

		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	●	●
	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)	\$216/hr	\$216/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
Optional Supplement: 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		
Optional Supplement: 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		
Optional Supplement: Digital Experience Monitoring Powered by ThousandEyes	Proactive degradation detection and alerting		
	Root-cause isolation and provider accountability		
	Alert triage, escalation, and performance reporting		
	Available for services including:		
	Microsoft 365 and SaaS performance monitoring		
	Internet, ISP, and network-path visibility		
	End-user, remote-user, and branch-site monitoring		
	Synthetic testing of critical applications and workflows		

Available as an add-on for new or existing Weidenhammer managed services clients. Scope and pricing are based on endpoint users, testing requirements, and consumption.

 /  = included

 /  = optional/add-on

Core

\$5,000/month minimum

Essentials

\$7,000/month minimum