

WHO IS BIG GREEN IT

Business is moving to the Cloud at a rapid pace. At Big Green IT we help organizations develop a comprehensive Cloud strategy based on business needs—one that delivers the right technology at the right time.

We build upon the Microsoft Cloud platform adding our expertise through consulting, licensing, implementation and support. Our clients feel confident knowing that they have modern infrastructure with an ecosystem of products and services that are secure, built to work together, supported, and able to grow and pivot as their business needs change.

The Microsoft Cloud platform continually evolves and can be overwhelming for many organizations. Our staff, from sales to engineering, is aware of how daunting it can be. Therefore, we approach your organization's IT needs with white gloves. We are committed to becoming a long-term IT partner that your organization relies upon to make the Microsoft Cloud platform less intimidating.

www.BigGreenIT.com



- Integrity
- Consistency
- Passion
- Teamwork
- Do what is RIGHT!

Company values matter. Big Green IT has a set of company values which assist our employees in achieving their individual goals as well as the goals of the company. These values are the essence of Big Green IT's identity.

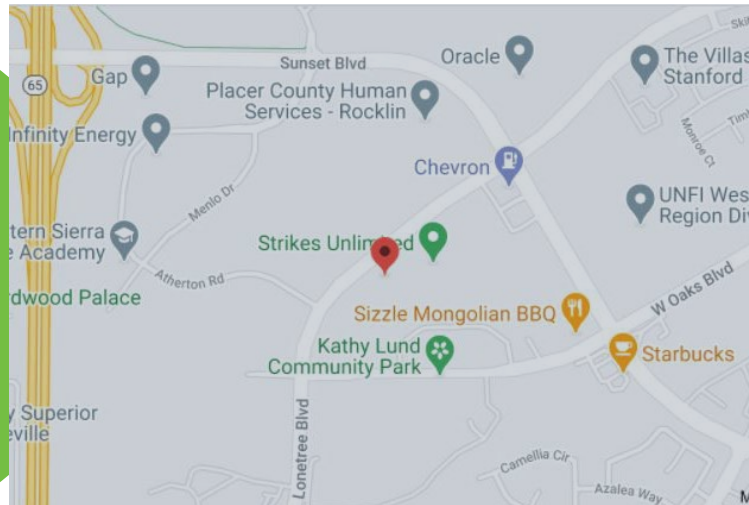
CLIENTS



PROSEARCH



HQ LOCATION



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BIGGREEN IT ECOSYSTEM

Connecting Enterprise Businesses to the Microsoft Cloud Ecosystem

Business is moving to the Cloud at a rapid pace.

We help companies develop a comprehensive Cloud strategy that delivers the right technology at the right time.

- Build upon the Microsoft Cloud platform
- Leverage our expertise for Microsoft Cloud consulting, licensing, implementation and support.
- Together we can help you develop a modern infrastructure with an ecosystem of products and services that are:
 - Secure
 - Built to work together
 - Supported
 - Able to scale and pivot as business needs change.



Gold
Microsoft Partner



LEGACY SUPPORT

The Microsoft Cloud Eco-system has forever changed the IT service provider industry. Most legacy service providers are either unable or unwilling to make the change to compete in the Cloud based IT landscape, leaving their clients to seek help from other sources. Even Microsoft's internal support is struggling to adjust as organizations try to contact them directly for support.



Managed Service Provider (MSP)

- Lack of technical resources
- No comprehensive technical assessments
- No reporting
- No real comprehension of the Microsoft Cloud
- No plan to make the Cloud transition



Cloud Service Provider (CSP)

- No focus on the Microsoft Cloud
- Outsources support
- Provides minimum required support
- No interest of helping clients control their Cloud costs
- No real relationship



Microsoft Support

- No timely response
- Aimlessly passed around to different support departments
- Never get problems resolved
- Engineers on case constantly change
- Poor organizational communication

BIG GREEN IT TEAMS PHONE SUPPORT SERVICE



Big Green Portal

Checking on the status of a support ticket, adding more Teams Phone licenses to your account, or looking for an article to help you with a persistent Outlook problem can all be done from the Big Green IT Portal.



Service Desk

Get help from Big Green IT's Service Desk Engineers when a problem goes beyond the easy fixes found in our Big Green IT Knowledge Base. Our Tier 3 and Tier 4 Service Desk Engineers are available by phone, email or Teams.



