



# WHO IS BIG GREEN IT

Business is moving to the Cloud at a rapid pace. At Big Green IT we help organizations develop a comprehensive Cloud strategy based on business needs—one that delivers the right technology at the right time.

We build upon the Microsoft Cloud platform adding our expertise through consulting, licensing, implementation and support. Our clients feel confident knowing that they have modern infrastructure with an ecosystem of products and services that are secure, built to work together, supported, and able to grow and pivot as their business needs change.

The Microsoft Cloud platform continually evolves and can be overwhelming for many organizations. Our staff, from sales to engineering, is aware of how daunting it can be. Therefore, we approach your organization's IT needs with white gloves. We are committed to becoming a long-term IT partner that your organization relies upon to make the Microsoft Cloud platform less intimidating.

[www.BigGreenIT.com](http://www.BigGreenIT.com)



- Integrity
- Consistency
- Passion
- Teamwork
- Do what is RIGHT!

Company values matter. Big Green IT has a set of company values which assist our employees in achieving their individual goals as well as the goals of the company. These values are the essence of Big Green IT's identity.

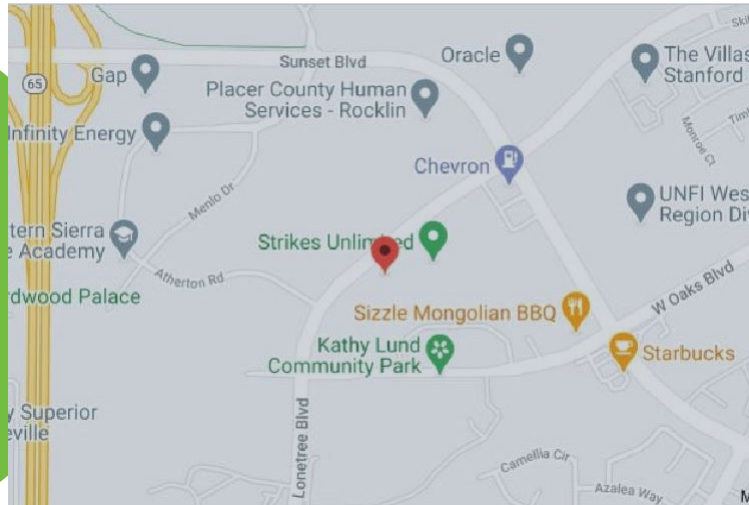
# CLIENTS



# PROSEARCH



# HQ LOCATION



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# BIGGREEN IT ECOSYSTEM

Connecting Enterprise Businesses to the Microsoft Cloud Ecosystem

Business is moving to the Cloud at a rapid pace.

We help companies develop a comprehensive Cloud strategy that delivers the right technology at the right time.

- Build upon the Microsoft Cloud platform
- Leverage our expertise for Microsoft Cloud consulting, licensing, implementation and support.
- Together we can help you develop a modern infrastructure with an ecosystem of products and services that are:
  - Secure
  - Built to work together
  - Supported
  - Able to scale and pivot as business needs change.



# LEGACY SUPPORT

The Microsoft Cloud Eco-system has forever changed the IT service provider industry. Most legacy service providers are either unable or unwilling to make the change to compete in the Cloud based IT landscape, leaving their clients to seek help from other sources. Even Microsoft's internal support is struggling to adjust as organizations try to contact them directly for support.



## Managed Service Provider (MSP)

- Lack of technical resources
- No comprehensive technical assessments
- No reporting
- No real comprehension of the Microsoft Cloud
- No plan to make the Cloud transition



## Cloud Service Provider (CSP)

- No focus on the Microsoft Cloud
- Outsources support
- Provides minimum required support
- No interest of helping clients control their Cloud costs
- No real relationship



## Microsoft Support

- No timely response
- Aimlessly passed around to different support departments
- Never get problems resolved
- Engineers on case constantly change
- Poor organizational communication

# BIG GREEN IT M365 SUPPORT SERVICE



## Big Green Portal

Checking on the status of a support ticket, adding Microsoft 365 licenses to your account, or looking for an article to help you with a persistent Outlook problem can all be done from the Big Green IT Portal.



## Service Desk

Get help from Big Green IT's Service Desk Engineers when a problem goes beyond the easy fixes found in our Big Green IT Knowledge Base. Our Tier 3 and Tier 4 Service Desk Engineers are available by phone, email or Teams.



## Dedicated Account Manager

Building a lasting relationship between you and Big Green IT is a top priority. Each quarter your Dedicated Account Manager will meet with you to review your Assessments and Reports and discuss future plans.



