Advanced's Managed Digital Workplace Services

Advanced recognises that organisations are at different stages in their journey toward securing and modernising their End User Compute capabilities. Our services are designed and built specifically with this in mind. We assess, advise, assist, secure and operate your digital workplace, wherever you are in your journey.

We understand the challenges that organisations face and why a new approach is required to service and secure the modern workforce.

Advanced's Managed Digital Workplace Services are born and bred for business, returning IT leaders to strategic activities, while improving security, agility and innovation.

Using our services empowers you to:

> Create a workplace solution that enables your workforce to excel

> Improve collaboration internally with employees, and externally with customers, in a secure and effective manner

> Better secure your organisation, protecting your sensitive data and users

> Improve your Total Cost of Ownership in the long term

> Right size your End User Compute capabilities to the user group's needs

> Reduce lifecycle costs for hardware, platforms and specialist services

> Benefit from a modern lifecycle based in service management, bringing an end to traditional refreshes

> Maintain your business whilst keeping current, compatible and secure

Our services embrace four core principles:

> Provide security and end user focused services that can be trusted

> "As-a-Service" delivery with modern lifecycle management that enables you to stay current, compatible and secure

> Support UK Government Code of Practice (Open Standards, Security Principles and Cloud First strategies)

> Provide innovate solutions with a high quality managed service experience

Our heritage in business applications, together with our Workplace to Cloud Managed Services, our partners and our application development capability mean Advanced's Managed Digital Workplace Services are born and bred for business innovation.

FACT SHEET

Managed Digital Workplace Services

Advanced's Managed Digital Workplace Services are dedicated to helping to modernise and optimise the workplace while improving security and compliance. We provide expert advice, navigating the breadth of vendor offerings to design, migrate, support and manage your solution's lifecycle. We're committed to unburdening our customers to get the best for your workforce.

We support the needs of your diverse digital workplace via a portfolio of flexible, standard services. Our experts help the creation of a secure and innovative workplace that better enables your workforce to evolve. This is not a one-time technology implementation; it is an introduction of ongoing management and change in leadership, process, practices, systems, culture, education and behaviours.

Expert Advice	**Subscription Flexibility**	**Expert Support and Management**
We deliver expert advice by understanding your organisation and navigating the multitude of service and vendor offerings available to you.	Bring your own or subscribe through Advanced's Cloud Solution Provider subscription management portal. You'll receive billing and subscription control and insight.	Our service includes tenancy administration, policy configuration, access control, feature enablement and supports you with handling new starters, changers and leavers. To keep your solution running, our service also covers the resolution of service requests, incidents, changes and problems.
Workplace Assessment Security Health Check	**Deploy and Migration Services**	**Service Management and Reporting**
This structured two day Microsoft 365 security health check reviews your existing solution and delivers a findings report and recommendations.	Your solution will be governed by deployment, migration and integration services. We do the heavy lifting to realise your solution, along with tailored delivery that meets your migration and integration needs.	We help you get the very best while staying informed and current. This includes, health monitoring and service management, vendor management and subscription usage reporting, new and changed feature lifecycle management as well as advice on how to remain compatible secure and performant.
Solution Design	**Microsoft 365 User Training and Adoption**	**Professional Services**
We deliver a tailored solution design through understanding your current and future business needs, ensuring a secure, fit-for-purpose solution and change approach.	Microsoft 365 user training is delivered to help accelerate adoption with guidance for online working and there is the option for partner led adoption assistance and training.	Our Professional Services assistance helps exploit Flow, SharePoint and PowerBI by helping the design and decelopment of the solutions to meet your organisation's specific needs.

Workplace Transformation and Innovation

Advanced provide tailored solutions that are secure by design. We aim to simplify and accelerate workplace transformation.

Typically, achieving this involves:

> Microsoft 365 security assessment

> Microsoft 365 and Windows 10 readiness assessment

> A workplace advisor, envisioning the future with your organisation at the centre

> Building and executing a workplace transformation strategy

> Securing your workplace including Microsoft Office, end-to-end security and Cloud Access Security Brokerage

> Supporting adoption and training across your organisation, for example, Microsoft 365 and Microsoft Teams

> Developing PowerBI, Flow, Power App and SharePoint

We have a transformational approach to migrations, deployments and managed services.

Our capabilities and services combine in the form of a framework the workplace transformation that assists you through the lifetime of your Advanced solutions. This begins with a 'business first' focused discovery and analysis, followed by the determination of appropriate advisory, design, transformation and operational services.

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We simplify the management of your IT and empower your workforce, equipping your users well to give your organisation a competitive advantage.

Digital Workplace Advisor and Assessments

Advanced understand that technology serves your organisation and its operations. If your technology isn't supporting you or your users, you're on the back foot before your day has started. In order to achieve the right business outcome, a 'business first' focused discovery is essential. A thorough understanding of your workforce, workplace, office systems, desktop services, security systems and compliance needs enables our advice to be fully supportive of strategy, envisioning and change.

We tailor engagements to fit you, starting with a scoped discovery and analysis of current state, encompassing:

> Business drivers and needs

> User base, groups, roles and functions

> Your organisation's skills, methods and internal capabilities

> Objectives, requirements and inflight initiatives

> Security and compliance policy

> Security and workplace management systems

> User device allocation and device rebuilds

> Microsoft 365 adoption and training assistance as required

Our Advisor engagements typically result in a high-level solution proposal. This usually encompasses Cloud Services, technology solutions, change approach, ongoing operational management and Support Services, as well as business adoption and training.

Certain cutomers require a more focused agreement, especially those who are clear on their strategy and immediate needs already, but still require help in realising their desired state. These engagements might also form part of a higher level proposal and change plan, for more customer complex needs.

Examples of such a situation and the actions we would undertake include:

> Microsoft 365 security assessment

> Windows 10 readiness assessment and change approach

> Microsoft 365 readiness assessment and change approach

Digital Workplace Security Assessment

Your workplace, as a digital and physical space, needs to securely meet the demands and expectations of your organisation and users.

Advanced's comprehensive, structured, Microsoft 365 Security Assessment, is a framework developed in partnership with Microsoft. This assessment brings to light the current security exposure of the Cloud-based Office systems which underpin your workforce. It is now more critical than ever to protect your workforce, confidential information, business integrity and reputation.

This assessment aims to help you answer some of these questions that can often be difficult to answer:

> Have we got any compromised accounts?

> Are people logging on from untrusted locations?

> How are we as an organisation protecting confidential information?

> How effective are we at preventing data leaks?

> How effective are we at maintaining compliance in our systems?

> How do we compare to industry best practice?

Our service exploits specialist security tools that have been developed through Microsoft's $1 billion a year security investment, with over 3,500 security engineers and the use of AI to interpret 6.5 trillion signals from Microsoft's diverse range of global services for millions of users on a daily basis.

Within Microsoft 365, the security stack delivers insights to proactively defend against advanced threats, such as malware, phishing and zero-day attacks, as well as identity, app, data and device protection with Azure Active Directory, Intune and Windows Information Protection.

The initial Security Health Check is performed collaboratively and seeks to:

> Define Cloud Security objectives

> Identify Microsoft 365 Security improvements

> Identify quick wins and create a roadmap

> Help you to understand the benefits of Microsoft's end-to-end security offerings

Our assessment usually takes the form of a three day face-to-face engagement with you, with at least one day onsite and includes:

> Pre-engagement

> Scoping and stakeholder engagement

> Workshop preparation

> A threat check of current enrionment identifying issues and recommendations

> The workshop will include: developing an understanding of your security objectives and challenges, a live review of threat check results, findings and recommendations and defining the next steps to better securing your organisation

An electronic report is coupled with a consultative, face-to-face findings review to determine the appropriate next steps. The findings report includes recommendations and covers:

> Immediate issues

> Areas for improvement

> Risks are graded in terms of severity

> Available quick wins

> Your roadmap

Windows 10 Readiness Assessment and Change Approach

WIndows 10 is fundamentally fast and familiar, safe and secure, and has features that allow you to be more creative and productive. Microsoft have developed the operating system to adapt to you. At Advanced, we want to ensure your organisation truly benefits from this, delivering a tailored experience that meets you where you are.

We engage with you to understand your current IT estate and strategic thinking. We assess your readiness for changes including Windows 10 implementation, and define recommendations for preparatory and enablement actions. Ultimately, we provide a solution to accelerate and assist you in achieving an improved future state so that you can make the most of Windows as a modern service that will continue to work for you.

Our approach includes:

> Compatibility assessment with desktop discovery

> Locations, devices, virtual desktop platforms and operating systems

> Desktop applications and user data

> User group profiling

> Active Directory, group policy and Identity and Access Management

> Desktop deployment and management

> Image creation and management

> Microsoft Modern Lifecycle update management

> Profile management

> Application packaging and publishing

> Security systems, encryption and end-point protection

> Mobile device management

> Security and Compliance Support: requirements, hardening, security policy and regulations

> Subscriptions and Licensing: Discovery and assessment of vendor subscriptions and licensing (this an effort made in collaboration with you, not a full licensing audit)

Outcomes that you can expect to recieve include:

> Current state summary

> Windows 10 transition approach

> Recommendations for remediation

> Preparatory and enablement actions

> High-level target solution and change approach

> Proposed next steps and high-level commercial solution

> Face-to-face briefing, playbacks and collaborative review

Microsoft 365 Readiness Assessment and Change Approach

Advanced help you with your journey to an improved future, enhancing the benefits that Microsoft 365 has to offer your organisation, from security to a better-enabled workforce. Performing a Readiness Assessment on your organisation leads to solution design, which includes the change approach, as well as the technical and ongoing operational services solution.

We work in collaboration with you to understand your current state and future needs, as well as determine the best change approach for you. Engagements may involve focused Readiness Assessments or scoped pilots. More complex environments may require a mix of both.

