays
- Scripted point solutions can be difficult to maintain, audit and extend across teams

The Microsoft 365 Management Solution is positioned for organisations that want to modernise Microsoft 365 administration without replacing their existing Microsoft automation investment or service management processes. It wraps common administration tasks in controlled, repeatable automation, helping IT teams deliver faster service while maintaining governance and security.

For organisations already using Azure Automation, the solution accelerates value by providing ready-built Microsoft 365 runbooks and a structured self-service model. For Runbook Studio customers, it demonstrates how graphical, low-code runbook authoring can turn repeatable IT tasks into governed, reusable automation services.





Benefits for Azure Automation and Runbook Studio Customers

- **Reduce Manual Effort**

Automate frequent Microsoft 365 requests so skilled staff can focus on higher-value work

- **Improve Consistency**

Runbooks execute approved processes the same way every time, reducing variation and human error

- **Strengthen Security**

Enable approved requests without granting direct Microsoft 365 administrative rights to every requester

- **Support Governance**

Align fulfilment with existing change management and approval processes

- **Increase Auditability**

Actions are performed and logged through Azure Automation, creating a clearer operational record

- **Accelerate Adoption**

Start with prebuilt runbooks and discovery processes instead of building from a blank canvas

- **Enable Low-Code Automation**

Runbook Studio provides graphical authoring so coder and non-coder team members can build, maintain and support automation

- **Extend Over Time**

Use the supplied framework to automate more service requests and integrate with service desks and enterprise tools

Typical Automation Scenarios

The solution supports common Microsoft 365 administration processes across user lifecycle management, licence management, Teams and group management, mailbox administration and compliance-related actions

- Create, enable, disable, delete and restore Microsoft 365 users
- Assign, remove and modify Microsoft 365 licences and services
- Add users to groups and remove users from groups
- Create Microsoft 365 groups and distribution groups
- Create shared mailboxes
- Create Teams, add Team members, remove Team members and remove Teams
- Apply Teams security policies
- Enable or disable litigation hold
- Reset passwords and set user regions

Runbooks
✓ ✓ Kelverion_M365_10-1_Worker-Restore-User
✓ ✓ Kelverion_M365_10-10_Add-Group-Members
✓ ✓ Kelverion_M365_10-11_Remove-Group-Members
✓ ✓ Kelverion_M365_10-12_Add-User-ToGroups
✓ ✓ Kelverion_M365_10-13_Remove-User-FromGroups
✓ ✓ Kelverion_M365_10-14_Enable-Litigation
✓ ✓ Kelverion_M365_10-15_Disable-Litigation
✓ ✓ Kelverion_M365_10-16_Create-User
✓ ✓ Kelverion_M365_10-17_Reset-Password
✓ ✓ Kelverion_M365_10-18_Create-Distribution-Group
✓ ✓ Kelverion_M365_10-19_Create-Shared-Mailbox
✓ ✓ Kelverion_M365_10-2_Worker-Enable-User
✓ ✓ Kelverion_M365_10-3_Worker-Delete-User
✓ ✓ Kelverion_M365_10-4_Worker-Disable-User
✓ ✓ Kelverion_M365_10-5_Worker-Assign-License
✓ ✓ Kelverion_M365_10-6_Worker-Unassign-License
✓ ✓ Kelverion_M365_10-7_Worker-SetLocation
✓ ✓ Kelverion_M365_10-8_Worker-Modify-User-Service-Availability
✓ ✓ Kelverion_M365_10-9_Create-Group
✓ ✓ Kelverion_M365_30-0_PDSDData-Master
✓ ✓ Kelverion_M365_30-1_PDSDData-Groups
✓ ✓ Kelverion_M365_30-10_PDSDData-Teams_Remove
✓ ✓ Kelverion_M365_30-11_PDSDData-TeamMembers
✓ ✓ Kelverion_M365_30-12_ExistIn-TeamsMembership
✓ ✓ Kelverion_M365_30-2_PDSDData-Users
✓ ✓ Kelverion_M365_30-3_PDSDData-SKUs
✓ ✓ Kelverion_M365_30-4_PDSDData-GroupMembers
✓ ✓ Kelverion_M365_30-5_PDSDData-UserLicense
✓ ✓ Kelverion_M365_30-7_PDSDData-Devices
✓ ✓ Kelverion_M365_30-8_PDSDData-Mailbox
✓ ✓ Kelverion_M365_30-9_PDSDData-Teams_Add
✓ ✓ Kelverion_M365_40-01_CreateTeam
✓ ✓ Kelverion_M365_40-02_RemoveTeam
✓ ✓ Kelverion_M365_40-03_AddTeamMember
✓ ✓ Kelverion_M365_40-04_RemoveTeamMember
✓ ✓ Kelverion_M365_40-05_ApplyTeamSecPolicy
✓ ✓ Kelverion_M365_90-01_KAP_Get_NewRequest
✓ ✓ Kelverion_M365_92-01_ReturnData