## Assessments & Reports

Make confident technology decisions with the help of Assessments and Reports which Big Green IT provides to you and your company's decision makers.



## M365 Critical Response Team

Partnering with Big Green IT gives your company access to the Microsoft 365 Critical Response Team. If your company's email suddenly stops flowing or files from your company's SharePoint site disappear, the Microsoft 365 Critical Response Team will be available through the Big Green IT Service Desk.



# PORTAL



- **Manage Incident Support Tickets**
- **Manage Service Request Tickets**
- **Communicate Directly with Big Green IT Service Desk**
- **Search Knowledge Base Articles for Quick Fixes**
- **Manage Microsoft 365 Licenses and Related Services**
- **Track the Assigned Microsoft 365 Training for End-Users**



Welcome to the Big Green IT Customer Portal

This one-stop portal provides you the access you need to manage your subscriptions to Office 365 and Microsoft 365. As always, you are welcome to call or email us and we will assist you with any changes, updates or questions. But, if you want to turn on a new user or make a change to your subscription at 2:00 AM, it's simple, just log in and get it done.

Get Help

- Manage Users
- Company Profile
- Support
- My Invoices
- Product Catalog
- Manage Licenses

Manage Licenses

You need to have Global Administrator or License Administrator role in Office 365 to be able to manage licenses.

Name	Available Quantity
Dynamics 365 Customer Engagement Plan Enterprise Edition	20 available 30 Assigned of 50 Total
Dynamics 365 for Financials for SMB	8076 available 24 Assigned of 10000 Total
Enterprise ES (withed Audio Conferencing)	3 available 23 Assigned of 26 Total
Enterprise Mobility Suite	11 available 18 Assigned of 100 Total
Enterprise Plan E3	13 available 70 Assigned of 100 Total
Microsoft 365	1000000 available 70 Assigned of 1000000 Total
Microsoft Business Apps	10 available 10 Assigned of 10 Total
Microsoft Flow Free	1000 available 10 Assigned of 10000 Total
Microsoft Forms Pro	100000 available 1 Assigned of 100000 Total
HYPERSYSTEM_VIRTUALUSER	1 available 3 Assigned of 10 Total

Showing 1 to 10 of 21 entries

Product Catalog

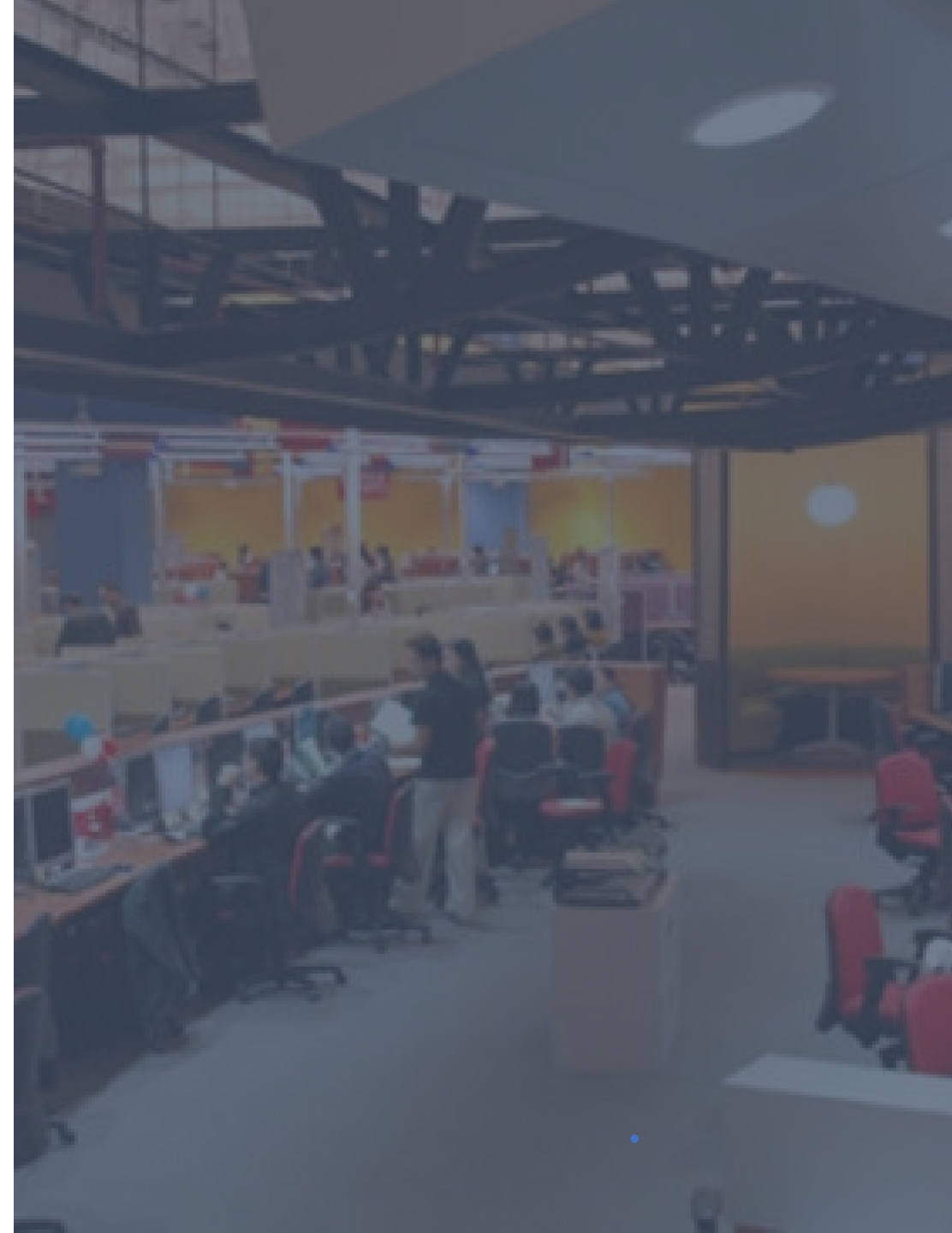
Product Number	Name	Quantity	Unit	Unit Price	Description
AWDFP01-0000-Backup	AWDFP01-0000-Backup for 10000	1000	Monthly Subscription	\$1.50	
Business-001	Business-001	1000	Monthly Subscription	\$2.50	
GLS-00004	Microsoft Defender for Endpoint	1000	Monthly Subscription	\$5.20	
RDS User CAL (RPLA)	Microsoft RDS User CAL (RPLA)	1000	Monthly Subscription	\$7.00	
SK Each BU	Skype Exchange Backup	1000	Monthly Subscription	\$2.50	
SMBPT DEFENDER ENDPOINT	SMBPT DEFENDER ENDPOINT for ENDPOINT	1000	Monthly Subscription	\$5.20	
S-Microsoft 365 E3 1000	Microsoft 365 E3 1000	1000	Monthly Subscription	\$13.20	



