

Bundled Services to Maximize **your** ROI



O365 with Collaboration 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	Cloud Identity Plus
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 on-prem 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.	▼	▼	N/A
Service review	Service report and plan for services and updates for the on-premises components	▼	▼	▼
O365 tenant management	Admin Portal, Exchange Admin Center, Security and Compliance Center, Skype for Business and Microsoft Teams Admin Center (no voice/phone system admin)	▼	▼	▼
	OneDrive for Business Admin Center, SharePoint Online Admin Center		▼	▼
	eDiscovery Searches and Content Searches are limited to 4 combined searches per month		▼	▼
	SharePoint Site Owner Content Assistance including any of the below in a month:		▼	▼
	• Creation of new SharePoint Online site collections (up to 10 a month)		▼	▼
	• Creation of lists, libraries, and web part pages on sites (up to 10 a month)		▼	▼
	• Creation of up to 3 Flows (up to 5 steps each) or PowerApps (up to 3 screens each) backed by SharePoint lists or OneDrive content		▼	▼
	Office 365 Groups creation and expiration policies (policies require AAD P1 license to be assigned to all users assigned to create groups)		▼	▼
Provisioning script	Customized provisioning script within clients environment. Create, provision, sync to O365, assign license, and add user to defined groups.		▼	▼
Common collaboration needs	Site security, creation of sites, lists and libraries within OneDrive, SharePoint Online, Groups, Teams, Flow and PowerApps		▼	▼
	Create Site Collections		▼	▼
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.		▼	▼
Feature and product adoption	Provide material and information to further adoption of Teams, SharePoint Online, OneDrive, and Skype quarterly or better. Adoption reports will be provided in the QBR.		Optional Addon	Optional Addon



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