Dedicated Account Manager

Building a lasting relationship between you and Big Green IT is a top priority. Each quarter your Dedicated Account Manager will meet with you to review your Assessments and Reports and discuss future plans.



Assessments & Reports

Make confident technology decisions with the help of Assessments and Reports which Big Green IT provides to you and your company's decision makers.



M365 Critical Response Team

Partnering with Big Green IT gives your company access to the Microsoft Teams Phone Critical Response Team. If your company's email suddenly stops flowing or files from your company's SharePoint site disappear, the Microsoft 365 Critical Response Team will be available through the Big Green IT Service Desk.



PORTAL



- **Manage Incident Support Tickets**
- **Manage Service Request Tickets**
- **Communicate Directly with Big Green IT Service Desk**
- **Search Knowledge Base Articles for Quick Fixes**
- **Manage Teams Phone Licenses and Related Services**
- **Track the Assigned Teams Phone Training for End-Users**



Welcome to the Big Green IT Customer Portal

This one-stop portal provides you the access you need to manage your subscriptions to Office 365 and Microsoft 365. As always, you are welcome to call or email us and we will assist you with any changes, update or questions. But, if you want to turn on a new case or make a change to your subscription at 2:00 AM, it's simple, just log in and get it done.

Get Help

- Manage Users
- Company Profile
- Support
- My Invoices
- Product Catalog
- Manage Licenses

Home > Work 365 > Manage Licenses

Manage Licenses

You need to have Global Administrator or License Administrator role in Office 365 to be able to manage licenses.

| Name | Available Quantity |
|--|--|
| Dynamics 365 Customer Engagement Plan Enterprise Edition | 20 available 30 Assigned of 50 Total |
| Dynamics 365 for Financials for ERP | 9070 available 24 Assigned of 10000 Total |
| Enterprise ES (without Audio Conferencing) | 2 available 23 Assigned of 25 Total |
| Enterprise Mobility Suite | 11 available 18 Assigned of 100 Total |
| Enterprise Plan E3 | 12 available 25 Assigned of 100 Total |
| MICROSTNC | 6999999 available 20 Assigned of 10000000 Total |
| Microsoft Business Apps | 20 available 20 Assigned of 20 Total |
| Microsoft Flow Free | 1007 available 33 Assigned of 10000 Total |
| Microsoft Forms Pro | 100000 available 1 Assigned of 1000000 Total |
| PHONESYSTEM_VIRTUALUSER | 1 available 8 Assigned of 10 Total |

