Managed Services – Agic Cloud

The Managed Cloud & Security Services consist of a second level support on Office 365, EM + S and Azure environments able to solve the most complex needs in the management of Microsoft Cloud environments.

| **1** Management | **2** Support | **3** Monitoring |

Proactive solutions that allow, through **constant monitoring** for all customers' Cloud IT infrastructures, the best correct functioning of all systems.

Guarantee of an **always updated Customer Experience** through the implementation of **new as-a-Service models**.

Cost reduction for companies thanks to access to new and always updated technological skills and thanks to the increase in **operational flexibility**.

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Managed Services | Overview

Customized ticketing portal for **On-Demand** engagement by the customer for support activities

Proactive and preventive monitoring both on the IT cloud infrastructure and in the Security field (**GDPR Compliance**)

Always-on Remote Support that follows the organizational standards of the **IT Service Management** (ITIL) **Model**

Device Management (Endpoint Management)

Security Operation Center in an **As-A-Service** model that through **Azure Sentinel** guarantees high standards of Security in customer solutions

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Managed Services | Offering

» The offer is modular and it can be composed according to **customer needs**. The **two main** packages are:

> › Basic package – M365 + Basic Security & Compliance
> › SOC Light package

» The following add-ons can be combined with **the Basic Package – M365 + Basic Security & Compliance**:

> › Add-on **Azure**
> › Add-on **Intune**
> › Add-on **advanced Security & Compliance**

Basic package – M365 + Basic Security & Compliance	SOC Light package

Add-on Azure	Add-on Intune	Add-on Advanced Security & Compliance

Managed Services | Basic Package

The basic package completely covers the management needs of **Office 365** (configuration and troubleshooting of the apps listed below) and **Azure Active Directory** (configuration of users, groups and troubleshooting).

Azure includes the **configuration of RBAC access to resources**, the creation and configuration of policies and an advisory component, which on a monthly basis provides ideas for improvement obtained from **Azure Cost Analysis**, **Azure Advisor** and **Azure Secure Score**.

The **Defender for Endpoint** service includes device onboarding tasks.
Azure Information Protection includes configurations of classification and retention labels, and retention policies.

The services included concern:

> Exchange Online
> SharePoint Online
> OneDrive
> Teams
> OneNote
> Azure Active Directory
> Azure Administration
> Defender for Endpoint
> Azure Information Protection

Basic package – M365 + Basic Security & Compliance

Managed Services | Basic Package - Detail

Exchange Online
- ✓ Mailbox creation
- ✓ Per-user license count
- ✓ Create/delete/manage Mailbox, Distribution List, Rooms, Contacts
- ✓ Support for configuring a new mail profile
- ✓ Edit user parameters
- ✓ Mailbox deletion
- ✓ Creating a new mail domain
- ✓ Remove a mail domain
- ✓ Support for the renewal of public certificates
- ✓ Opening and managing tickets to Microsoft
- ✓ Collection and sending LOGS

SharePoint Online
- ✓ Managing groups and permissions
- ✓ File sharing
- ✓ Automation
- ✓ Connect with OneDrive
- ✓ Link to Teams

OneDrive
- ✓ File sharing
- ✓ Control over app operation
- ✓ Check synchronization status

Teams
- ✓ Troubleshooting audio/video calls
- ✓ Back-office management and related policies (policies for live events, audio conferences, meetings)
- ✓ Apps integration (Planner, Shifts)
- ✓ General product usage reporting
- ✓ Reporting of individual user activity
- ✓ User / group management
- ✓ Messaging criteria

OneNote
- ✓ Check Client Synchronization Status

Azure Active Directory
- ✓ Creating/deleting a user
- ✓ Applying licenses to a user
- ✓ Assigning roles to a user
- ✓ Password reset
- ✓ Restoring a deleted user
- ✓ Managing Groups
- ✓ Check synchronization status
- ✓ AAD monitoring via Azure AD Connect Health (Agent installation is not included)

Azure Administration
- ✓ Azure Cost Analysis
- ✓ Azure Advisor
- ✓ Azure Secure Score
- ✓ Identity Management (RBAC + Auditing AAD)
- ✓ Policy

Defender for Endpoint
- ✓ Onboarding device
- ✓ Configuring and verifying endpoint security policies (Via MEM, only if available)
- ✓ Firewall policy configurations (Via MEM, only if available)

Azure Information Protection
- ✓ Support Creation and configuration of data classification labels
- ✓ Support Creation and configuration of data retention labels
- ✓ Retention policy support

Managed Services | SOC Light Package

The **SOC Light package** provides a different approach to **security**: it aims to leverage the power and capabilities of **Azure Sentinel**, together with automation tools, to monitor the security status of infrastructure, users and devices, without the need to have a dedicated staff active 24x7.

