

	Linten Secure Microsoft 365			Linten Secure Support Service	Linten Cloud Secure Support Compliant	Linten Cloud & Physical Secure Support Compliant
	365 Basic secured	365 Standard secured	365 Premium secured			
<p>● INCLUDED ○ OPTIONAL ✕ NOT AVAILABLE</p>						
Support					Min 10 users	Minimum 10 users
User administration	●	●	●	●	●	●
User updates & changes	●	●	●	●	●	●
User management	○	○	○	●	●	●
Help Desk (9:00 - 17:00)	●	●	●	●	●	●
Response time (working hours)	4 Hours	4 Hours	4 Hours	2 Hours	1 Hour	1 Hour
Pro-active health monitoring	✕	✕	✕	●	●	●
User Support	✕	✕	✕	●	●	●
Account manager	●	●	●	●	●	●
365 Service availability support	●	●	●	●	●	●
Regular service reviews	○	○	○	Annual	Quarterly	Quarterly
Computer support (OS and 365 services)	○	○	○	●	●	●
Mobile device support (365 Services)	○	○	○	●	●	●
Wi-Fi and Internet connection help	○	○	○	●	●	●
Printer driver/connection help	○	○	○	●	●	●
Application or any other support	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
Major change or other consultancy services	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
Setup and Migration						
365 account setup	○	○	○	●	●	●
AD account Setup	○	○	○	●	●	●
Linten supplied licence setup/installation	○	○	○	●	●	●
Hosted desktop setup	○	○	○	●	●	●
Hosted VoIP user setup	○	○	○	●	●	●
New laptop/PC setup	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
New laptop/PC setup with data migration	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
Email migration	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
OneDrive, SharePoint or User profile migration	○	○	○	(10% Discount)	(10% Discount)	(10% Discount)
Security Compliance Services						
Email Forwarding Alerts	●	●	●	●	●	●
Admin account monitoring	●	●	●	●	●	●
Email Spoofing Protection	●	●	●	●	●	●
User Location Monitoring	○	○	○	●	●	●
Monthly Security and compliance Report	○	○	○	●	●	●
OS Patch management	✕	✕	✕	●	●	●
Desktop Security update monitoring	✕	✕	✕	●	●	●
Mobile Security update monitoring	✕	✕	✕	●	●	●
Device encryption management	✕	✕	●	●	●	●
Intune device management	✕	✕	●	●	●	●
User cyber security awareness training	○	○	○	●	●	●
Dark web monitoring	○	○	○	●	●	●
Cyber ongoing human risk scoring	○	○	○	●	●	●
Windows Information Protection	✕	✕	✕	●	●	●
Office 365 SOC & SIEM	○	○	○	○	●	✕
Full SOC & SIEM	○	○	○	○	✕	●
Backup						
Microsoft Data Replication and Redundancy	●	●	●	●	●	●
Computer backup to OneDrive	●	●	●	●	●	●
Exchange Online Archiving	50GB	50GB	Unlimited	Unlimited	Unlimited	Unlimited
Microsoft Data Loss Prevention	✕	✕	●	●	●	●
Off-Net backup (Email, OneDrive, SharePoint & Computer)	○	○	○	○	●	●
Licences						
Microsoft 365 Business Basic Subscription	●	✕	✕	✕	✕	✕
Microsoft 365 Business Standard Subscription	✕	●	✕	✕	✕	✕
Microsoft 365 Business Premium Subscription	✕	✕	●	●	●	●
Microsoft Bookings	✕	✕	●	●	●	●
Azure AD Premium P1	○	○	●	●	●	●
Microsoft Defender for Office 365 P1	●	●	●	●	●	●
Microsoft Basic Mobile Device Management	●	●	✕	✕	✕	✕
Microsoft Intune Mobile Device Management	○	○	●	●	●	●
Azure Information Protection	✕	✕	●	●	●	●
Windows Pro upgrade to Enterprise	✕	✕	●	●	●	●
Exclaimer Cloud Signatures for Microsoft 365	○	○	○	●	●	●
Bitdefender Cloud Security (Anti-Virus End-Point)	○	○	○	●	●	●
Lookout Mobile Endpoint Security Threats with PCP	○	○	○	●	✕	✕
Lookout Mobile Endpoint Security Comprehensive with PCP	○	○	○	✕	●	●
Other services						
VoIP Extension	○	○	○	○	○	○
Hosted Desktop	✕	✕	✕	○	○	○
Unlimited Personal Mobile internet	○	○	○	○	○	○
Unlimited Mobile SIM card	○	○	○	○	○	○