Showing 1 to 10 of 21 entries

Home > Work 365 > Product Catalog

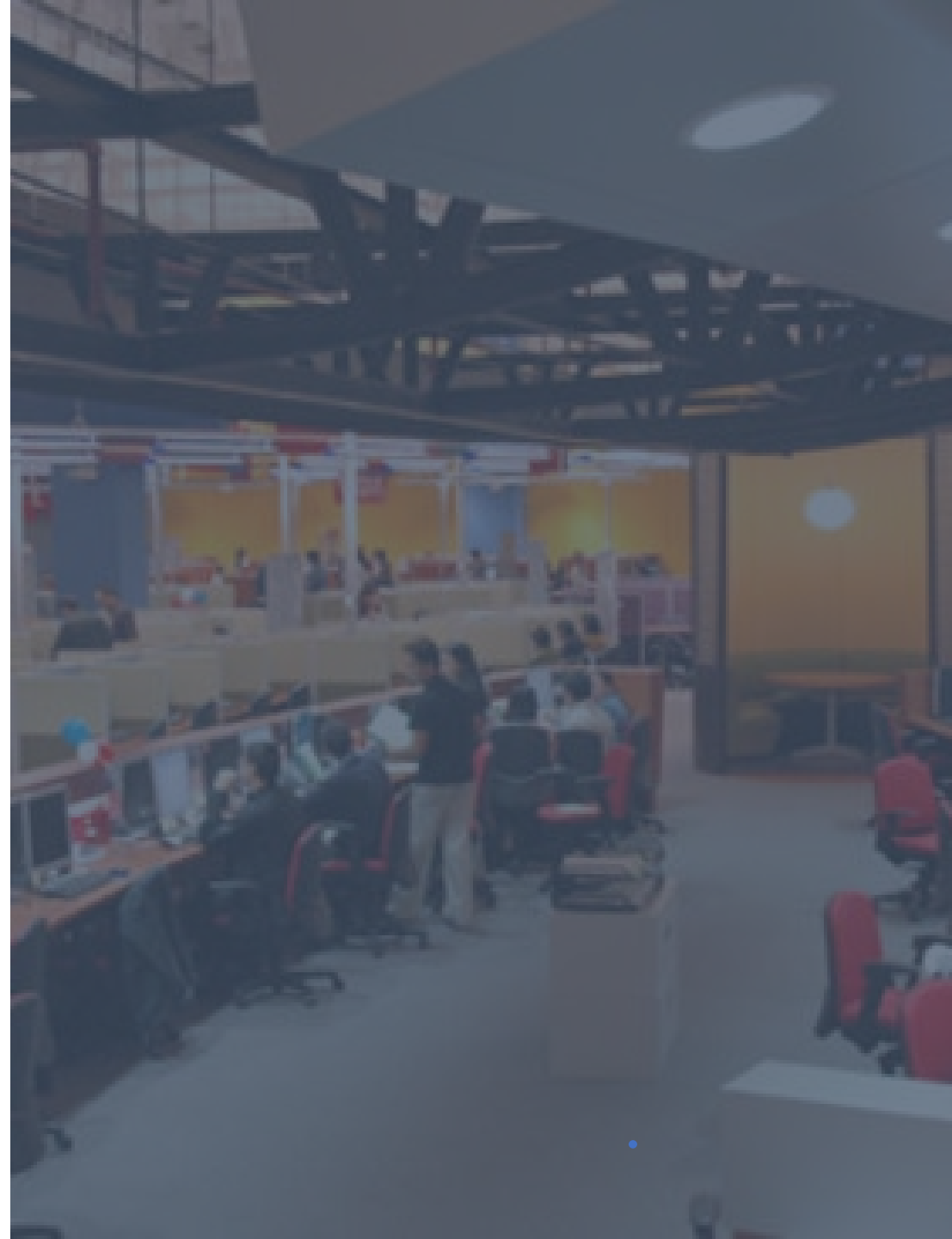
Product Catalog

| Product Number | Name | Quantity | Unit | Unit Price | Description |
|--------------------------|---------------------------------|----------|----------------------|------------|-------------|
| AvePoint M365 Backup | AvePoint Cloud Backup for M365 | US\$ | Monthly Subscription | \$4.00 | |
| Brandstorm QR | Brandstorm QR Help | US\$ | Monthly Subscription | \$2.50 | |
| GLS-00004 | Microsoft Defender for Endpoint | US\$ | Monthly Subscription | \$5.20 | |
| RDS User CAL (SPLA) | Microsoft RDS User CAL (SPLA) | US\$ | Monthly Subscription | \$7.00 | |
| SK Each BU | SkyRock Exchange Backup | US\$ | Monthly Subscription | \$2.50 | |
| SUMMIT DEFENDER ENDPOINT | SUMMIT DEFENDER FOR ENDPOINT | US\$ | Monthly Subscription | \$5.20 | |
| S.Windows 10 Ent. E3 VDA | S.Windows 10 Ent. E3 VDA | US\$ | Monthly Subscription | \$19.20 | |

SERVICE DESK



- **Dedicated Service Desk Team**
- **Service Desk Engineers Specialized in Teams Phone**
- **Unlimited Support Tickets**
- **Secure Remote Access**
- **Service Desk Team Manages Microsoft Support Tickets**
- **Resolve most Tickets Faster than Microsoft**





ASSESSMENTS

Microsoft 365 Best Practice Assessment

Microsoft 365 Security Assessment

Microsoft 365 Compliance and Governance Assessment

REPORTS

Email Usage Reports

Teams Usage Reports

OneDrive Usage Reports

Microsoft 365 Security Score

Microsoft 365 Productivity Score

IT Infrastructure and Security Assessment

Prepared for:
Acme Company– February 10, 2020



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Microsoft Secure Score

Overview Improvement actions History Metrics & trends

Microsoft Secure Score is a representation of your organization's security posture, and your opportunity to improve it.

