

Service Document for Microsoft 365 Services

Complus IT Ltd are a specialist Managed IT Services Provider and have successfully delivered and implemented Microsoft 365 Services for a large number of very diverse organisations over the last 8 years.

1. Introduction

Microsoft 365 is a comprehensive suite of productivity and collaboration tools designed to empower individuals, teams, and organizations to achieve more. This service document outlines the key components, features, and policies associated with Microsoft 365 services.

Complus IT have worked on a number of Microsoft 365 projects covering all the below services. We currently support all our clients Microsoft 365 tenants on daily basis.

2. Service Overview

- **Exchange Online:** Email, calendar, and contacts hosted in the cloud.
- **SharePoint Online:** Document management and collaboration platform.
- **OneDrive for Business:** Cloud storage solution for individual users.
- **Teams:** Communication and collaboration platform for chat, meetings, and file sharing.
- **Office Apps:** Web-based and desktop versions of Word, Excel, PowerPoint, and more.
- **Azure Active Directory:** Identity and access management service.
- **Power Platform:** Suite of tools for building business solutions.

3. Service Level Agreement (SLA)

Microsoft 365 services are governed by a Service Level Agreement (SLA) that outlines commitments regarding uptime, support response times, and service availability. Details of the SLA can be found on the Microsoft Trust Center website. Our SLA's are listed below:

Critical: 1h

High: 2h

Medium: 4h

Low: 4h-8h

4. Data Protection and Privacy

Microsoft is committed to protecting customer data and privacy. Data stored in Microsoft 365 services is encrypted at rest and in transit. Microsoft adheres to industry-leading compliance standards and regulations, including GDPR, HIPAA, and ISO 27001.

5. Security Features

Microsoft 365 incorporates advanced security features to protect against threats and unauthorized access. These include:

- Multi-factor authentication
- Data loss prevention

- Advanced threat protection
- Encryption and rights management

6. Compliance and Certifications

Microsoft 365 services comply with a wide range of industry standards and certifications, including SOC 1, SOC 2, and FedRAMP. Compliance documentation and certifications are available on the Microsoft Compliance Center website.

7. Support and Resources

Microsoft provides comprehensive support for Microsoft 365 services through various channels, including online documentation, community forums, and dedicated support teams. Customers can access support resources via the Microsoft 365 Admin Center.

8. Licensing and Pricing

Microsoft 365 services are available through various licensing plans tailored to the needs of different organizations. Pricing details and licensing options can be found on the Microsoft website or through authorized Microsoft resellers.

9. Training and Adoption

Microsoft offers training resources and adoption programs to help organizations maximize the value of Microsoft 365 services. These include online training courses, certification programs, and adoption guides.

10. Conclusion

Microsoft 365 services provide a powerful platform for productivity, collaboration, and innovation. By leveraging the capabilities of Microsoft 365, organizations can streamline workflows, enhance communication, and drive business growth.

This Service Document aims to provide an overview of Microsoft 365 services and the associated policies and resources to assist organizations in effectively deploying and managing these services. For further information, please refer to the official Microsoft documentation and support channels.

Complus IT Ltd is committed to helping organisations deploy, develop and adopt Microsoft 365 Services. With our help organisations can strategically embark on their Microsoft 365 journey while benefiting from our excellent support and expert guidance to ensure success.