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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	●	●
	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		●
	Managed cybersecurity awareness training and phishing tests	●	●
	Web filtering – security and acceptable content	●	●
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/hr	\$208/hr
	Managed backup and disaster recovery (on-premises servers)		●
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 consulting CIO and Microsoft Solution Architect		●

		Core	Essentials
<u>Optional Supplement:</u> Advanced Security	24x7 Security Operations Center (SOC) monitoring		
	Alert triage and prioritization		
	Initial threat containment		
	Custom protection rules		
	Guided remediation		
	Detailed reporting		
	Quarterly strategic security reviews		
<u>Optional Supplement:</u> Advanced Compliance section	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		

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	