The following areas are included in our engagments:

> Infrastructure services and applications associated with end users and Bring Your Own Device(s) (BYOD)

> Business adoption support and training plans for Microsoft 365 Cloud Services

> Active initiatives and operating model

> Security and IT policies

> Mobile device strategy that includes BYOD

> Mobile Applications Management and Mobile Devices Management with the relevant, secure, configuration and controls

A Technical Readiness Assessment will also be required. This is a tailored and scoped engagement covering three core areas:

Infrastructure Services

> Messaging solution and strategy to Exchange online

> Active Directory solution with edition/update levels

> Network capability for Microsoft, Windows deployments and updates for primary and remote locations

> Information, perimeter and email security

Licensing Investments

> Licensing and accounts are reviewed against user profiling and user groups

Devices and Applications

> Device capability is reviewed in line with Microsoft 365 ProPlus requirements

> Microsoft 365 ProPlus Readiness Assessment including, 32-bit and 64-bit options and application compatibility using the Microsoft Readiness Toolkit to support the Assessment. The Assessment is for those who:
- Need to work with large datasets exceeding 32-bit limits
- Need to develop 64-bit office solutions and understanding any essential COM add-ins of 64-bit compatibility
- Need to handle 32-bit COM add-ins and OLE server objects with no 64-bit alternatives
- Need 32-bit MAPI applications for Outlook reviewed against the ability to rebuild them to 64-bit
- Have legacy Equation Editors or Word add-in libraries that are not compatible with 64-bit
- Require SharePoint Server 2010 Datasheet edit function
- Need to handle PowerPoint presentations to be embedded with media that may have no 64-bit vendor codecs

> Microsoft 365 ProPlus standard configuration, policy enforcement and deployment methods

Outcomes that you can expect to receive include:

> A summary of your current state

> An approach of transition to Microsoft 365

> Recommendations for remediation and preparatory/enablement actions

> High-level target solution and change approach

> Proposed next steps and high-level commercial solution

> Face-to-face briefing, playbacks and collaborative review

Business Adoption and Training

Advanced aim to provide an effective and secure workplace solution for your multi-generational workforce as it is essential in today's changing landscape. Achieving this requires the successful adoption of new technology, along with ensuring that you get the best from technology and Cloud Services such as Microsoft 365. Of course, this all has to be done securely, requiring both operational and behavioural changes throughout your organisation. Getting these changes right accelerates new technology adoption in a secure and efficient manner. It enables your workforce to reach new levels of productivity, security and collaboration, while benefiting your company in countless ways.

The key components are:

> Envision: Identify drivers, the need for change, define objectives and formulate strategy to understand your current workplace and see the opportunities to improve and secure it, determining business change readiness and building the case for change.

> On-board: Drive the exectuive leadership towards change and support those identified as Change Champions, empowering the created 'Change Army'. Prepare, test and refine the initial adoption approach through delivering early adoption, and acquiring and building upon feedback received.

> Drive Value: Recognise that full-scale deployment and business success depend upon usage and satisifaction. Ensure an ongoing modern lifecycle and operational excellence with well-managed education, accepting and acting upon feedback for continual improvement.

Advanced, together with our trusted partners, assist you with your Microsoft 365 Cloud Services product adoption, strategy and training. This includes:

> A Microsoft Teams strategy

> A company and user data storage and access strategy

> Phone system, VOIP, conferencing and meeting rooms

> Improving security and compliance management

> Securing your mobile workforce

> Enabling your workforce to work from anywhere

> Develop new, more effective methods for team and project collaboration

> Improving customer collaboration

The specific services delivered include:

> A Microsoft 365 business adoption strategy

> Support in building the business case for change

> Assisting Change Champions in executing on business change and decision-making

> Education and training services guidance that is self-paced but instructor led

> Nurturing leadership engagement and instilling cultural change in more open, collaborative ways

Digital Workplace Design Services

Advanced provide you with workplace solution design expertise that you can trust. Our solution architects use a business-first approach. This is because we understand that getting the right outcome means understanding your organisation - its workforce, user group profiles, locations, devices, applications and services. We provide low-level design expertise to align with your workplace, security and change strategy.

Advanced design solutions, not just techology.

We complement technology with our predefined, modular, portfolio of Managed Digital Workplace Services you can continue to trust. These come with a tailored change approach.

We recognise that some will have needs beyond our standard services. In these instances, we offer customer specific service solutions that are subject to your individual requirements. Ultimately, we aim to design solutions for your future, ones that ensure performance, availability, resilience, visibility, control and security.

Through collaborative engagements with you utilising our partner ecosystem that includes Microsoft and other expert providers, and our range of complementary added-value service offerings, we provide world-class solutions. These cover:

> Microsoft 365 services and applications

> End user devices, Bring Your Own Device, compute platforms, Virtual Desktop, phone and collaboration services

> Securing your workforce and business data via:
  - Secure authentication, encryption, Identify and Access Management
  - Enterprise, Mobility and Security services
  - End-point security, threat management and protection
  - Security and vulnerability scanning
  - Information protection and Data Leak Prevention
  - Cloud Application Security Brokerage

> Desktop and device deployment and image creation management, including:
  - Image creation and management
  - Build sequencing
  - Managed deployment rings for new and changed device/features that support your pilots and testing

> User profile and application deployment and management

> Procurement, asset management, spares holding and smart locker solutions

> Mobile device and mobile application management

> A modern lifecycle management strategy that helps you stay secure, compatible and current

> Business adoption training and a tailored change approach

> Power Apps, Flow, Power BI, SharePoint development and Dynamics 365 services

The Digital Workplace design principles we act in accordance with are:

> Deliver business first, workforce focused, secure and commercially aware solution designs

> Designed-in security, deployment and management systems

> Design technology with service solutions that can be trusted, allowing you to increase focus on business agility and goals

> Support the UK Government Code of Practice with open standards, security principles and enabling Cloud-first strategies

We will design a Digital Workplace solution to meet your specific requirements, ensuring a quality governance and subscription hierarchy, following Azure and industry best practices.

Advanced recognise that organisations, along with technologies such as Microsoft 365 products, Windows 10 and Cloud Services, are continually evolving.

We help keep pace with the evolution, ensuring your organisation doesn't get left behind.

We appreciate that not all companies are the same, and that the pace of change will vary greatly. Due to this, we offer a variety of design services to meet you where you are and help drive your organisation forwards:

Scenario	Design Service
A non-complex, steady state	You will have access to a shared pool of Solution Architects who will regularly engage with you on need for change.
Customers with complex needs, typically a medium to large enterprise with a desire for internal resources to be more business focused. This scenario also covers those facing a period of phased and iterative transformation.	You will have a named Technical Design Authority who builds intimate knowledge about your organisation, the underlying technology and applications. Also, you will have a go-to Solution Architect for change, who will own the solution design integrity (performance, availability, resilience, insight and control and security). They will attend regular service reviews, participate in your technical design, approval and strategy boards. These are a paid-for resource that are available at different levels of seniority, either full or half time, working with you for at least a year, with tailored options possible, subject to availability.
Customers with specific Application Modernisation strategy and design needs, particularly looking to overcome point application, integration or business problems.	Our Application Modernisation experts will engage with you to understand your drivers and needs. With this understanding, a solution will be created and tailored to meet your needs and help drive your organisation forwards.

Workplace Transformation and Deployment

Advanced help you to transform your End User Compute Services, providing a modern workplace that enables your workforce to better perform while being secure, compatible and current. Our Workplace Transformation and Deployment capabilities follow on from our advisory and design engagements. We have built our capability so that we do the heavy lifting, which gives you the space to focus on business outcomes.

Our Workplace Transformation and Deployment Services cater for two scenarios:

> New Solution Deployments: this includes transformation from legacy technology or the taking on of your existing workplace solutions

> Existing Customer Solutions: this is essentially Device, Desktop, Profile and Application Deployment -as-a-Service, including Windows-as-a-Service and Cloud Services Modern Lifecycle Management. In this, we help you to stay secure, compatible and current.

New Solution Deployment

These services are focused around structured engagements for new solutions and significant design changes required to your existing solutions.

Our engagements are governed by project managers and post-sale solution architects. The deployment starts with a high-level design handover and kick-off meetings with you, it is completed with a solution handover that includes transitioning to live, operational services. This typically involves many of the activities below:

> Moving from scoped pilots to full implementations

> Procuring Cloud Services, devices and infrastructure as necessary

> Setting up and configuring Cloud Services, devices and infrastructure, including Microsoft 365, and Enterprise Mobility and Security Services

> Active Directory, including hybrid Azure Active Directory integration

> Deploying desktop, mobile device and application management systems

> Windows 10 desktop image creation and build sequencing

> Desktop profile configuration, application packaging and publishing

> Mobile device and profile configuration and management

> Data migrations from legacy file-stores to Microsoft 365 Cloud Services

> Supporting Micrsoft 365 business adoption and training

> Establishing asset management and spares management

> Monitoring, reporting and customer runbooks

We are able to assist with any side changes through access to your workplace programme and our project management expertise. This is delivered by a network of partners, Advanced associates and is all overseen by a Customer Engagement Manager.

Our implementation process has been fine-tuned over a number of years. It reflects our passion for responding quickly and effectively to meet your needs, while maintaining the availability and health of your solutions. As part of this, we provide monitoring, customer runbooks and operating procedures prior to go-live.