Applied filters:

Your secure score: **Secure Score: 42.82%**
30,817.72 points achieved

Actions to review: Regressed 1, To address 13, Planned 0, Risk accepted 0, Recently added 0, Recently updated 0

| Improvement action | Score impact | Status | Category |
|--|--------------|------------|----------|
| Turn on sign-in risk policy | +9.72% | To address | Identity |
| Turn on user risk policy | +9.72% | To address | Identity |
| Ensure all users can complete multi-factor authentication for secure ac... | +12.5% | To address | Identity |
| Do not allow users to grant consent to unmanaged applications | +5.56% | To address | Identity |
| Set automated notifications for new OAuth applications connected to ... | +5.56% | To address | Apps |
| Use Cloud App Security to detect anomalous behavior | +4.17% | To address | Apps |
| Set automated notifications for new and trending cloud applications in... | +4.17% | To address | Apps |
| Create a custom activity policy to discover suspicious usage patterns | +3.78% | To address | Apps |

Breakdown points by: Category

- Identity: 53.27%
- Apps: 6.25%

Points achieved: Opportunity

Comparison:

- Your score: 42.82%
- Organizations like yours: 29.85%
- Custom comparison: Not yet created

Resources:

- Read about Secure Score capabilities
- Partner experience updates

History

| Date | Points Gained | Reason |
|----------------------|---------------|---|
| Jan 15, 2021 4:00 PM | 0.01 | Points gained for Enable policy to block legacy authentication |
| Jan 15, 2021 4:00 PM | 0.03 | Points regressed for Ensure all users can complete multi-factor authentication for secure access because 67 more users are affected |
| Dec 16, 2020 4:00 PM | 0.01 | Points gained for Enable policy to block legacy authentication |
| Dec 16, 2020 4:00 PM | 0.03 | Points regressed for Ensure all users can complete multi-factor authentication for secure access because 66 more users are affected |
| Nov 29, 2020 4:00 PM | 0.30 | Points gained for Enable policy to block legacy authentication |

Productivity Score

Productivity Score provides insights into your organization's digital transformation journey through its use of Microsoft 365 and the technology experiences that support it. Your organization's score reflects people and technology experience measurements and can be compared to benchmarks from organizations similar to yours.

Your organization's score: 59%

Total score: 413/700 points

Score components: 413/700 points

- People experiences: 232/500
- Technology experiences: 181/200

Learn about how your org's score is calculated

Your organization's score history

More information

- Learn more about Productivity Score
- Learn more about privacy in Productivity Score





DEDICATED ACCOUNT MANAGER

- **Teams Phone License Review**
- **Assessment Review**
- **Report Review**
- **Support Ticket Review**
- **Quarterly Meetings**
- **Critical Support Incident Champion**





TEAMS PHONE CRITICAL RESPONSE TEAM

- **Microsoft First Call Response in Two Hours**
- **Microsoft Critical Situation Manager Assigned**
- **Microsoft Continuous Resolution Effort 24 x 7**
- **Rapid Escalation within Microsoft Product Teams**
- **Notification sent to Microsoft Senior Support Managers**
- **24 x7 Big Green IT Support Access**



ONBOARDING PROCESS



Support Kickoff Meeting

During this introductory meeting you and your IT staff will get to know some of the Big Green IT Service Desk Engineers. We also will discuss creating accounts for our Portals and which members of your team will require access. We will introduce the IT audit forms, which you and your IT staff need to complete for our Service Desk to provide you the best-in-class support.



How To Get Help Meeting

Once we have your portal accounts created and IT audit forms completed, we will schedule a meeting to demo the various portal functions. We will also go through the Big Green IT Support Ticket Lifecycle and review the expected Response Times.



Initial Report Review Meeting

We will go through many of the Microsoft 365 Usage Reports, Secure Score, and Productivity Score and help interpret what these reports mean to you. We also will analyze and discuss Support Ticket trends. If there is an immediate problem identified during the report review, a remediation plan can be discussed.



90 Day Review

The 90 Day Review will initialize our Quarterly Meetings with you and your team. Your Dedicated Account Manager will make sure these future meetings are scheduled appropriately. During this meeting we will discuss a Microsoft 365 Security Assessment.



HOW TO GET HELP



<https://ServiceDesk.BigGreenIT.com>



ServiceDesk@BigGreenIT.com



916-256-2870