The service provides **instant notification** of specific security events, configuration of **automation rules**, and a weekly review of **security events**, where triage of the most dangerous security incidents is carried out, notification of remediations and an indication of the **vulnerabilities** found. The service includes:

Attività ricorrente di controllo di Alert e Incident nei confronti del cliente

- ✓ Triage incident

- ✓ Notification of remediation

- ✓ Vulnerability Notification

- ✓ Proactive monitoring

- ✓ Reporting and alarm

Pacchetto SOC Light

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Managed Services | Add-On Azure

To be combined with the Basic Package – M365 + basic Security & Compliance.
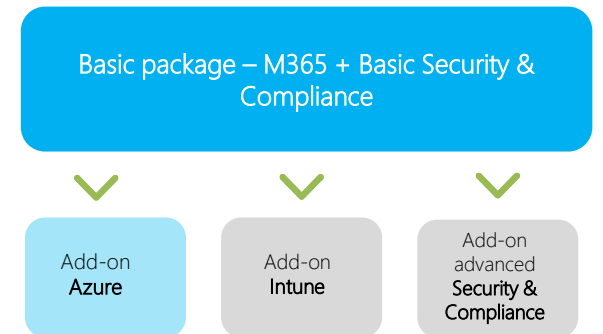
Azure Add-on includes the configuration management of IaaS and PaaS services, performance monitoring and related alerting, and service health verification using Azure Service Health.

The Azure IaaS and PaaS services, on which to perform performance monitoring and alerting, will be configured to send metrics to an instance of Log Analytics.

The alerting rules will be decided jointly, both for the metrics to be monitored and for the action to be activated in case of exceeding the thresholds. In the event that you do not want to incur additional costs, due to the use of Log Analytics, it will be possible not to activate the component of peformance monitoring and alerting.

Azure Add-on includes:

> IaaS e PaaS services configuration management

> Service Health

> Performance monitoring (Azure consumption service, activated only with customer consent)

> Alerting (Azure consumption service, activated only with customer consent)

Basic package – M365 + Basic Security & Compliance

Add-on **Azure**

Add-on **Intune**

Add-on advanced **Security & Compliance**

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Managed Services | Add-On Intune

To be combined with the Basic Package – M365 + basic Security & Compliance.

Add-On Intune includes tasks on device:

> Registration and decommissioning (wipe/retire) devices
> Remote lock
> Device Restart
> User logoff
> User removal
> Find device
> Send notifications
> Diagnostic data collection
> Device inventory/details
> Sending messages from your organization

Basic package – M365 + Basic Security & Compliance

| Add-on Azure | Add-on Intune | Add-on advanced Security & Compliance |

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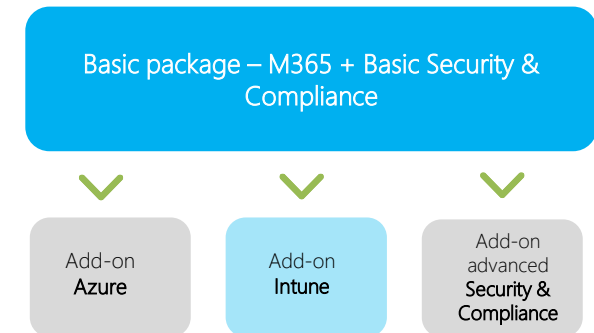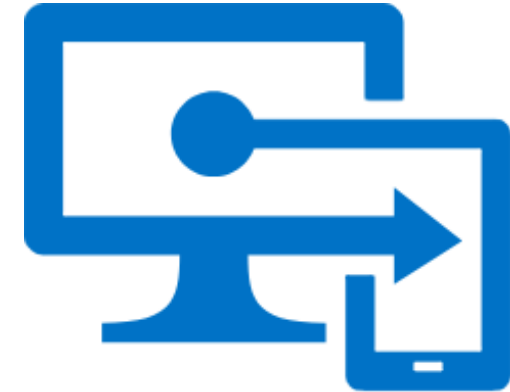
Managed Services | Add-on advanced Security & Compliance

To be combined with the **Basic Package – M365 + basic Security & Compliance**.

Advanced Security & Compliance Add-on provides configuration of the following advanced security and compliance services:

Defender for Endpoint piano 2

- ✓ Advanced search via KQL
- ✓ Automated threat responses configuration

Defender for Office 365

- ✓ Creation of antispam, antiphishing and antimalware policies
- ✓ Creation of safeattachments and safelink policies

Defender for Identity

- ✓ Alert creation
- ✓ Agent configuration (out of scope installation)

Defender for Cloud Apps

- ✓ Cloud Discovery configuration
- ✓ Log and Report configuration
- ✓ Defender for Endpoint integration configuration

Azure Identity Protection

- ✓ Risk Policies configuration

Data Loss Prevention

- ✓ DLP Policies configuration

Insider Risk Management

- ✓ Insider policies configuration

eDiscovery

- ✓ Search queries execution

Audit

- ✓ Auditing queries execution

Basic package – M365 + Basic Security & Compliance

Add-on Azure	Add-on Intune	Add-on advanced Security & Compliance

Managed Services | Pricing

Package	Metric	Fixed monthly cost for package activation *	Maximum user limit per base cost	Monthly cost for additional users *
Basic package – M365 + Basic Security & Compliance	N of licensed users O365 / M365	1.800,00 €	500 users	450,00 € (for every additional 500 users)
SOC Light package	–	3.600,00 €	–	–

Add-on Basic Package	Metric	Fixed monthly cost for package activation*	Maximum user limit per base cost	Monthly cost for additional users*	Variable cost
Intune	N of licensed users O365 / M365	450,00 €	500 users	450,00 € (for every additional 500 users)	–
Advanced Security & Compliance	N of licensed users O365 / M365	450,00 €	500 users	450,00 € (for every additional 500 users)	–
Azure	Azure consumption	250,00 €	–	–	15% of Azure Consuption

In case of advance annual invoicing, a 20% discount will be applied to the monthly costs described above