Customer runbooks define our Support Team's standard operating procedures per customer. These are designed to present the right information at the right time, providing relevant, focused guidelines and enabling automated alerts, including pre-defined escalation procedures.
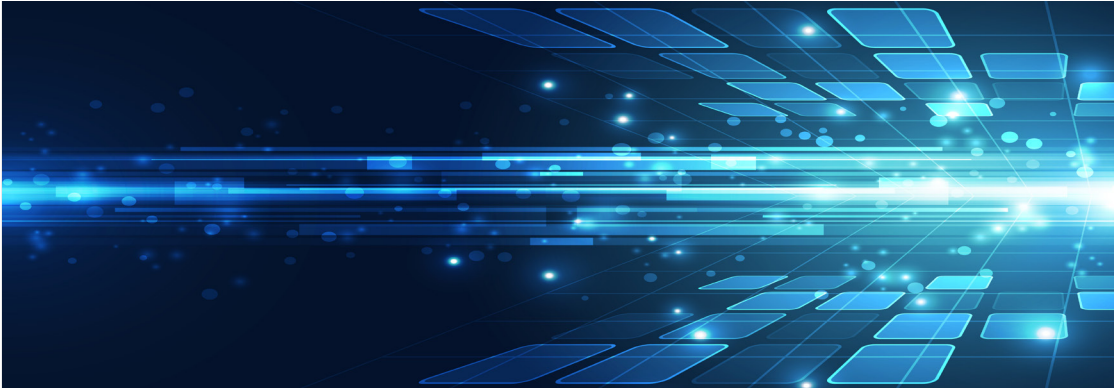
Exisitng Customer Solutions

We recognise the need for rapid but controlled change, pragmatic innovation, including business-as-usual moves, additions, changes and decommissions, relating to existing solution designs. In support of this, we have developed a Project Request Form process which uses our Cloud automation capabilities to efficiently execute change.

Where there are new workloads and solutions, or more complex changes to existing solutions, a structured design engagement will ensure your organisation's requirements are fully understood and that the right technical, security and service outcome is achieved.

We have invested heavily in our desktop and mobile device deployment, as well as management systems. We also take advantage of Microsoft native technologies, keeping track of, and leveraging, Microsoft's roadmap. Our services include desktop and mobile device build integrity, as well as modern lifecycle update governance, providing:

> Deployment rings tailored to you, which allow various user groups with specialist or legacy applications and devices to remain current and compatibile, while minimising the risk of disruption to business operations.

> Consistent, repeatable and automated desktop and mobile device builds are tailored to your needs. This includes, gold image, configuration, drivers, agents, applications, security policies and user profiles.

> This capability can be exploited to deploy updated configurations and applications on an adhoc basis.

Managed Digital Workplace Services
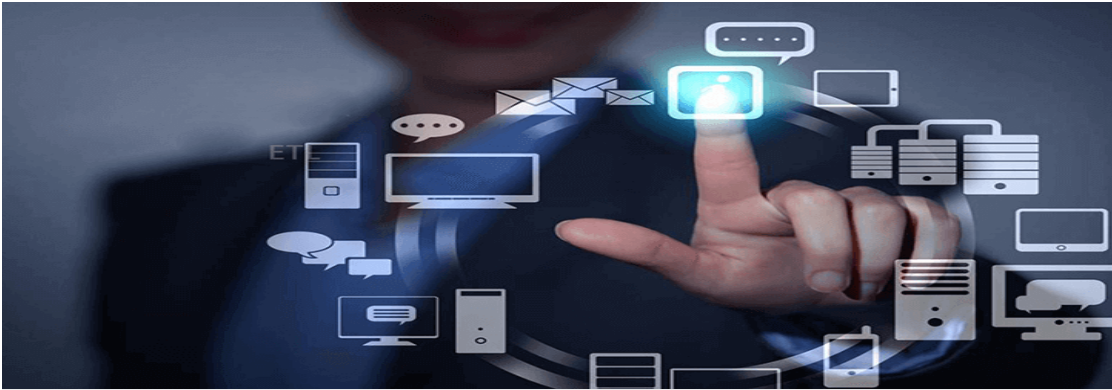
Advanced's Managed Digital Workplace Services are made up from a portfolio of modular services offerings that are aligned with Microsoft's workplace offerings and are complemented by an array of added-value complementary service options.

We recognise that every customer is different and may not require full management for all of the many products included in the Microsoft core plans. We have developed standard Managed Services for the core capabilities. These standard services are listed in the table overleaf, each with their own service description.

In addition to the standard services, for end user support services and local assistance for device deployments, Advanced's Desk Side Assistance Service is required.

For each Managed Services, we also provide:

> License and Subscription Management

> Support and Request Management

> Configuration Management

> Access, Security and Compliance Management

> Lifecycle Management

> Service Management and Reporting

Monthly cost and usage reporting Quarterly security, health, new and changed features review

For customers who require additional management services that are not covered in the table or list provided, but are bundled into the various Microsoft plans which culminate in Microsoft 365 E5, Advanced may tailor managed solutions to scope. Doing so may include:

> Microsoft 365 Advanced Threat Protection Plan 2

> Azure Advanced Threat Protection

> Azure Information Protection Plan 1 and 2

> Microsoft 365 Cloud Application Security

Managed Service — Includes weekly checks, monthly subscription management and reporting with quarterly security, usage and feature lifecycle review	Microsoft 365 F1	Microsoft 365 Business	Microsoft 365 E3	Microsoft 365 E3 + E5 Security	Microsoft 365 E3 + E5 Compliance	Microsoft 365 E5	Microsoft 365 Business — Business	Microsoft 365 Business — Essentials	Microsoft 365 Business — Premium	Microsoft 365 Enterprise — ProPlus	Microsoft 365 Enterprise — F1	Microsoft 365 Enterprise — E1	Microsoft 365 Enterprise — E3	Microsoft 365 Enterprise — E5	Microsoft 365 ATP P1	Microsoft 365 ATP P2	Enterprise, Mobility and Security E3	Enterprise, Mobility and Security E5	Windows 10 Pro	Windows 10 E3	Windows 10 WVD Access (VDA) E3
Managed Microsoft 365 Services — These core Managed Services around Microsoft 365 provide role based access control with administrative level configuration management and support for Exchange online, Teams, OneDrive, SharePoint, Yammer, PowerBI and Stream. Subject to requirement and additional charges, development support for Power BI, PowerApps, Flow and SharePoint are available.	✓	✓	✓	✓	✓	✓	✓	✓	✓			✓	✓	✓							
Workplace Security Services Add-on: Microsoft 365 Advanced Threat Protection (ATP) — Administration and Security Management for Cloud-based email filtering services that provide protection against phishing, unknown malware and viruses through delivering robust zero-day protection. Features are included that safeguard your organisation from harmful links for email and safe attachments in real time for Email, Teams and SharePoint.			✓	✓		✓				✓	✓	✓	✓	✓	✓						
Enterprise Mobile Management — This is an InTune based Managed Microsoft Enterprise, Mobility and Security Service that provides support and management for Identity and Access Control, Mobile Devices Management, mobile applications and information protection.				✓		✓											✓	✓			
Managed Windows 10 Services — These are Windows 10 desktop build sequencing, provisioning systems, monthly updates and annual evergreen lifecycle management services. Our service includes profile management, application packaging and publishing, with up to 20 off-the-shelf applications. They are underpinned by Configuration Management, InTune-enabled Microsoft endpoint management, with Windows analytics and PatchMyPC services included to help you stay compatible, current, secure and performant.	✓	✓	✓	✓	✓	✓													✓	✓	✓

Complementary Services

Advanced's Complementary Service options, as listed below, support our efforts to meet you where you are and provide a solution that will carry you forwards.

We will engage with you to understand your specific requirements and design Managed Services solutions that use the right combination of these services to meet your needs.

Service	Description
Microsoft 365 Business Adoption and Training	This is for large enterprise and complex organisations who are changing working practices, cultures of online and remote working, as well as the adoption of new technology can be a challenge in itself. We can advise and assist you in providing strategic advice, envisioning through to assisting in business change, adoption and end user training.
Deskside Assistance Services	These services provide a qualified engineer(s) to workplace deployments and support at your site. A cover engineer(s) is included to cover holiday and training periods, ensuring that all planned leave is managed. The Deskside Assistance Services also provide a cover engineer(s) in the event of unplanned leave or sickness on a reasonable endeavour basis.
Asset Management	The Asset Management Service provides you with a maintained list of all the assets currently in use within your organisation and are used by Advanced in the delivery of the service, providing a detailed, up-to-date list of the assets.
Procurement Services	These services provide an efficient and cost effective solution to the procurement of any assets required for your IT environment and, in conjunction with the Asset Management Service, to deliver efficient and effective management of assests. This includes specifying, sourcing and procuring workplace devices that meet your needs. We have a catalogue of standard workplace devices that meet most requirements, helping you to benefit from our standardisation and scaling capabilities.
Device-as-a-Service	Device-as-a-Service starts with helping you to understand your requirements and assisting you in selecting from a wider variety of devices to empower your workforce, removing the need for upfront CapEx spend, with a convenient single price per device.
Smart Lockers	These help to innovate the workplace, bettering device allocation for staff including new starters, managing device changes, roll outs and re-allocations. Modern Smart Locker solutions provice a customisable electronic locker system to run your organisation more efficiently.
Workplace Innovation Services	These services are engagements with our Professional Services team for the development of PowerApps, Flow, PowerBI, SharePoint and Dynamics 365.
Cyber Security Services	Our portfolio of Cyber Security Services are dedicated to strengthening your posture and givng you confidence in your systems. Additional information and service descriptions are available.
Cyber Security Discovery Service (underpinned by industry-leading technology from Alert Logic)	Vulnerability and PCI-compliant scanning is included, along with assset discovery, extended end point protection, Cloud Security configuration checks for AWS and Azure. There is also monthly vulnerability intelligence reporting and the expert management of any incidents identified.
Cyber Security Managed Detection and Response Service (underpinned by industry-leading technology from Alert Logic)	Secure log collection is delivered, as well as proactive threat management and intrusion detection. Alert Logic's intelligent Machine Learning platform is leveraged with security experts reviewing and assessing events as Advanced's Security Operations Centre provides full response and remediation against agreed Service Level Agreements.
Cyber Security Managed Detection and Response Service, Premium Service Options	> Advanced Cyber Defence: A named security expert providing proactive advice and support in improving your security posture. This includes proactive threat-hunting of compromised credentials in the DarkWeb as well as monthly, in person, formal reviews. > Web Access Firewall (WAF) Integration Services: The provision of WAF services that is integrated into the overall, Alert Logic based, security platform.
Information Security Manager	The provision of a named Information Security Manager (ISM), specifically assigned to you. This proactive security expert will offer support and guidance for IT-related security needs while acting as your IT security go-to point.

