



Service Definition – Microsoft 365 Review

Updated: 14Jan'26

Purpose

The Microsoft 365 Review is a fixed-scope advisory service designed to provide organisations with clear visibility into their Microsoft 365 environment. Its purpose is to identify optimisation opportunities, improve security posture, and enhance return on investment through evidence-based analysis.

Scope

This Service applies to:

- Microsoft 365 License Assignment
- Microsoft 365 User accounts
- Microsoft 365 Security Score
- Financial and Optimisation insights relating to Microsoft 365 environments
- Internal Process and Procedure relating to the licensing of users

This Service does not include Dynamics 365 or Business Central solutions.

Service Activities

Authorised service activities include:

- Analysis of Microsoft 365 tenant configuration and usage data
- Review of Joiners, Movers, and Leavers (JML) processes
- Identification of inactive, underutilised, or misaligned licences*
- Review of Microsoft Secure Score and security controls
- Production of optimisation and risk-reduction recommendations

*Subject to the availability of usage data

Deliverables

Each engagement will include:

- 🔗 Microsoft 365 Environment Overview
- 🔗 Licence Utilisation and Optimisation findings*
- 🔗 Return on Investment/Financial Impact summary
- 🔗 Security Posture Assessment
- 🔗 Presentation of Findings and Recommended Next Steps

*Subject to the availability of usage data

Exclusions

This Service does not include:

- 🔗 Licence Procurement or Contract Negotiation
- 🔗 Implementation or Remediation activities
- 🔗 Ongoing Managed Services
- 🔗 Legal Advice

Roles and Responsibilities

SAM Assured:

- 🔗 Delivery of analysis and reporting

Bechtle:

- 🔗 Commercial engagement and customer coordination

Customer:

- 🔗 Provision of access, data, and stakeholder validation

Assumptions

- 🔗 The Service is advisory in nature
- 🔗 Recommendations are based on data available at the time of review
- 🔗 Delivery is remote unless otherwise agreed

Review and Maintenance

This Service Definition may be reviewed periodically to reflect changes in service scope, Microsoft licensing models, or delivery approach.