# SERVICE DESK



- **Dedicated Service Desk Team**
- **Service Desk Engineers Specialized in Microsoft 365**
- **Unlimited Support Tickets**
- **Secure Remote Access**
- **Service Desk Team Manages Microsoft Support Tickets**
- **Resolve most Tickets Faster than Microsoft**





# ASSESSMENTS

- Microsoft 365 Best Practice Assessment
- Microsoft 365 Security Assessment
- Microsoft 365 Compliance and Governance Assessment

# REPORTS

- Email Usage Reports
- Teams Usage Reports
- OneDrive Usage Reports
- Microsoft 365 Security Score
- Microsoft 365 Productivity Score

# IT Infrastructure and Security Assessment

Prepared for:  
Acme Company– February 10, 2020



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### Microsoft Secure Score

Overview Improvement actions History Metrics & trends

Microsoft Secure Score is a representation of your organization's security posture, and your opportunity to improve it.

Applied filters:

Your secure score: **Secure Score: 42.82%**  
30,8372 points achieved

Breakdown points by: Category

- Identity: 33,27%
- Apps: 6,25%

Points achieved: Opportunity

Actions to review

Progressed	To address	Skipped	Risk accepted	Security added	Recently updated
1	13	0	0	0	0

Top improvement actions

Improvement action	Score impact	Status	Category
Turn on sign-in risk policy	+8.72%	To address	Identity
Turn on user risk policy	+9.72%	To address	Identity
Ensure all users can complete multi-factor authentication for secure ac...	+12.5%	To address	Identity
Do not allow users to grant consent to unmanaged applications.	+5.56%	To address	Identity
Set automated notifications for new OAuth applications connected to ...	+5.56%	To address	Apps
Use Cloud App Security to detect anomalous behavior	+4.17%	To address	Apps
Set automated notifications for new and trending cloud applications in...	+4.17%	To address	Apps
Create a custom activity policy to discover suspicious usage patterns	+2.78%	To address	Apps

View all

History

Jan 15, 2021 4:00 PM	0.01 points gained for Enable policy to block legacy authentication
Jan 15, 2021 4:00 PM	0.03 points regressed for Ensure all users can complete multi-factor authentication for secure access because 87 more users are affected
Dec 16, 2020 4:00 PM	0.01 points gained for Enable policy to block legacy authentication
Dec 16, 2020 4:00 PM	0.03 points regressed for Ensure all users can complete multi-factor authentication for secure access because 86 more users are affected
Nov 29, 2020 4:00 PM	0.02 points gained for Enable policy to block legacy authentication

View history

Messages from Microsoft

Improvement actions were recently updated to reflect the latest recommendations from Microsoft.