Managed Microsoft 365 Services

Advanced provide Managed Services that underpin and enhance your use of Microsoft 365.

Our solution is made up from a combination of Microsoft Microsoft 365, Windows 10 and Enterprise Mobile Management Managed Services, depending on your subscription plans.

Microsoft 365 Plan	Managed Services Provided
Microsoft 365: All plans	> Managed Microsoft 365 Services > Microsoft 365 Advanced Threat Protection P1 Managed Service > Managed Windows 10 Services > Managed Enterprise Mobile Services > Deskside Assistance Services > Service Desk
Microsoft 365: All plans	> Managed Microsoft 365 Services > Deskside Assistance Services > Service Desk
Enterprise Mobility and Security	> Managed Enterprise Mobile Services > Deskside Assistance Services > Service Desk
Windows 10	> Managed Windows 10 Services > Deskside Assistance Services > Service Desk

Note: The above table is not a representation of Microsoft plans, it is focused on Advanced's Managed Services. For simplicity, our services are packaged in a less granular fashion.

Managed Microsoft 365 Services

Advanced are recognised globally as a Microsoft Tier 1 Cloud Solution Provider with the capability to deliver outstanding services on Microsoft Cloud technologies. With over 15 years' experience as a Managed Services Provider, it makes sense to partner with us to truly benefit from your Microsoft 365 suite

Achieving this accreditation has taken Advanced on an incredible journey, strengthening our partnership with Microsoft as well as our customers. This has enabled us to provide greater levels of support and advice to help our customers along their Cloud journey.

We understand that mgrating part of your infrastructure to the Cloud, or from another Cloud prospect can be a costly and time consuming process. From the initial migration to the Cloud-based Microsoft 365 to the ongoing support, Advanced has a dedicated team of fully Microsoft trained and accredited UK-based support staff available 24x7x365. We're always here to help whenever you need us.

How do Managed Microsoft 365 Services help you?

Answering needs for a scalable, flexible, maintainable and secure suite of applications, Microsoft have developed the Cloud-based service, Microsoft 365. It leads the way in Cloud-based productivity, delivering familiar apps with intelligenet Cloud services and world-class security. The likes of Powerpoint and Excel are brought together with Cloud-based email, shared calendars, instant messaging, video conferencing and file sharing. In-depth analytics are also included through Power BI and MyAnalytics. This provides better understanding of your business, while our Managed Services enable your IT team focus on business-critical activities as opposed to the management and maintenance of applications.

Why Advanced?

Advanced has over 15 years of experience as a Managed Service Provider, managing everything from the application, up to and including the entire infrastructure. WIthin this, our Managed Services experts can enhance out-of-the-box features including security and archiving, handle users calls, as well as administer Exchange and Active Directory.

Our proven methodology in the design, implementation and management of your Microsoft 365 environment will provide commercial and operational efficiencies as you are investing in expertise, service reliability and future-proof technologies. Our Managed Services work in tandem with Microsoft 365 to provide you with an evergreen solution. This suite is kept up-to-date and in line with the most current technologies to ensure your organisation operates optimally today and tomorrow.

Partnering with Advanced not only enables you to drive greater efficiencies through your licensing, but also allows your organisation to enhance its Microsoft 365 experience, maximising and improving productivity and collaboration, whilst driving a more seamless, secure solution.

At Advanced, IT is our core business and we specialise in simplifying the complex.

Managed Microsoft 365 Services

Features of Microsoft 365

> Authoring: Word, Excel, PowerPoint, OneNote

> Mail & Social: Outlook, Exchange, Yammer, 50-100GB email box

> Sites & Content Management: OneDrive, SharePoint, Delve

> Chat, Meetings & Voice: Teams

> Analytics: PowerBI, MyAnalytics

> Security Services

> **Features of Our Managed Services**

> Range of licenses

> 1st - 3rd Service Desk

> Managed Email

> Managed Teams

> SharePoint

> Additional Security Services

> Email Archiving

> Managed Active Directory

Microsoft 365 Plan	Managed Services Provided
Microsoft 365: All plans	> Managed Microsoft 365 Services > Microsoft 365 Advanced Threat Protection P1 Managed Service > Managed Windows 10 Services > Managed Enterprise Mobile Services > Deskside Assistance Services > Service Desk
Enterprise Mobility and Security	> Managed Enterprise Mobile Services > Deskside Assistance Services > Service Desk
Windows 10	> Managed Windows 10 Services > Deskside Assistance Services > Service Desk

Note: The above table is not a representation of Microsoft plans, it is focused on Advanced's Managed Services. For simplicity, our services are packaged in a less granular fashion.

Managed Windows 10 Services

Advanced's Managed Windows 10 Services can be delivered standalone or integrated with Microsoft 365. This set of Managed Services are applicable to the following Windows 10 applications, management stystems and Microsoft Cloud Services, which you will be licensed to use via the appropriate subscriptions to relevant Microsoft plans:

> Microsoft Systems Centre Configuration Manager (SCCM), standalone or as part of

Microsoft Enterprise, Mobility and Security plans

> Microsoft InTune, standalone or as part of Microsoft Enterprise, Mobility and Security plans and linked with SCCM

> Microsoft 365 and Windows 10 E3 or E5 level of license, with Windows Defender end point protection

> Virtual or physical desktop devices

Area	Managed Windows 10 Services Element	Standard	Additional Services
Service Levels and Subscriptions Management and Reporting	Service Level Agreement (SLA): Hours of Fully Managed Operation Our services, as standard, provide: deployment, configuration, updates and Windows-as-a-Service Modern Lifecycle Management, including Request, Incident, Change, Release and Problem Management using our IT Service Management and ITIL-aligned processes as well as systems backed by Microsoft Premier support.	Fully managed Mon - Fri 09:00 - 17:30	
	Service Level Agreement: Response Times Incoming incidents and requests are prioritised as follows: > Priority 1: Business service down - 15 minutes response > Priority 2: Degraded performance / non-service affecting issue, which, if not addressed, has the potential to result in severe business service issues - 4 hours reponse > Priority 3: Non-service affecting - 1 business day response	✓	
	Service Level Agreement: Microsoft Cloud Services Availability Advanced monitor the availability of planned and unplanned Microsoft Cloud Services using our own monitoring systems. In doing so, we service manage the Microsoft Cloud Services availability SLA on your behalf. In the event of an SLA breach, service credits are passed on, along with an assessment of Microsoft's Root Cause Analysis (RCA) report. Microsoft Cloud Services SLA can be found here: http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37	✓	
	Service Level Agreement: Desktop and Device Deployment KPIs > Deployment of new, and the rebuild of exisitng, desktops and devices. Requests providing fully formed requirements are actioned withing 2 business days of receipt, up to a maximum of 10 concurrent builds > Emergency rebuilds can be carried out within 1 business day. We recommend that you hold warm spares on-site > This is subject to your deployment systems, locations, network and bandwidth. We recommned that you hold quickly accessible stock devices that are pre-built to your requirements Complementary Smart Locker Services provide an even more innovative and scalable solution, these are subject to additonal charges.	Remote builds requiring local hands ✓	Local build (DSA add-on) ✓
	Service Management, including SLA and Cost Reporting > Monthly service review meetings that cover quality of service, SLA, availability, incidents and problems > The creation and management of service improvement plans following any SLA breach. THis includes identifying and establiching preventaticve measure. These are subject to the RCA and services provided.	✓	
	Annual Windows-as-a-Service Lifecycle Review This review encompasses security and any new or changed features resulting from Microsoft's half-yearly feature releases. Produced in line with such releaces, the review provides advice and seeks agreement on next actions and benefit realisation.	✓	

Managed Windows 10 Services Continued

Area	Managed Windows 10 Services Element	Standard	Additional Services
Deployment and COnfiguration Management	**Windows Desktop Gold Image Creation and Management** As standard, we create and manage a single, device-agnostic, Windows image that is hardened to best practices , with non-business-related features and products, such as Xbox clients, removed. The image includes business-wide base configuration, including look and feel t.e. wallpapers and screen lock, as well as common internet browser applications, such as drivers and agents, plus applications to specific Windows features, defined in collaboration with the customer. Windows image(s) are managed annually in line with Microsoft's autumn Windows-as-a-Service feature realses, including cumulative monthly quality and security updates. The service includes provision for up to 5 Windows 10 compatible devices that meet minimal install requirements for Windows 10 and related applications.	✓	
	Windows Desktop Build Sequencing, Deployment, Rebuilds and Re-Allocations With this service, build sequences are tailored to desktop deployments, according to your needs, using desktop and application deployment systems that are managed by Advanced. These are constructed for agreed in scope devices and user group specific builds, where a single standard will not suffice. Each bild sequense will encompass a standard Windows base image with core applications and configuration. In agreement with you, this is followed by application and device configuration policy and placement into the relevant Active Directoy Organisational Units. You are responsible for user acceptance testing of the new build sequencing.	✓	Per device type
	Windows Profile and Policy Configuration Management Using a combination of Microsoft Systems Centre Configuration Manager (SCCM), InTune and Active Directory GPO, Advanced configuration manage the following, in line with your requirements: > Compliance policy and security hardening are provided, following Microsoft and industry best practices > Device restrictions management > Defender End Point Protection > BitLocker encryption configuration > Authentication methods and passwords rests overseen > Enterprise State Roaming is available to any organisation with an Azure Active Directory Premium or Enterprise, Mobility and Security license	✓	Additional application packaging, subject to additional charges
	Windows Desktop Application Packaging and Publishing In line with your requirements, desktop applications are packaged with MSI or equivalent installation capability as standard. There are up to 20 commercially available, off-the-shelf applications for this. Applications that are deemed complex and/or without standard MSI are subject to additional charges. The inclusion of adhoc updates and publishing is also available at an additional charge. For each agreed application, Advanced will provide: > The testing of Windows 10 standard builds > Inclusion of applications in desktop build sequence > Publishing in corporate application store, whether required or optional You are responsible for the UAT for newly packaged and published applications.	✓	Additional application packaging, subject to additional charges
	Windows Desktop Provisioning for Users, Rebuilds and Re-Allocations We will create a deployment mechanism for applications via Active Directory group membership, allowing the Deskside Assistance (DSA) or other teams to deploy applications as required. Where DSA or other team services are not taken, our End User Compute team will deploy applications to end users. This will be recorded and charged on an IMAC basis.	Systems capbility ✓	Requires DSA
	Annual Device BIOS and Driver Updates We will expertly manage annual updates to deivce BIOS and drivers to maintain security, stability and supportability. Where possible, this will be achieved via InTune and SCCM. This is delivered per device type when taken as an additonal service option.	✓	Per device type

