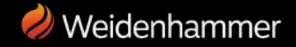


		Managed Microsoft 365		Complete Managed Services	
		Core	Essentials	Core	Essential
M365 Tenant	Add/remove users, guests, and groups				•
dministration	License management and reporting				
	Entra ID Connect configuration, monitoring, and remediation				
	Password and MFA resets		•		
	M365 backup administration and restores for Exchange, SharePoint, OneDrive, and Teams	•	•	•	•
	Tenant-wide policies and settings for Search & Intelligence and Org Settings		•		
- II - L 4 ¹	Team and SharePoint site creation and deletion				
ollaboration dministration	Team and SharePoint policy administration				
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				
	Microsoft patch administration		•		
nified ndpoint	Third-party patching (1,400+ applications supported)				
lanagement	Microsoft patch compliance reporting				
	Device compliance reporting				
	Security and compliance baseline policy administration				
	Application packaging and publishing				
	Configuration policy creation and administration		_		
Security & Compliance	Endpoint Protection - policy/setting administration next-gen AV endpoint detection & response attack surface reduction automated investigation & response	•	•	•	•
lanagement	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)				•
					_



		Managed Microsoft 365		Complete Managed Services	
		Core	Essentials	Core	Essentials
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	24x7 Security Operations Center (SOC) monitoring			0	0
Supplement:	Alert triage and prioritization			0	0
Advanced	Initial threat containment			0	0
Security	Custom protection rules			0	0
Add-On	Guided remediation			0	0
	Detailed reporting			0	0
	Quarterly strategic security reviews			0	0
Ontional	Vendor management			0	0
Optional Supplement:	Risk and compliance consulting			0	0
Advanced	External and Internal vulnerability assessment			0	0
Compliance Add-On	Host-based vulnerability assessment			0	0
	Cyber-risk posture scoring			0	0
	Account takeover risk detection			0	0
	Cloud security posture management			0	0
	Asset inventory			0	0
	24x7 risk monitoring			0	0
	Detailed reporting			0	0
	Risk prioritization and remediation recommendations			0	0
	Quarterly strategic risk management review			0	0

- Requires applicable licensing

– 36-month term

 $-\,Requests\,over\,four\,hours\,excluded$

 $- \mbox{\bf No onboarding fee.} \mbox{ Services to migrate to Microsoft 365 available separately}.$

Core Clip Levels			Essentials	Essentials Clip Levels			
Users		Cost Per User	Users	Cost Per User			
1-99		\$49/month	1-99	\$79/month			
100 - 149		\$44/month	100 - 149	\$74/month			
150 - 199		\$39/month	150 - 199	\$69/month			
200 - 299)	\$34/month	200 - 249	\$64/month			
300+		Custom	250+	Custom			
\$2 000/month minimum			\$3 000/month	\$3 000/month minimum			