

## Managed Microsoft 365



**With Microsoft 365, businesses of all sizes can work easier, work together and worry less. And we handle the IT so you don't have to.**

Microsoft 365 (formerly Office 365) is a cloud-based platform that provides flexible and familiar tools for collaboration and productivity anytime, anywhere, and from any device. It's specifically designed to help you achieve more with innovative Office apps, intelligent cloud services and world class security.

**TPx delivers Microsoft 365 as a managed service.** We help you maximize your investment in Microsoft 365 by working with you to assess your unique requirements, design the right Microsoft solution for your business, efficiently implement service, provide expert ongoing support, and optimize your experience.

Managed Microsoft 365 Feature	Core	Optimum
<b>Assess</b>		
Review your collaboration, productivity, and security requirements	●	●
Evaluate available Microsoft 365 license options	●	●
<b>Design</b>		
Determine the most appropriate Microsoft 365 licenses	●	●
Plan the optimal service configuration to maximize collaboration, productivity and security	●	●
Develop and document the implementation and migration plan	●	●
<b>Implement</b>		
Create new Microsoft 365 Tenant and apply new licensing <sup>1</sup>	●	●
Transfer/Update existing Microsoft licensing and perform a tenant Health Check <sup>2</sup>	●	●
Configure Microsoft 365 tenant and application settings <sup>2</sup>	+	+
Migrate existing users and data <sup>3</sup>	+	+
Implement group permissions, policies, and security settings <sup>3</sup>	+	+
<b>Support</b>		
License billing management	●	●
Technical support management, with escalation to Microsoft for Platform issues	●	●
User administration – moves/adds/changes of users, mailboxes, groups, distribution lists	+	●
Managed Cloud Backup – unlimited cloud backup for Exchange, OneDrive/SharePoint and Teams	+	●
<b>Optimize</b>		
Manage multi-factor authentication	+	●
Manage mail flow and security rules	+	●
Manage policy and alert settings	+	●

● Included: monthly cost

+ Available: time & materials cost

<sup>1</sup> New Microsoft 365 tenant creation applies to new Microsoft 365 users.

<sup>2</sup> Microsoft 365 tenant and license transfer/update applies to users with Microsoft 365 currently provided by a different partner.

<sup>3</sup> A customized Scope of Work is required. Contact TPx sales for more information on implementation services.