Managed Windows 10 Services Continued

Area	Managed Windows 10 Services Element	Standard	Additional Services
Security Management	Security Management > Tracking, assessment and notification of any emergency patching required and action on Windows 10 desktops and in scope applications > Management of desktop authentication methods and log in options > Management of device encryption and remote wipe > Management of desktop hardening standards in line with best practice and customer requirements > Monthly quality and security update management	✓	Assisting customers in meeting specific compliance needs
	Support Integration with Other Security Services We support the integration of other security agents and services into the desktop build and configuration, as per your requirements such as data leak prevention agents, extended end point protection etc.	✓	
	Enhanced Security Services Advanced can provide additional security services to further protect your solutions. This includes Microsoft Threat Protection, Data Leak Prevention, Information Protection and Cloud Application Security as well as Managed Detection and Response Services right through to Information Security Manager Services. Also available is our third party supported Cyber Security Discovery Service, which provides vulnerability and security scanning.		Additional, separately sold service ✓
	Desktop Anti-Malware and Virus Protection - Microsoft Defender This delivers protection for files and online activities from viruses, malware, spyware and other threats. Microsoft Defender will be disabled in the instance that you have other third party server malware protection products active.	✓	
Windows-as-Service and Modern Lifecycle	Windows Quality and Security Update Management This has been developed following on from the roll out of Microsoft's "Patch Tuesday", which is mandatory and fully automated monthly patching, scheduled in agreed maintenance windows. Week 1: we will patch the identified early adopter UAT group. Where there is no negative feedback, we will patch a further 50% of the user base, followed by the rest of business, a week later. All patching will be complete within 30 days of the patch release. Advanced also provide adhoc special event patching for critical security updates, these take place post-risk assessment and in agreement with you.	✓	
	Third Party Application Patching Update Management This is for commercially available applications where the vendor provides quality and security updates. Advanced use Microsoft's PatchMyPC tool as part of monthly patching to stay on top of updates. For third party applications, we recommend enabling vendor auto patching, where possible, and we will include updates in annual build and application packaging updates.	PatchMyPC included	Scheduled patching for third party applications in line with agreed schedule
	Annual Windows-as-a-Service Feature Update Management (Autumn Release) This maintains your Windows 10 Modern Lifecycle Management - our tracking, assessing and advising supports you with new features. The agreed features are configured and deployed in accordance with Security policy, Change Management and testing processes, ensuring a smooth transition into the environment and the compatibility of relevant devices, clients and agents. This is subject to in scope devices and agreed user groups for testing.	✓	

Managed Windows 10 Services Continued

Area	Managed Windows 10 Services Element	Standard	Additional Services
Support and Operational Services	**Deskside Support Assistance Services** Advanced can provide a complementary Deskside Support Assistance Service if you do not have in-house, local IT support or you require additional support.		Requires Deskside Assistance Services ✓
	Remote Desktop Support Services As standard, there will be remote connectivity to end user devices for the purposes of desktop support. Desktop support is provided through Advanced's Service Desk and End User Compute teams. Windows Analytics is used to help identify desktops that are experiencing regular crashing, misconfigurations and support application usage queries and inventory requests.	✓	
	Customer Runbooks These are the definitive guides by which Advanced Support and Account teams operate your solutions. Runbooks contain a solution architecture and business services overview, escalations specific to you, monitoring, response and reporting. They include, but are not limited to, standard operating procedures specific to you and Disaster Recovery processes.	✓	
Asset Management and Decommissioning	**Asset and Stock Management** We can provide a complementary Asset and Stock Management service for you if you are in need of improved controls. This is available as a separate service and you would remain responsible for storage space and the required staffing.		✓
	Third Party Application Patching Update Management This is for commercially available applications where the vendor provides quality and security updates. Advanced use Microsoft's PatchMyPC tool as part of monthly patching to stay on top of updates. For third party applications, we recommend enabling vendor auto patching, where possible, and we will include updates in annual build and application packaging updates.	✓	
	Device Disposal Services To protect your data, these services ensure the secure, Waste Electrical and Electronic Equipment compliant, disposal of devices with data destruction that includes hard drive shredding.		✓

Managed Microsoft 365 Services

Advanced's Managed Microsoft 365 Services provide support and management of your Microsoft 365 environment/tenancy, including the subscribed to Microsoft 365 applications. This service complements Enterprise, Mobility and Security levels E3 and E5.

The service is applicable to the following Microsoft 365 applications which you may, from time to time, be licensed to use via the appropriate subscriptions to relevant Office (or Microsoft) 365 plans:

> Microsoft Office Business Premium

> Microsoft Office Enterprise plans F1, E1, E3 and E5

> This complements your Microsoft 365, Windows 10 or Enterprise, Mobility and Security and is fully integrated with Advanced Service Management and is likely to be integrated with other technical services provided within your solution.

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Service Level Management	Service Level Agreement (SLA): Hours of Fully Managed Operation As standard, our services provide 24x7x365 monitoring of the availability of Microsoft 365 core services including Office Online, Exchange and OneDrive. The support we provide for the solution includes infrastructure monitoring and alerts with guarenteed SLAs.	Fully managed Mon - Fri 08:00 - 18:00 with 24x7 P1 support	Microsoft 365, F1, E1, E3 and E5 Microsoft 365 Business Premium
	Incident Support These support services handle the Incident and Problem Management of issues with Microsoft 365 Cloud Services and its configuration. They are provided by our Service Desk and ticketing portal, including Microsoft Premier Support escalations.	✓	
	Service Level Agreement: Response Times Incoming incidents and request are prioritised as follows: > Priority 1: Business service down - 15 minutes response > Priority 2: Degraded performance / non-service affecting issue which, if not addressed, has the potential to result in severe business service issues - 4 hours response > Priority 3: Non-service affecting - 1 business day response > Customers on the Foundation Service have their P1s reduced to a 1 hour response	✓	
	Service Level Agreement: Microsoft Cloud Services Availability Advanced monitor the availability of planned and unplanned Microsoft Cloud Services using our own monitoring systems. In doing so, we service manage the Microsoft Cloud Services availability SLA on your behalf. In the event of an SLA breach, service credits are passed on, along with an assessment of Microsoft's Root Cause Analysis (RCA) report. Microsoft Cloud Services SLA can be found here: http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37	✓	

Managed Microsoft 365 Services Continued

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Subscription Management and Optimisation	Microsoft Cloud Solution Provider (CSP) Licensing and Billing This includes CSP licensing and billing management, plus advice and Cloud cost usage reporting, via monthly service reviews and the Cloud portal. Before Advanced can place an order on your behalf, you must accept and sign the Microsoft Cloud Agreement which can be found at: https://docs.microsoft.com/en-us/partner-center/agreements	✓	
	Service Management Including SLAs and Cost Reporting > Monthly service review meetings that cover quality of service, SLA, availability, incidents and problems > The creation and management of service improvement plans following any breach of SLA. This includes identifying and establishing preventative measures and is subject to Microsoft's Root Cause Analysis and the services provided.	✓	
	Service Management of Licenses Including Reporting This is the management and oversight of your Microsoft subscription. Included is the purchase of additional and reallocation of licenses, as well as the monitoring of license capacity and user allocation within subscription thresholds. The monthly license allocation and usage reports show trends over time, assisting you in effective licensing management.		
Asset and Security Management	Access Management This is the management of administrative-level access to your Microsoft 365 tenancy, administrative portals, applications and services. Included is 2 Factor Authentication as well as conditional and role-based Access Management and is subject to subscribed to Microsoft 365 plans.	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	User Management This service is offered in alignment with your specified new hires, changers and leavers processes. Advanced manage the addition, removal and/or modification of your user access to any of your Microsoft 365 tenancy/applications.	✓	
	Security Configuration Management As standard, Advanced managed and operate your solutions in a secure manner, following Microsoft and industry best practice. Configuration and the maintenance of security logging, as per your requirements, may involve the provision of logs to yourself, third party managed security logging or SIEM solutions.	✓	
	Security Alerts and Reports We configure and maintain security alerting and reporting, including the distribution list of security alerts and audit reports as agreed with you, these are subject to agreed Change Management processes. Also included is the detection and prevention of unauthorised activity, Data Loss Prevention and Threat Detection capability, implementing relevant security controls to ensure that your Microsoft 365 environment complies with Microsoft's recommendations. This is limited to your Microsoft 365 licenses and Microsoft's out-the-box alerting and reporting capability.	✓	

