Weidenhammer

		Managed Microsoft 365		Complete Managed Services	
		Core	**Essentials**	**Core**	**Essentials**
M365 Tenant Administration	Add/remove users, guests, and groups	●	●	●	●
	License management and reporting	●	●	●	●
	Entra ID Connect configuration, monitoring, and remediation	●	●	●	●
	Password and MFA resets	●	●	●	●
	M365 backup administration and restores for Exchange, SharePoint, OneDrive, and Teams	●	●	●	●
	Tenant-wide policies and settings for Search & Intelligence and Org Settings		●		●
Collaboration Administration	Team and SharePoint site creation and deletion	●	●	●	●
	Team and SharePoint policy administration	●	●	●	●
	Team and channel settings and permissions management		●		●
	SharePoint site and site collection settings and permissions management		●		●
	External collaboration administration including security, B2B Direct Connect, and shared channels		●		●
Unified Endpoint Management	Microsoft patch administration	●	●	●	●
	Third-party patching (1,400+ applications supported)	●	●	●	●
	Microsoft patch compliance reporting	●	●	●	●
	Device compliance reporting	●	●	●	●
	Security and compliance baseline policy administration	●	●	●	●
	Application packaging and publishing		●		●
	Configuration policy creation and administration		●		●
Security & Compliance Management	Endpoint Protection - policy/setting administration next-gen AV | endpoint detection & response | attack surface reduction | automated investigation & response	●	●	●	●
	Identity Security policy creation and administration conditional access | guest access | password protection	●	●	●	●
	User risk detection alerting and administration	●	●	●	●
	Microsoft Defender for Office 365 policy and quarantine administration	●	●	●	●
	Data Loss Prevention (DLP) policy creation and administration	●	●	●	●
	Data classification label creation and publishing	●	●	●	●
	Archive mailbox enablement and message records management (MRM) policy management	●	●	●	●
	Stale account reporting	●	●	●	●
	User account risk reporting for privileged status, MFA registration, and account status	●	●	●	●
	Mailbox usage reporting	●	●	●	●
	Alerting for privileged accounts due to overuse, weak authentication, or account changes	●	●	●	●
	Alerting for users with weak passwords, brute force attempts, suspicious sign-ins, new forwarding rule	●	●	●	●
	Managed Cyber Security Awareness Training (Training & Phishing)	●	●	●	●
	Web Filtering - Security and Content	●	●	●	●
	Retention policy and label management for data retention and compliance		●		●
	Sensitive data exposure and risk reporting		●		●
	Insider risk and communication compliance policy administration		●		●
	Privileged Identity Management (PIM) administration		●		●
	Defender for Cloud Apps policy administration and app blocking/sanctioning		●		●
	Microsoft Defender Incidents and Alerts administration		●		●
	Microsoft Defender exposure recommendations administration		●		●
Infrastructure Management & Support	24x7 server monitoring - base (OS- and hardware-level)			●	●
	24x7 server monitoring - app (OS, HW, and application level - Exchange, SQL, IIS)				●
	24x7 network device management (hardware/availability/quarterly patching for Meraki and Cisco)			●	●
	24x7 circuit monitoring (with ISP escalation)			●	●
	Server OS patching			●	●
	9x5 service desk (emergency support of managed infrastructure)			●	
	24x7 service desk (emergency support of managed infrastructure)				●
	Help desk services (Mon-Fri | 8am-5pm EST | Excluding holidays)			$208/hour	$208/hour
	Managed backup and disaster recovery (on-premises servers)				●

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Optimization	Quarterly licensing review	●	●	●	●
	Quarterly review of productivity analytics with improvement planning	●	●	●	●
	Quarterly review of adoption and secure scores with improvement planning	●	●	●	●
	IT governance (technology impact on organization and budget	●	●	●	●
	Technology enablement/training – Brainstorm and associated management		●		●
	Quarterly strategic session with M365 Solution Architect		●		●
Optional Supplement: **Advanced Security Add-On**	24x7 Security Operations Center (SOC) monitoring			○	○
	Alert triage and prioritization			○	○
	Initial threat containment			○	○
	Custom protection rules			○	○
	Guided remediation			○	○
	Detailed reporting			○	○
	Quarterly strategic security reviews			○	○
Optional Supplement: **Advanced Compliance Add-On**	Vendor management			○	○
	Risk and compliance consulting			○	○
	External and Internal vulnerability assessment			○	○
	Host-based vulnerability assessment			○	○
	Cyber-risk posture scoring			○	○
	Account takeover risk detection			○	○
	Cloud security posture management			○	○
	Asset inventory			○	○
	24x7 risk monitoring			○	○
	Detailed reporting			○	○
	Risk prioritization and remediation recommendations			○	○
	Quarterly strategic risk management review			○	○

— Requires applicable licensing

— Requests over four hours excluded

— 36-month term

— **No onboarding fee.** Services to migrate to Microsoft 365 available separately.

Core Clip Levels

Users	Cost Per User
1 – 99	$49/month
100 – 149	$44/month
150 – 199	$39/month
200 – 299	$34/month
300+	Custom

$2,000/month minimum

Essentials Clip Levels

Users	Cost Per User
1 – 99	$79/month
100 – 149	$74/month
150 – 199	$69/month
200 – 249	$64/month
250+	Custom

$3,000/month minimum