

# Bundled Services to Maximize **your** ROI



## KiZAN's Office 365 Managed Services Bundles are designed to maximize ROI for your cloud productivity solutions.

KiZAN will be fully committed to your success beyond the initial product implementation. Not only will we continually ensure that all on-prem components are running, healthy, and updated, but we will also provide essential ongoing services such as license audits, end user training, and support. As your trusted Office 365 partner, KiZAN will provide bundled services that provide an affordable, predictable method to ensure the success of your technology investment.

**Maximize your long-term return on Office 365 by partnering with your friendly experts at KiZAN today**

		Essentials	Essentials Plus	Complete
License reporting and auditing	Analyze license consumption by users, pre-defined reports for O365, and any custom reporting requested within the bounds of O365.	▼	▼	▼
Total ownership of all Onprem Components required for O365	Monitoring and patching for Azure Active Directory Connect (AAD Connect), Hybrid Exchange Servers, and Active Directory Federation Services (ADFS) as they pertain to O365.	▼	▼	▼
Service Review	Service report and plan for services and updates for the on-premises components	▼	▼	▼
Account and permission Management	SharePoint Site Control		▼	▼
	O365 Management		▼	▼
	AD account management		▼	▼
	Password resets		▼	▼
	Exchange account management		▼	▼
	Skype for Business account management		▼	▼
End user office support	KiZAN will provide total ownership of incidents, requests, and how-to requests regarding the following: Outlook, Word, PowerPoint, Excel, Skype for Business, Visio, and Project (client functionality)			▼
End user training	Custom quarterly end user training based on analyzing Office Suite tickets, new features of products owned, and unused features or products that could be valuable to the client.			▼
Quarterly Business Review	The quarterly business review will include a summary of incidents, business gap analysis for the products\ features that are underused and the proposed training plan for the quarter.			▼



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