Managed Microsoft 365 Services Continued

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Access and Security Management	**Monthly Security Checks** On a monthly basis, the below will be checked to ensure that they are as expected and agreed with you. Where no agreement already exists, recommendations and implementations will be provided for items falling within Advanced's responsibility. > Privileged user accounts > Malware and spoofing detection reports > Administration accounts that do not have Multi-Factor Authentication enabled > Users who are assigned Microsoft 365 Administration Portal access > Microsoft Microsoft 365 security audit reports > For Exchange: > Disabled mailbox accounts that have not been used in the last 30 days > Mailbox access available to non-owners > Mailbox forwarding rules to external domains > Users who have had their email privileges restricted due to spamming report(s)	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	Quarterly Security Review A quarterly review of Microsoft's Secure Score recommendations and actions will be undertaken. In light of this review, appropriate recommendations are made to you by Advanced's experts. Any agreed recommendations which fall within our responsibility will be implemented. This is subject to any additional charge to you that will be determined as part of the review and agreed the appropriate Change Management or Service Review process.	✓	
Microsoft 365 Compliance Security	**Classification and Data Loss Prevention** > Configuring sensitivity and retention labels and types in line with your requirements > Configuring Data Loss Prevention policies to meet your requirements, enabling them for Exchange, OneDrive, SharePoint and Teams as required > Enabling and configuring logging to meet your requirements, including the feeding of your SIEM solutions > Configuring Data Loss Prevention alerts to notify the email address provided by you	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium New set up, integrations and configurations advice that is subject to additional charges
	Auditing > Enabling Microsoft 365 audit logging and facilitating searching in support of your requests > Creating alerts, as required, for specific events, such as the deletion of files	✓	
	Support You with Security and Compliance Requests We will respond to service requests that relate to security and compliance. For example, we will perform messaging traces, search audit logs and assist with eDiscovery.	✓	

Managed Microsoft 365 Services Continued

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Operational Services and Support	**Enterprise IT Service Management (ITSM)** Our operational services are underpinned by enterprise ITSM systems and ITIL aligned processes, which also support DevOps. You will have access to support by phone, email and portal ticketing systems for Request, Access, Incident, Change and Problem Management.	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	Customer Runbooks These are the definitive guides by which Advanced Support and Account teams operate your solutions. Runbooks contain a solution architecture and business services overview, escalations specific to you, monitoring, response and reporting. They include, but are not limited to, standard operating procedures specific to you and Disaster Recovery processes.	✓	
	Mimecast Secure Email Protection This is available as a separately sold service that provides third party, industry leading, email protection that includes security, email archiving and continuity in the event of an Microsoft 365 email services failure, Further information and a specific service description is available.		See separate Mimecast Service ✓
Configuration Management	**Microsoft 365 Configuration Management** This service involves the configuration of the Microsoft 365 tenancy/applications so that they operate in compliance with your policies and any formally notified usage requirements. Microsoft-provided utilities are used while best practices and Microsoft guidelines are adhered.	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	For Exchange, Advanced will configure: > Mailbox (individual, resource and shared) and email distribution groups > Email retention and archiving > Transport and mail flow > Email limits, send and receive including session timeouts > Organisational and individual sharing > Data Loss Prevention > Amendments to Exchange-related Advanced Threat Protection policies (e.g. relating to spam, anti-phishing, safe attachments, safe links, DKIM, anti-malware) > Mobile device access and policies > Assist with requests for email message tracing and mailbox auditing	✓	
	For OneDrive for Business, Advanced will configure: > Sharing, synchronisation, file retention, device access, compliance and Data Loss Prevention and Preservation > Relevant Group Policy > External sharing and access	✓	
	For SharePoint, Advanced will configure: > External sharing and access > Support you in your SharePoint site administration and permissions *Note: SharePoint design and development are sunject to chargeable Professional Services engagement*	✓	Custom Development via Professional Services

Managed Microsoft 365 Services Continued

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Microsoft Phone System and Third Party Integration	For Teams, Advanced will configure: > User permissions > External sharing and access > Device access > Location restrictions > Meeting, messaging and application policies > Voice and organisation wide settings	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	Microsoft Phone System and Third Party Integration: We provide configuration management support for those benefiting from a Microsoft Phone System deployment, this may involve integrating with third party phone systems, but are limited to the Microsoft Microsoft 365 aspect of integration. You are responsible for user directory, routing, call queues and auto attendant menu systems. Advanced will provide Incident and Problem support in conjunction with Microsoft support as required.	✓	Microsoft 365 E5 New set up, configuration advice, user adoption and training are available, subject to additional charges
	For Yammer, Advanced will configure: > Security related features such as external network restrictions, user blocking, data retention and key word monitoring > Changes to acceptable use policy	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	For PowerBI, Advanced will configure: > Administrative access *Note: PowerBI configure for use, including design and development, are subject to chargeable Professional Services engagement*	✓	Custom scoping and development via Professional Services
	For Flow, Advanced will configure: > Administrative access *Note: Flow configure for use, including design and development, are subject to chargeable Professional Services engagement*	✓	
	Email Domains and Domain Name System (DNS) Records We will configure and manage associated emal domains and DNS records, where Advanced are providing these.		Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium

Managed Microsoft 365 Services Continued

Area	Managed Microsoft 365 Services Element	Standard	Related Microsoft 365 Plans or Addtional Service Option
Lifecycle and Update Management	Quarterly Microsoft 365 Lifecycle Review: Quarterly recommendations are made to you by our experts concerning required configuration updates arising from new/deprecated features Microsoft 365. These recommendations are reached through tracking, assessing and notifying (via quarterly review) any new or changed features and applications. The reviews are performed in order to ensure that the Microsoft 365 tenancy/applications remain compatible, secure and performant, and that changes are transitioned into your environment in a controlled manner that is compliant with your relevant customer policies and Change Management processes.	✓	Microsoft 365 F1, E1, E3 and E5 Microsoft 365 Business Premium
	End Point Update Notification: This is the notification of updates or configuration changes that are required to Microsoft 365 end point clients or agents, your organisation and relevant device or app publishing Service Providers, so that these can be assessed and deployed. This ensures compatibility with Microsoft 365 tenancy/applications and that the Microsoft 365 tenancy/applications remain functional and secure.	✓	
	Office Application Settings as a Result of Microsoft Lifecycle Notifications: We support you in the configuration of desktop/end point Office Application update settings (e.g. for auto-update), in line with your policy.	✓	
	Microsoft 365 Configutration as a Result of Lifecycle Notifications: Modifications to the service, configuration or security policy are done so as agreed with you, and are based on new/deprecated features and are subject to the Change Management processes. This may be chargeable if it requires the enablement of any new feature that is not yet used, or a wider change occurs as a result of solution redesign.	✓	

Managed Microsoft 365 Advanced Threat Protection Plan 1 Services

Advanced's Managed Microsoft 365 Advanced Threat Protection Plan 1 Services provide support and management for protection against phishing, malicious attachments and links across Exchange, OneDrive, Teams and SharePoint.

This service complements our Managed Microsoft 365 Services and is fully integrated with our Service Management and Technical Services.

Area	Managed Microsoft 365 Advanced Threat Protection Plan 1 Services Element	Standard
Service Level Management	Service Level Agreement (SLA): Hours of Fully Managed Operation As standard, our services provide support and management of Identity and Access Control, Mobile Devices Management, mobile protections and Information Protection. Ultimately this acheives greater protection, detection and response, better securing your organisation and users. We ensure that you are provided with configuration that is aligned to the Centre for Internet Security's guidelines, and all security policies are created in agreement with you.	Fully managed Mon - Fri 08:00 - 18:00 with 24x7 P1 support
	Incident Support These support services handle the Incident and Problem Management of issues with Enterprise, Mobility and Security license level E3 services, and its configuration. They are provided by our Service Desk and ticketing portal, including Microsoft Premier Support escalations.	✓
	Service Level Agreement: Response Times Incoming incidents and request are prioritised as follows: > Priority 1: Business service down - 15 minutes response > Priority 2: Degraded performance / non-service affecting issue which, if not addressed, has the potential to result in severe business service issues - 4 hours response > Priority 3: Non-service affecting - 1 business day response > Customers on the Foundation Service have their P1s reduced to a 1 hour response	✓
	Service Level Agreement: Microsoft Cloud Services Availability Advanced monitor the availability of planned and unplanned Microsoft Cloud Services using our own monitoring systems. In doing so, we service manage the Microsoft Cloud Services availability SLA on your behalf. In the event of an SLA breach, service credits are passed on, along with an assessment of Microsoft's Root Cause Analysis (RCA) report. Microsoft Cloud Services SLA can be found here: http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37	✓

Managed Microsoft 365 Advanced Threat Protection Plan 1 Services Continued

Area	Managed Microsoft 365 Advanced Threat Protection Plan 1 Services Element	Standard
Subscription Management and Optimisation	**Microsoft Cloud Solution Provider (CSP) Licensing and Billing** This includes CSP licensing and billing management, plus advice and Cloud cost usage reporting, via monthly service reviews and the Cloud portal. Before Advanced can place an order on your behalf, you must accept and sign the Microsoft Cloud Agreement which can be found at: https://docs.microsoft.com/en-us/partner-center/agreements	Fully managed Mon - Fri 08:00 - 18:00 with 24x7 P1 support
	Service Management Including SLAs and Cost Reporting > Monthly service review meetings that cover quality of service, SLA, availability, incidents and problems > The creation and management of service improvement plans following any breach of SLA. This includes identifying and establishing preventative measures and is subject to Microsoft's Root Cause Analysis and the services provided.	✓
	Service Management of Licenses Including Reporting This is the management and oversight of your Microsoft subscription. Included is the purchase of additional and reallocation of licenses, as well as the monitoring of license capacity and user allocation within subscription thresholds. The monthly license allocation and usage reports show trends over time, assisting you in effective licensing management.	✓
Asset and Security Management	**Access Management** This is the management of administrative-level access to your Microsoft 365 tenancy, administrative portals, applications and services. Included is 2 Factor Authentication as well as conditional and role-based Access Management and is subject to subscribed to Microsoft 365 plans.	✓
	User Management This service is offered in alignment with your specified new hires, changers and leavers processes. Advanced manage the addition, removal and/or modification of your user access to any of your Microsoft 365 tenancy/applications.	✓
	Security Configuration Management As standard, Advanced managed and operate your solutions in a secure manner, following Microsoft and industry best practice. Configuration and the maintenance of security logging, as per your requirements, may involve the provision of logs to yourself, third party managed security logging or SIEM solutions.	✓
	Security Alerts and Reports We configure and maintain security alerting and reporting, including the distribution list of security alerts and audit reports as agreed with you, these are subject to agreed Change Management processes. Also included is the detection and prevention of unauthorised activity, Data Loss Prevention and Threat Detection capability, implementing relevant security controls to ensure that your Microsoft 365 environment complies with Microsoft's recommendations. This is limited to your Microsoft 365 licenses and Microsoft's out-the-box alerting and reporting capability.	✓
	Security Logging This service provides the configuration and maintenance of security logging, as per your requirements. This could involve providing you with logs, third party managed security logging or SIEM solutions.	✓

