OneMSP Managed Service Matrix

Services	Managed Email	Basic	Lite	Business	Enterprise	Enterprise +
Microsoft 365 Core Licence	Exchange online Plan 1	Microsoft 365 Business Basic	Microsoft 365 Business Basic	Microsoft 365 Business Premium	Microsoft 365 E3	Microsoft 365 E5
Microsoft 365 Security Add-On	N/A	N/A	Enterprise Mobility & Security E3	Microsoft Defender for Endpoint	Microsoft 365 E5 Security	N/A
Office 365 Admin (User On/Offboarding, Device setup/decommissioning)	X	X	X	X	X	X
Device Management and Cloud Monitoring			X	X	X	X
Office 365 Cloud Backup	X	X	X	X	X	X
Online User Training				X	X	X
Unlimited User and Device Support (8-6)	X	X	X	X	X	X
Email Signature Standardisation	X	X	X	X	X	X
Dedicated Account Management	X	X	X	X	X	X

Configure

Services	Managed Email	Basic	Lite	Business	Enterprise	Enterprise +
Autopilot Profile Configuration			X	X	X	X
Standardisation of Azure AD Groups			X	X	X	X
Deployment of Conditional Access Polices			X	X	X	X
Windows 10 Update Management			X	X	X	X
Device Configuration Profile Management			X	X	X	X
Application installation via MDM			X	X	X	X
MFA Setup and Deploy			X	X	X	X
Self Serve Password Reset Configuration			X	X	X	X
Company Branding of login and web access			X	X	X	X
Setup Apple Business Manager and Google Play and integrate with Intune			X	X	X	X
Configure Anti Spam, Ant Phishing, Anti Malware				X	X	X
Configure Safe Attachments, Safe Links, Defender for Sharepoint, Defender for OneDrive, Defender for Teams				X	X	X
Create Data Loss Prevention Policies from templates				X	X	X
Enable Azure Information Protection & Deploy client software				X	X	X
OneMSP Secure Score Baseline rollout				X	X	X
Microsoft Defender Endpoint ATP -Deploy and define policies, integrate risk with Conditional access				X	X	X
Web content filtering configuration				X	X	X
Implement Azure Sentinel for Log analytics of Azure AD and Office 365				X	X	X
Setup Office 365 backup	X	X	X	X	X	X
Email signature standardisation	X	X	X	X	X	X
Setup Cloud App security					X	X
Setup Risk Based Controls and include in conditional access					X	X
Configure Azure Information Protection auto assign rules						X
Configure Insider Risk Management Policies						X
Configure Microsoft Information Protection						X
Configure Compliance Auditing and Alerts						X

Monitor

Services	Managed Email	Basic	Lite	Business	Enterprise	Enterprise +
Security Alerts from MS Defender for Office 365				X	X	X
DLP Alerts				X	X	X
Scheduled review of secure score recommnded reports				X	X	X
Endpoint ATP alerts				X	X	X
Intune device compliance			X	X	X	X
intune config failures/misconfig			X	X	X	X
Apple + Google integration and certificate renewal			X	X	X	X
Windows 10 update monitoring			X	X	X	X
Office 365 backup status	X	X	X	X	X	X
Endpoint Analytics					X	X
Compliance alert monitoring						X

Manage

Services	Managed Email	Basic	Lite	Business	Enterprise	Enterprise +
Remediation of monitoring alerts				X	X	X
Secure score proactive improvement plan				X	X	X
Standardisation of user/device on/off boarding				X	X	X
Monthly Phishing campaign					X	X
Proactive threat hunting						X
Compliance score proactive improvement plan						X

Support

Services	Managed Email	Basic	Lite	Business	Enterprise	Enterprise +
Configuration exception mangement - e.g email quarantine release				X	X	X
AIP&DLP policy cusomisation				X	X	X
Adjustment to any configuration items on ongoing basis	X	X	X	X	X	X
Assistance with data compliance investigations						X