

# Bundled Services to Maximize **your** ROI



## SharePoint 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
Service review	Service report and plan for services and updates for the infrastructure	▼	▼	▼
SharePoint farm health reporting	Establish a baseline for the SharePoint and Office Online (Office Web Apps) farm at a healthy state using the SharePoint health dashboard and server analytics. KiZAN will review the health on a weekly basis and provide recommendations for any items that require resolution.	▼	▼	▼
Total ownership of SharePoint infrastructure	Monitoring and patching of the Operating System (monthly) and SharePoint infrastructure (quarterly) (physical hardware support not included)	▼	▼	▼
End-user support	Site access, security and permissions. Provision lists and libraries to sites as necessary.		▼	▼
	Platform troubleshooting and support for reported issues with SharePoint assets		▼	▼
Roll out support	Developer and roll out support (up to 3hrs per month)		▼	▼
Compliance management	Generate configuration items and configuration baselines to support reporting, management, and compliance of the environment (8hrs per month).			▼
Quarterly business review	The quarterly business review will include a summary of incidents, business gap analysis for the products \ features that are underused.			▼
Sharegate license required for complete				\$4,000 annual cost
SharePoint SQL instance monitoring and health checks	Establish a baseline for the SQL Instance at a healthy state and backups using KiZAN's remote monitoring solution. KiZAN will review the health on a weekly basis and provide recommendations for any items that require resolution.	Optional - \$600.00 / month		



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