

Microsoft 365 Managed Services Basic

Reliable Support. Baseline Security.

24x7 support, monitoring and governance for your Microsoft 365 environment.



24x7 Support



Baseline Security



Monitoring



Reporting



Support, Monitoring and IT Governance for Microsoft 365.

24x7x365 support with guaranteed response time, continuous tenant monitoring, baseline security, and periodic user training.

What the Basic service includes

1. Support & Operations	2. Baseline Security	3. Governance & Adoption
• 24x7x365 support, 60-min guaranteed response • Unlimited remote support • Continuous tenant monitoring	• Managed anti-spam • Password Management System support • Dark Web Monitoring & monthly baseline review	• Up-to-date IT documentation • Monthly Executive Report • Biannual Business Review & Adoption Session

Business value and deliverables

Business value	Core deliverables
• Single point of reference for daily Microsoft 365 operations. • Operational continuity through guaranteed 60-minute response time. • Baseline security posture aligned with Microsoft best practices.	• 24x7x365 support with guaranteed response time. • Monthly Executive Report and up-to-date IT documentation. • Monthly Security Awareness Training session.

Customer requirements and scope note

Customer needs an active Microsoft 365 tenant, eligible Microsoft 365 licenses already available, delegated administrative access, and acceptance of the service level agreement and scope.

Licenses, tools and additional software are not included. This service does not include advanced identity and access management, endpoint device management, vulnerability scanning, incident response or digital forensics, deployment of new solutions, architectural changes, or advanced security services.