Managed Microsoft 365 Advanced Threat Protection Plan 1 Services Continued

Area	Managed Microsoft 365 Advanced Threat Protection Plan 1 Services Element	Standard
Operations and Support	Enterprise IT Service Management (ITSM) Our operational services are underpinned by enterprise ITSM systems and ITIL aligned processes, which also support DevOps. You will have access to support by phone, email and portal ticketing systems for Request, Access, Incident, Change and Problem Management.	✓
Configuration Management	Advanced Threat Protection (ATP) Configuration Management This is the administration and maintenance of ATP policies and configuration in compliance with customer policies, along with any formally notified usage requirements. The service is delievered subject to agreed Change Management processes.	✓
Lifecycle and Update Management	Quarterly Lifecycle Review Our experts will make quarterly recommendations to you concering any required configuration updates that have arisen from new/deprecated features. These recommendations are achieved through tracking, assessing and notifying (via quarterly review) of any new or changed features and applications. These are performed to ensure that you remain compatible, secure and performant, and that changes are transitioned into your environment in a controlled manner that is compliant with your relevant policies and Change Management processes.	✓
Lifecycle and Update Management	ATP Configuration as a Result of Lifecycle Notifications Any necessary modifications to service, configuration or security policy are agree with you, based on new/deprecated features and are subject to agreed Change Management processes. This may be chargeable if it requires the enablement of any new feature that is not yet used, or wider change as a result of solution redesign.	✓

Managed Enterprise Mobility and Security Services

Advanced's Managed Enterprise Mobility and Security Services provide support and management for Identity and Access Control, Mobile Devices Management, mobile applications and Information Protection. Ultimately, we deliver greater protection, detection and response for better security for your organisation and users.

We ensure that you are provided with configuration that is aligned to the Centre for Internet Security's guidelines while your own security policies are generated in agreement with you.

This service relates to Enterprise Mobility and Security license levels E3 and E5 - see the 'Related EM&S Plans' column in the table below for service entitlement. It complements Microsoft 365, Windows 10 and Microsoft 365 while being fully integrated with Advanced Service Management and is likely to integrate with other technical services provided within your solution.

Area	Managed Enterprise Mobility and Security Services Element	Standard	Related EM&S Plans
Service Level Management	Service Level Agreement (SLA): Hours of Fully Managed Operation As standard, our services provide support and management of Identity and Access Control, Mobile Devices Management, mobile protections and Information Protection. Ultimately this acheives greater protection, detection and response, better securing your organisation and users. We ensure that you are provided with configuration that is aligned to the Centre for Internet Security's guidelines, and all security policies are created in agreement with you.	Fully managed Mon - Fri 08:00 - 18:00 with 24x7 P1 support	EM&S E3 and E5
	Incident Support These support services handle the Incident and Problem Management of issues with Enterprise, Mobility and Security license level E3 services, and its configuration. They are provided by our Service Desk and ticketing portal, including Microsoft Premier Support escalations.	✓	
	Service Level Agreement: Response Times Incoming incidents and request are prioritised as follows: > Priority 1: Business service down - 15 minutes response > Priority 2: Degraded performance / non-service affecting issue which, if not addressed, has the potential to result in severe business service issues - 4 hours response > Priority 3: Non-service affecting - 1 business day response > Customers on the Foundation Service have their P1s reduced to a 1 hour response	✓	
	Service Level Agreement: Microsoft Cloud Services Availability Advanced monitor the availability of planned and unplanned Microsoft Cloud Services using our own monitoring systems. In doing so, we service manage the Microsoft Cloud Services availability SLA on your behalf. In the event of an SLA breach, service credits are passed on, along with an assessment of Microsoft's Root Cause Analysis (RCA) report. Microsoft Cloud Services SLA can be found here: http://www.microsoftvolumelicensing.com/DocumentSearch.aspx?Mode=3&DocumentTypeId=37	✓	

Managed Enterprise Mobility and Security Services

Area	Managed Enterprise Mobility and Security Services Element	Standard	Related EM&S Plans
Subscription Management and Optimisation	**Microsoft Cloud Solution Provider (CSP) Licensing and Billing** This includes CSP licensing and billing management, plus advice and Cloud cost usage reporting, via monthly service reviews and the Cloud portal. Before Advanced can place an order on your behalf, you must accept and sign the Microsoft Cloud Agreement which can be found at: https://docs.microsoft.com/en-us/partner-center/agreements	✓	
	Service Management Including SLAs and Cost Reporting > Monthly service review meetings that cover quality of service, SLA, availability, incidents and problems > The creation and management of service improvement plans following any breach of SLA. This includes identifying and establishing preventative measures and is subject to Microsoft's Root Cause Analysis and the services provided.	✓	
	Service Management of Licenses Including Reporting This is the management and oversight of your Microsoft subscription. Included is the purchase of additional and reallocation of licenses, as well as the monitoring of license capacity and user allocation within subscription thresholds. The monthly license allocation and usage reports show trends over time, assisting you in effective licensing management.	✓	
Access and Security Management	**Access Management** This involves the management of administrative-level access to your EM&S E3 tenancy, administrative portals, applications and services. 2 Factor Authentication is included with conditional and role-based access management, subject to the EM&S E3 Plans subscribed to.	✓	
	User Management This is aligned with your specified new hires, changers and leavers processes. We manage the addition, removal and/or modification of your user access to any of your EM&S E3 tenancy and applications.	✓	
	Security Configuration Management As standard, Advanced manage and operate your solutions in a secure manner, following Microsoft and industry best practice.	✓	
	Security Alerts and Reports This covers the configuration and maintenance of security alerting and reporting, including the distribution list of the agreed EM&S E3 security alerts and audit reports. These are subject to the agreed Change Management processes.	✓	
	Security Logging This service encompasses the configuration and maintenance of security logging in line with your requirements. This could involve providing logs to you, third party managed security logging or SIEM solutions.	✓	

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Access and Security Management	EM&S E5 Privileged Identify Management and Intelligent Data Classification and Labelling Advanced configure risk-based conditional access and Privileged Identity Management, enforcing poilcy to meet your requirements such as user account security settings, such as password length, age, complexity and resets; asseand respond to events from Privileged Identity Management.	✓	EM&S E5
	Managed Mobile Productivity (Mobile Device Management for iOS and Android Devices only) We will conduct a monthly review of mobile device access, based on your policy and make appropriate recommendations in light of the review. Thereafter, we will implement any agreed recommendations that fall within our scope of responsibility, subject to any charge to you, which will be determined as part of the review and agreed by the appropriate Change Management or Service Review procedures.	✓	EM&S E3 and E5
	Quarterly Security Review A quarterly review of Microsoft's Secure Score recommendations and actions will take place, with appropriate recommendations being made to you in light of this review. Any agreed recommendations that fall within Advanced's responsibility will be implemented, subject to any charge to you, which will be determined as part of the review and agreed by the appropriate Change Management or Service Review procedures.	✓	
Operations and Support	Enterprise IT Service Management (ITSM) Our operational services are underpinned by enterprise ITSM systems and ITIL aligned processes. You will have access to support by phone, email and portal ticketing systems for Request, Access, Incident, Change and Problem Management.	✓	
	Customer Runbooks These are the definitive guides by which Advanced Support and Account teams operate your solutions. Runbooks contain a solution architecture and business services overview, escalations specific to you, monitoring, response and reporting. They include, but are not limited to, standard operating procedures specific to you and Disaster Recovery processes.	✓	
	Active Directory Integration This is support for integrations of the subscribed to EM&S E3 Plans and Active Directory.	✓	

Managed Enterprise Mobility and Security Services

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Configuration Management	**EM&S Configuration Management** This service involves the configuration of the EM&S E3 tenancy/applications so that they operate in compliance with your policies and any formally notified usage requirements. Microsoft-provided utilities are used while best practices and Microsoft guidelines are adhered.	✓	
	Within Managed Mobile Productivity (Mobile Device Management for iOS and Android devices only), Advanced will: > Configure and provide you with, or access to, Microsoft's InTune mobile device reports so that you can review them > Assist in the fulfillment of requests for: Mobile device allocation, configuration and enrolment Mobile application configuration management (Bring Your Own Device - BYOD) Configuration of a mobile device for a user Mobile device application deployment of the agreed standard mobile applications Add or remove mobile devices from your third party mobile device providers (Apple Business Manager and Google Android) accounts, where applicable Mobile device remote disablement/wipe for devices that are reported as lost or stolen Mobile application selective wipe (BYOD)	✓	EM&S E3 and E5
	Identity and Access Management This service element oversees the configuring and managing of simplified Access Management, conditional access and Multi Factor Authentication to your requirements.	✓	
Lifecycle and Update Management	**Quarterly Lifecycle Review** Our experts will make quarterly recommendations to you concerning any required configuration updates that have arisen from new/deprecated features. These recommendations are achieved through tracking, assessing and notifying (via quarterly review) of any new or changed features and applications. These are performed to ensure that you remain compatible, secure and performant, and that changes are transitioned into your environment in a controlled manner that is compliant with your relevant policies and Change Management processes.	✓	EM&S E3 and E5
	End Point Update Notification: This is the notification of updates or configuration changes that are required to Microsoft 365 end point clients or agents, your organisation and relevant device or app publishing Service Providers, so that these can be assessed and deployed. This ensures compatibility with Microsoft 365 tenancy/applications and that the Microsoft 365 tenancy/applications remain functional and secure.	✓	
	Microsoft 365 Configutration as a Result of Lifecycle Notifications: Modifications to the service, configuration or security policy are done so as agreed with you, and are based on new/deprecated features and are subject to the Change Management processes. This may be chargeable if it requires the enablement of any new feature that is not yet used, or a wider change occurs as a result of solution redesign.	✓	

IT Service Management Summary
Service, Technical and Account Management

For fully managed solutions, Advanced provide monthly service level management reviews via a named Service Delivery Manager, including reports of monthly Azure and services costs.