Key Capabilities

- **Self-service request submission**
Give IT staff, managers or approved users a controlled way to request Microsoft 365 services
- **Azure Automation execution**
Run Microsoft 365 management actions from an Azure Automation account for consistent fulfilment
- **Approval-ready workflows**
Connect automation to existing change management and governance processes
- **Role-separated access**
Provide portal access without giving users direct Microsoft 365 administrative rights
- **Discovery-driven data**
Use automation runbooks to discover and maintain the data that drives request forms
- **Runbook Studio authoring**
Build and maintain runbooks through a graphical, low-code design experience instead of relying solely on complex scripting
- **Smart integrations**
Extend automation by integrating with service desks, SQL Server and other enterprise management systems
- **Extensible automation framework**
Start with Microsoft 365 management and expand into broader IT process automation

Automation Use Cases Included

Automation Area	Included Use Cases	Customer Value
User Lifecycle	Create Office 365 user; enable user; disable login; delete user; restore user; reset password; set user region	Standardises high-volume account administration and speeds joiner, mover and leaver fulfilment
Licence and Service Management	Assign a licence; remove a licence; modify an Office 365 service	Improves licence request turnaround and reduces reliance on senior administrators for routine changes
Groups and Distribution Lists	Create group; add group members; remove group members; add user to groups; remove user from groups; create Office 365 distribution group	Enables repeatable access management with a clearer request and fulfilment process
Teams Management	Create a Team; add Team member; remove Team member; remove a Team; apply Team security policy	Automates collaboration workspace administration while maintaining governance controls
Mailbox Administration	Create Office 365 shared mailbox	Reduces manual service desk effort for common mailbox requests
Compliance-Related Actions	Enable Office 365 litigation; disable Office 365 litigation	Helps ensure sensitive administrative actions follow a consistent, auditable process



Jump Start Service

Kelverion can provide a led implementation service to help deploy and configure the Microsoft 365 Management Solution in the customer environment. In this option, the customer provides remote access and Microsoft 365 subject matter expertise while a Kelverion consultant leads the installation and configuration.

The scope of the Kelverion-led implementation is defined as:

- Deployment into a single Azure Automation Account
- Integration with one Azure subscription
- Configuration of the Kelverion Automation Portal
- Integration with a single Microsoft 365 subscription

An Approved User will enter the Kelverion Automation Portal and request the provision of a New Office 365 User, thus creating a new Request in the Portal. Azure Automation to detect the request and provision a New User in the Office 365 Subscription and assign that user a Licence. Azure Automation will then mark the request as complete when a user is created

Customer responsibilities are:

- Configuring the Azure subscription, resource groups, Automation Account and Microsoft 365 subscription
- Granting Kelverion access to the Azure subscription
- Ensuring Microsoft 365 is set up with available licences
- Manually testing that users can be successfully created in the Microsoft 365 subscription

Services Office 365	
Name	Description
Reset Password	Resets an O365 User password. Temp password is emailed to a selected manager.
Create Office 365 User	Create a new Office 365 User and provision a Premium License
Disable Login	Block a user login
Assign a license	Allocate a license to a user
Remove a License	Remove a license from a user
Modify an Office 365 Service	Enable or Disable a specific Office 365 Service for a user
Enable Office 365 Litigation	Enables Email Litigation on Office 365 accounts
Disable Office 365 Litigation	Remove a litigation hold from a mailbox
Delete User	Delete an Office 365 User
Set User Region	Set the usage region for a user
Restore a user	Restore a user account that has been recently deleted
Enable User	Enable a blocked user
Add User to Groups	Add a User to Azure AD Groups
Remove User from Groups	Remove a User from Azure AD Groups
Create Group	Create a group in Azure AD
Add Group members	Add Users to an Azure AD Group
Remove Group Members	Remove Users from Azure AD Group
Add User to Groups	Add a User to Azure AD Groups
Remove User from Groups	Remove a User from Azure AD Groups
Create a Team	Add a Team to your Microsoft Teams environment
Remove a Team	Delete a Microsoft Teams team
Add Team Member	Add a user to a Microsoft Teams Team
Remove Team Member	Remove User from a Microsoft Teams Team
Apply Team Security Policy	Applies a pre-defined security policy to a Team



Why Kolverion?

Kolverion specialises in Microsoft Automation and helps organisations simplify IT operations across Azure Automation, Runbook Studio, Power Automate, Logic Apps, PowerShell and System Center Orchestrator. Kolverion solutions are designed to wrap existing operational systems and service desks, enabling customers to automate cross-functional IT processes without replacing the tools they already use.

- Experts in Microsoft Automation with deep Azure Automation and Runbook Studio experience
- Ready-built automation solution packs that reduce time to value
- Smart integrations with enterprise management, service desk and data platforms
- Low-code and no-code design approaches that broaden automation ownership across IT teams
- Consultancy and implementation support to help customers deploy, configure and extend automation successfully

Ready to Simplify Microsoft 365 Administration?

Speak to Kolverion about Microsoft 365 Management Solution for Azure Automation and Runbook Studio. Arrange a demonstration, discuss the Jump Start service and see how quickly your organisation can move from manual fulfilment to secure, self-service Microsoft 365 automation.



For more information contact our helpful team today

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