**M365 Managed Security Service
For Small and Midsized Businesses
2024**

Outline
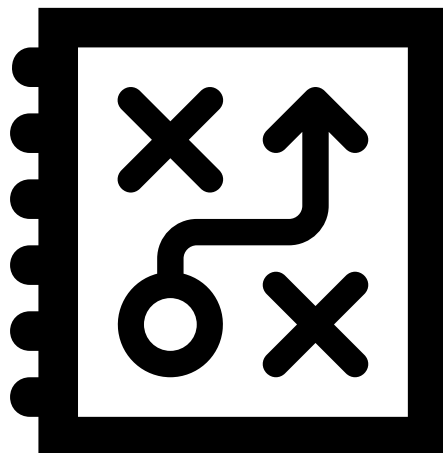
High-Level Description

Value proposition

Netwoven Differentiators

Netwoven Customers

Service Plans and Components

Next Steps

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High Level Description

- *Extend your organization's resilience, agility, and speed of innovation by engaging with Netwoven to manage your Microsoft 365 service*

- Microsoft 365 Managed Security Services provides administration, monitoring and governance activities for your Microsoft 365 subscription.
- Netwoven provides the hands-on capability to actively manage Microsoft 365 for added security and productivity.

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High Level Description – Service Elements

- Day-to-day management of your Microsoft 365 service (SLA-based)
  - Includes security and collaboration workloads
- Proactive service administration
- Tier 2 end-user support
- Governance and compliance management
- Service monitoring and alerts
- Status reports and communication
- Optional: Enhancements (SOW-based)

Typical Pain Points

- Lack of expertise and/or staff to implement even basic cybersecurity measures
- Potential exposure of confidential information as users adopt consumer-grade cloud tools
- Lack IT staff to do more than maintain services
- No time to proactively manage cloud services adoption
- Lack of expertise to use AI for automation of monitoring and incident response

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Value Proposition

- Reduce
  - Reduce cybersecurity risk to a manageable level
- Increase
  - Increase value delivered from Microsoft 365 services
- Maximize
  - Maximize service uptime
- Manage
  - Manage cloud services adoption

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Challenges with Current Managed Services Providers

Unable to offer guidance and assistance with rollout of features that Microsoft rolls out frequently. Customers are unable to maximize the ROI from their M365 investments
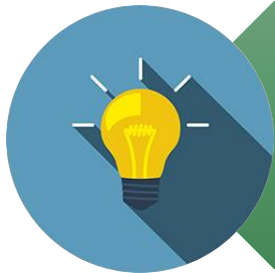
Unable to provide Adoption and Change Management Services to End Users and not able to maximize the ROI from their M365 investments
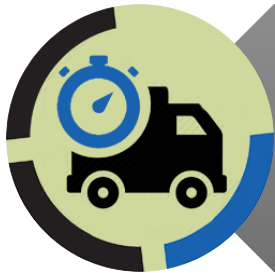
Unable to provide expertise in all M365 workloads – Security, Collaboration, and Productivity. Today's managed service providers have silo approach

Netwoven Differentiators

- Experience: ~20 years

- Member of Microsoft Intelligent Security Association

- Microsoft-certified professionals

- Follow-the-sun support

- Dedicated account management

- Developed intellectual property to manage, deliver services

- 100% coverage of Microsoft solution areas

- Articulated support, development and management processes

- Project-based services to complement managed services

- Member of Microsoft FastTrack program and access to applicable funding

Netwoven Managed Services Customers

"*I can't imagine trying to initiate Microsoft 365 without Netwoven's support. The team was competent and responsive to meeting our needs and stayed within our budget.*"

Susan Lang
President & CEO
Lime

M365 Managed Service Plans Overview

	Starter Plan	Extended Plan
Service Focus	• Monitor and Alert on Core M365 Services • Enable Basic Security Controls	• Monitor and Alert on Core M365 Services, Some Compliance Services • Enable Basic Security Controls, Added Threat Protection and Incident Management
Data Security, Compliance, and Privacy Service	5 Activities	8 Activities
Identity and Access Management Service	10 Activities	17 Activities
Threat Protection and Cloud Security Service	12 Activities	18 Activities
Advisory Services and Support Availability	8 Hours x 5 Days	8 Hours x 5 Days

Service Coverage– Microsoft Purview/Priva

Activity Type	Activities	Starter Plan	Extended Plan
Monitoring & Reporting	Monitor Label Activities	√	√
	Monitor File Classifications	√	√
	Monitor DLP Activities for Classified Data		√
	OOTB Usage Report	√	√
Compliance Management	Alerts	√	√
	Detection Optimization	√	√
	Actionable Intelligence		√
	Audit Trail Management		√

Add-on: Classification Design & Enhancement

Service Coverage – Microsoft Entra & Intune

Activity Type	Activities	Starter Plan	Extended Plan
Monitoring & Reporting	Ongoing Assessment of Device Compliance Policies	√	√
	Monitor Device Compliance Failures	√	√
	Monitor Device Apps	√	√
	Monitor Device Grouping	√	√
	Monitor MDM and MAM Policies / Activities	√	√
	Monitor Client App Deployment Workflow		√
	Monitor AutoPilot		√
	Out of the box reporting	√	√
Device Management	Manage Active Directory Sync to AAD	√	√
	App Packaging and deployment		√
	On Prem AD health monitoring		√
Identity Management	User/Group Management	√	√
	License Management	√	√
	AAD Audit		√
	Microsoft Entra External Identity Management		√
	RBAC Management		√

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Service Coverage – Microsoft Defender

Activity Type	Activities	Starter Plan	Extended Plan
Threat Monitoring	Monitor Vulnerabilities	√	√
	Monitor Defender For Endpoint Protection	√	√
Threat Protection	User Risk Management	√	√
	User Sign-in Management	√	√
	PIM / PAM management		√
Reporting and Analytics	Out of the box reporting	√	√

Service Coverage – Microsoft Sentinel

Activity Type	Activities	Starter Plan	Extended Plan
Incident Management and Response	Risky Activity Detection and Remediation	√	√
	Security Alert and Incident Response - Reactive	√	√
	Collect Data and Increase Activity Logging	√	√
	Endpoint Isolation - Threat Containment	√	√
	Incident Reporting and matrix	√	√
	Post Incident Activities	√	√
	Threat Eradication	√	√
	RCA Analysis		√
	Security Incident Playbook		√
	Conditional Access Controls		√
	EDR - Defender for Endpoint		√
	Internal Security Audit		√
	Threat Hunting		√
Advisory Service		**8 x 5**	**8 x 5**

Next Steps

Conduct Mini Workshop → **Finalize SOW** → **Launch Service**

Thank You!

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