Service Delivery Managers are your advocate within Advanced's IT Services team and will create and manage service improvement plans as required.

On a quarterly basis, we will review and assess solution security, usage and cost as well as offer advice regarding the optimisation of your solution. This review will help you to remain current and secure while ensuring an optimum level of cost control.

Incident Response

Advanced will respond to your support requests in the following timeframes:

Priority	Description	First Response Time	Update Frequency	KPI
1	Major part of the system is unavailable/not operating correctly, affecting multiple users. No workarounds are in place and business operation are not possible OR Incident has critical impact on the business	0:15 minutes	Every hour	90% within 1 hour 97% within 4 hours 100% within 8 hours
2	Part of the system is unavailable/not operating correctly, affecting users in a single function. No workarounds are in place and business operations in this function are not possible or are severely impacted. OR Incident has a serious impact on a specific part of the business	0:30 minutes	Every 2 hours	90% within 4 hours 97% within 8 hours 100% within 12 hours
3	Part of the system is unavailable/not operating correctly, affecting users in a single function. Workarounds are in place, but business operations are impacted, though not severely OR Incident has temporary impact on users and is non-critical or is a development issue	1:00 hour	Every 4 hours	90% within 15 hours 97% within 20 hours 100% within 30 hours
4	System incident that is causing inconvenience to the business, but is not impacting operations	2:00 hours	Daily	90% within 48 hours 97% within 56 hours 100% within 72 hours

Change Management

The primary objective of Advanced Change Management is to enable as many beneficial changes as possible with minimal disruption to IT services. In achieving this, we are fully ITIL-aligned.

Our Change Management invokes standardised, automated and manual procedures to deliver on this objective. This enables the successfull achievement of the controlled implementation of strategic, tactical and operational changes to IT services.

We will work with you on all changes to your environment while our support engineers will manage the change, keeping you fully informed throughout. All changes are managed using our Change Management System, ensuring audibility, tracking and alignment with other ITIL processes and practices, such as Problem and Incident Management.

We wiill apply Change Management for all changes that are run by Advanced. You can raise a ticket, or seek telephone support, in situations where support or advice is required for changes proposed, owned and initiated by them.

Three Change Management service options exist, the first is included as standard and the other two are subject to additional charges.

1. Advanced Change Approval Board (CAB) Service

> Available to all customers and included as standard

> CAB review meetings

> Includes expert technical and security review

> Standard monthly service reporting

2. Customer-tailored CAB Service

> Customer-agreed achedule with customer attendance

> Tailored agendas, minutes, approval process and reporting

3. Integration with Customer-owned CAB

> Includes making submissions to, and attending, customer-owned CAB

Types of Change:

> Normal Change: Follows standard change management and CAB approvals

> Standard Change: Pre-approved, repeatable standard change

> Expedited Change: Outside of any existing schedule with expedited or pre-approval for exceptional change

> Emergency Change: Changes to prevent an imminent incident that will affect business service or to recover from a business service affecting incident. This is typically processed in 30 minutes depending on the customer's authority and approval.

> Latent Change: Retrospective Change Management for a recent emergency

Problem Management

Advanced Problem Management is designed to ensure that repeat issues and any underlying technical challenges are identified and resolved quickly and efficiently.

Problem Management uses data to drive decisions to, employing Pareto analysis, log analytics and machine learning, to determine how best to deliver a permanent fix to any issue.

All fixes are, of course, tested throroughly in our lab environments prior to a controlled release into your environment. This ensures success.

Priority	Comment	Initial Root Cause Analysis Document	Final Root Cause Analysis and Recommendations
1	Resulting from a sequence of Priority 1 Critical Incidents	3 working days	5 working days
2	Resulting from a sequence of Priority 2 High Customer Impact Incidents	5 working days	10 working days
3	Resulting from a sequence of Priority 3 Medium Customer Impact Incidents	10 working days	20 working days
4	Resulting from a sequence of Low Customer Impact Incidents	15 working days	25 working days

Support Services

Advanced are your Microsoft support partners. Through our long-standing and positive professional partnership with Microsoft, we own the relationship, billing and Vendor Management so you don't have to.

While the majority of any tickets or issues will be resolved by Advanced, we will utilise our relationship with Microsoft in certain circumstances. For example:

> An issue where Advanced has exhausted internal knowledge regarding a specific service

> An Azure service outage that affects multiple customers

> An issue which requires additional access, such as a service limit increase request

> Azure Service Level Agreement credit management

There are two primary methods for engaging our Support Services:

Tickets

You can raise tickets using our Customer Portal. In addition, our automated systems will create tickets for events which occur on your Azure subscriptions. These tickets are distributed to our support teams for us to triage and take appropriate action.

Calls

Our service desk is available 24x7x365 to discuss your Cloud issues, requests and concerns.

Managed Digital Workplace Services Responsibility Matrix

The below RACI (Responsible, Accountable, Consulted, Informed) matrix provides clarity with regards to the Managed Service activities and the associated responsibilities of Advanced, the service provider and you, the customer. For the avoidance of doubt, the below matrix applies to Standard, Enhanced and Premium service options.

Managed Service Activity	Customer	Advanced
Workplace Advisor		
Discover and Assess		
Business Drivers and Needs	R,C,I	A,R
Stakeholders, Scope and Objectives	R,C,I	A,R
Current State Discovery	R,C,I	A,R
Infrastructure, Application and Service Dependency Assessment	R,C,I	A,R
Microsoft 365, Microsoft 365, Windows 10 Readiness Assessment	R,C,I	A,R
Requirements Capture (High Level)	A,R	R,C,I
Strategy and Vision		
Workplace Strategy	R,C,I	A,R
Desktop Modernisation Strategy	R,C,I	A,R
Operational Services Strategy	R,C,I	A,R
Change Approach and Timeline (High Level)	R,C,I	A,R
Commercial Modelling (High Level)	C,I	A,R
Workplace Solution Design		
Solution Architecture		
Technical Solution: a documented solution covering the technical solution architecture and services that are provided to meet your requirements, delivered in diagrammatic and written form	C,I	A,R
Your Technical and Service Requirements: including performance, availability, scalability, recovery, monitoring, management and security	C,I	A,R
Microsoft 365 Cloud Services, Identity, Access and Security	C,I	A,R
Service Solution: defining ongoing operational, monitoring and security services	C,I	A,R
Change Approach (Low Level)	R,C,I	A,R
Commercial Solution (Low Level)	C,I	A,R
Solution Design Acceptance	A,R	C,I

Managed Digital Workplace Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced
Deployment, Support and Management Services		
Desktop Deployment and User Provisioning		
Provisiong of Desktop Build, Configuration and Patch Management Systems: a standard Windows image is created and its configuration, including, specific to you, build sequencing to obtain the desired desktop configuration coupled with application packaging and publishing.	C,I	A,R
Local Provisioning of User Devices and Desktops - this service varies depending on the local Deskside Assistance service or is provided remotely, in conjunction with customers local hands	Dependent on level of service	
Microsoft 365 Support (Microsoft 365, Enterprise Mobility and Security, Windows 10)		
Remote Configuration Management and Support: including Request, Access, Incident, Change and Problem Management. *Note: Local user and deskside support can be provided as an additional service, Advanced's Deskside Assistance Service. This is a separate, additional and chargeable service. The Service Level Agreement response times are per the service description and contract.*	C,I	A,R
Active Directory		
Azure Active Directory Configuration Management, as required for administrative access	C,I	A,R
Configuration Management of Azure Active Directory P1 and P2 Features, subject to additional service options	C,I	A,R
Group Policy Specific to You: Active Directory group hierarchy and any other necessary configuration sepcific to you	A,R	C,I
Monitoring, Events and IT Service Management		
Monitoring: for criticality, security and availability, using our monitoring and IT Service Management ticketing systems for response	C,I	A,R
Configuration and Management: This is of Microsoft Cloud Services and associated management systems, including System Centre Configuration Manager (SCCM) and InTune. The events and notifications inform Advanced's Service Desk and you, as required.	C,I	A,R
Deployment and Configuration: This is of Windows Analytics for monitoring desktop health and patch levels, while assisting troubleshooting.	C,I	A,R

Managed Digital Workplace Services Responsibility Matrix Continued

Managed Service Activity	Customer	Advanced
Modern Lifecycle Update Management		
Management of Windows 10 Monthly Quality Updates and Patching of all Applications Covered by PatchMyPC	C,I	A,R
Patching of Non-Advanced Managed Servers, Applications and Services	A,R	I
Backup and Recovery		
Configuration and Management of Recovery Solution for SCCM: this ensures management systems are available when needed, while protecting your specific configuration scripts	C,I	A,R
Service Management and Reporting		
Provision of named Service Delivery Manager and Customer Account Director	C,I	A,R
Monthly Service Management, Cost and Service Level Agreement Review	C,I	A,R
Quarterly Microsoft 365 Security, Modern Lifecycle and Subscription Reviews	A,R	C,I
Annual Windows 10 Modern Lifecycle Feature Update Review - a face-to-face session between you and Advanced	R,C,I	A,R
Service Improvement Plan Creation and Management (as required)	C,I	A,R

More information