



Pricing Document

Managed Microsoft 365
Service

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Pricing Overview

Managed Microsoft 365 pricing is modular and usage-based, allowing services to be tailored to each organisation's environment and operational needs.

Pricing is calculated based on a small number of key variables, including:

- Total user (seat) count
- Selected service tier
- Required optional add-on services

This approach ensures customers are priced accordingly for their Microsoft 365 estate, avoiding the inefficiencies of fixed, averaged pricing models.

Bundled pricing may be applied where multiple services or add-ons are selected, with all pricing detailed at the point of quotation.

M365 Managed Service Pricing Components

M365 Managed Service pricing is typically based on two components:

1. Two Tiers of Platform- Level Support

- **Managed M365 Assurance** - A support tier for organisations with in-house IT who need on-demand Microsoft 365 expertise, backed by regular health checks and full break/fix support.
- **Managed M365 Premium** - A fully managed service for organisations wanting proactive monitoring, 24x7 support, faster response times, and ongoing strategic guidance.

2. Additional service Add-Ons include:

- End User Support
- Managed Endpoints
- Device Provisioning
- Backup and Disaster Recovery (DR)
- Business Voice Management

Pricing Table

Item	Type	100 – 249	250–499	500–999	1000–1999	2000+
Platform – Assurance	Core	£10.00	£8.00	£5.00	£4.00	£3.00
Platform – Premium	Core	£12.00	£10.00	£10.00	£8.00	£7.00
End User Support	ADD-ON	£35.00	£32.00	£30.00	£25.00	£20.00
Endpoint Management	ADD-ON	£8.00	£6.00	£6.00	£4.00	£3.00
Device Provisioning	ADD-ON	£5.00	£5.00	£5.00	£5.00	£5.00
Business Voice	ADD-ON	£1.50	£1.25	£1.00	£1.00	£0.75
Backup and Recovery	ADD-ON	£2.00	£1.25	£1.00	£1.00	£0.75

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