Learn more about these changes

### Productivity Score

Productivity Score provides insights into your organization's digital transformation journey through its use of Microsoft 365 and the technology experiences that support it. Your organization's score reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours.

People experiences

#### Communication

Organizations that use a variety of ways to communicate support different work styles, needs, and preferences.

56% of the people in your org use two or more modes to communicate.

#### Meetings

When people use online meetings tools effectively, they can save up to 104 minutes a week.

41% of meetings in your org follow one or more meeting best practices.

#### Content collaboration

When people collaborate with online files, they can save up to 100 minutes a week.

56% of the people in your org collaborate with online Microsoft 365 files.

#### Teamwork

When people share information and collaborate in a shared workspace, they can save up to 8 hours a week.

84% of people in your org are contributing to shared workspaces.

#### Mobility

Access to email and files, and communication with teammates on any device help people get work done on their schedule.

56% of the people in your org use apps across multiple platforms.

Score components: 413/700 points

- People experiences: 232/500
- Technology experiences: 181/200

Learn about how your org's score is calculated

Your organization's score history

More information

Learn more about Productivity Score  
Learn more about privacy in Productivity Score





# DEDICATED ACCOUNT MANAGER

- Microsoft 365 License Review
- Assessment Review
- Report Review
- Support Ticket Review
- Quarterly Meetings
- Critical Support Incident Champion





# M365 CRITICAL RESPONSE TEAM

- Microsoft First Call Response in Two Hours
- Microsoft Critical Situation Manager Assigned
- Microsoft Continuous Resolution Effort 24 x 7
- Rapid Escalation within Microsoft Product Teams
- Notification sent to Microsoft Senior Support Managers
- 24 x7 Big Green IT Support Access



# M365 SUPPORT OPTIONS

Features	Essential <sup>3</sup>	Most Popular Standard	Premium
Incident Support	Basic	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited
Response Times	4 Hours	2 Hours	1 Hour
BigGreen IT Service Management Portal	●	●	●
BigGreen Knowledge Base	●	●	●
BigGreen License Management Portal	●	●	●
Support Service Hours <sup>1,2</sup>		2 Hours	4 Hours
Dedicated Account Manger <sup>4</sup>		●	●
Yearly Microsoft 365 Assessment		●	●
Monthly Reports		●	●
Quarterly Report Review		●	●
Microsoft 365 Critical Response Team		●	●
24 x 7 Support Access			●
BigGreen M365 Training Portal			●
	<b>Free</b>	<b>\$3.00</b>	<b>\$5.25</b>

<sup>1</sup> Monthly support service hours are to be utilized for unique incidents that take an abnormal amount of time for BigGreen IT's Service Desk to resolve and fall outside of the standard Service Level Agreement.

<sup>2</sup> Monthly support service hours are calculated per company per month and not per user per month.

<sup>3</sup> Available to current CSP clients only.

<sup>4</sup> Available to companies with 50 users and above.

per user, per month

**Volume Discounts Available**



# ONBOARDING PROCESS



## Support Kickoff Meeting

During this introductory meeting you and your IT staff will get to know some of the Big Green IT Service Desk Engineers. We also will discuss creating accounts for our Portals and which members of your team will require access. We will introduce the IT audit forms, which you and your IT staff need to complete for our Service Desk to provide you the best-in-class support.



## How To Get Help Meeting

Once we have your portal accounts created and IT audit forms completed, we will schedule a meeting to demo the various portal functions. We will also go through the Big Green IT Support Ticket Lifecycle and review the expected Response Times.



## Initial Report Review Meeting

We will go through many of the Microsoft 365 Usage Reports, Secure Score, and Productivity Score and help interpret what these reports mean to you. We also will analyze and discuss Support Ticket trends. If there is an immediate problem identified during the report review, a remediation plan can be discussed.



## 90 Day Review

The 90 Day Review will initialize our Quarterly Meetings with you and your team. Your Dedicated Account Manager will make sure these future meetings are scheduled appropriately. During this meeting we will discuss a Microsoft 365 Security Assessment.



# HOW TO GET HELP



<https://ServiceDesk.BigGreenIT.com>



[ServiceDesk@BigGreenIT.com](mailto:ServiceDesk@BigGreenIT.com)



916-256-2870

