

## Service Catalog

**Service Name:** Microsoft Technical Services and Maintenance

**Duration:** 1 Year

**Product:** Microsoft 365 and/or Office 365

**Implementation Model:** Cloud or Hybrid

**Description:**

For the customer who is deploying Microsoft 365 and Office 365 tenants for the organization, we offer implementation services and 12 months of proactive service and maintenance when the customer has a problem or issue.

**List of Implementation Service:**

- Tenant Deployment and Setup
- Domain Setup
- Hybrid Identity Setup (Azure AD Sync) or User Creation
- License Assignment (Group License Assignment)
- Exchange Online Setup or Hybrid Exchange
- Teams and/or Teams Phone Setup
- SharePoint and OneDrive Setup
- Security and Compliance
- Azure AD Premium Setup (Plan 3 and 5 Only)
- Microsoft Information Protection Setup (Plan 3 and 5 Only)
- Microsoft Endpoint Manager (Intune) Setup (Plan 3 and 5 Only)
- Best Practice Implementation - Education and Enterprise Customers

**List of Proactive Support:**

- Proactive Support for Issue/Problem resolution
- Microsoft Premier Support by Lannacom
- Customer Success Service (Adoption and Consultation)