Bundled Services
to Maximize **your** ROI

Microsoft

Exchange

Exchange On-Premises Managed Services

KiZAN will be fully committed to your success beyond the initial product implementation. As your trusted partner, KiZAN will provide managed services that provide an affordable, predictable method to ensure the success of your technology investment.

Maximize your long-term ROI by selecting one of our managed service tiers.

		Essentials	Essentials Plus	Complete
Total ownership of all Exchange on-pemises components	Monitoring and patching for Exchange servers.	▼	▼	▼
Service review	Service report and plan for services and updates for the on-premises components	▼	▼	▼
Account and permission management	Configuration of additonal Exchange server functionality (as needed)		▼	▼
	AD account management as it pertains to Exchange		▼	▼
	Password resets		▼	▼
	Exchange account / mailbox management		▼	▼
End-user Outlook support	KiZAN will provide total ownership of incidents, requests, and how-to requests regarding the following: Outlook, Word, PowerPoint, Excel, Skype for Business, Visio.			▼
Disaster recovery testing	KiZAN will test the restoring of database backups once per quarter and datacenter failover once every 6 months (when applicable).			▼
Quarterly business review	The quarterly business review will include a summary of incidents, overall Exchange server health and proposed training plan for the quarter.			▼

KiZAN Technologies
www.kizan.com
(877) 775-7159

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