



Microsoft 365 Service Definition

1. Service Description

Epiq provides Microsoft 365 (M365), a cloud based integrated Enterprise productivity application that helps transform the way organisations work. It enables employees to connect to people, collaborate, share content and information from any device and anywhere, whilst securely safeguarding organisations' assets with intelligent security.

2. Service Scope

Epiq is a Microsoft Gold Cloud Platform partner providing:

Review and Analyses Services

- GDPR/CCPA Readiness
- M365 Deployed GAP Analysis
- AAD Security Analysis & Recommendations
- Compliance Requirement Analysis & Recommendation
- Insider Risk Management Analysis & Recommendation
- Information Governance Requirements Analysis & Recommendation
- Data Loss Prevention Overview & Recommendation
- Modern Workplace Overview & Recommendation

Implementation and Deployment Services

- M365 Compliance & Security
- Azure Information Protection (AIP)
- Microsoft Information Protection (MIP)
- Information Rights Management
- Data Classification, Retention, Policies & Rules
- Data Loss Prevention (DLP)
- Legal Hold and eDiscovery
- Advanced eDiscovery
- Teams Compliance Connector
- Advanced Threat Protection
- Windows Defender
- Insider Risk Management

- Compliance Management Setup

Workshops and Knowledge Transfer

- Information Governance Workshop
- Compliance Workshop
- Legal Hold & eDiscovery
- Azure ATP Workshop
- Azure AIP Workshop
- O365 Security & administration Workshop
- eGovern Classification & Analysis
- Teams Compliance Connector
- Modern Workplace

M365 Security Services

- M365 Tenant Security Assessment
- Azure Active Directory Security
- Azure Identity Management
- Advanced Threat Protection
- Microsoft Cloud App Security
- Windows Defender
- Mail Flow
- Insider Risk Assessment
- Device Management (Intune)

Data Migration

- On-premise to Cloud
- ProofPoint to M365
- FileShare to M365
- SourceOne to M365
- MimeCast to M365
- MimeCast Export to PST
- PST to M365
- Enterprise Vault to PST
- Enterprise Vault to M365
- SharePoint on-premise to SharePoint On-line

3. User Support

a. Onboarding

Onboarding is conducted via Epiq's Professional Services Consulting practice. M365 subject matter experts will provide user training and support throughout the project.

b. Offboarding

Data is stored on the client's Tenant, which is always governed and accessible by the client, including once the contract ends.

4. Service Constraints

As the Buyer is responsible for the purchasing, deployment and implementation of infrastructure that M365 is installed on, there are potential constraints with throughput depending on configuration and access to the Tenant and Azure environment.

5. Service Levels

M365 is installed on the client's Microsoft Tenant within the Buyer's environment, so the accessibility of the tool is based on the management process of the Buyer.

6. Outage and maintenance management

M365 is installed on the client's Microsoft Tenant within the Buyer's environment so the accessibility of the tool is based on the management process of the Buyer.

7. Security details

M365 is installed on the client's Microsoft Tenant within the Buyer's environment so the accessibility of the tool is based on the management process of the Buyer.

8. Business continuity/disaster recovery

M365 is installed on the client's Microsoft Tenant, the business continuity and disaster recovery processes are governed by the processes that the Buyer has in place for its Tenant.

9. Statement that detailed implementation plan can be provided to Buyers upon request

Epiq will provide a detailed implementation plan upon request. Epiq's Project Management staff will be available to assist in any customised implementation plan if necessary.

10. Associated services included/not included, e.g. API's, bolt on services, maintenance, professional services, storage

Infrastructure required to stand up M365 within the Buyer's environment is at the cost of the Buyer and not a part of the fee listed in the pricing section. All professional services and project management time, including travel and expenses are not included in the cost of M365 Tenant and licenses and are at an additional cost.

11. Development lifecycle of the solution

This is standard part of Microsoft 365 and releases are managed by the Microsoft product life cycle.

12. After sales account management

Epiq's dedicated Project Management and Consulting team will provide support and project management after the sale is complete and throughout the entire engagement.