



## Big Green IT M365 Support

Sometimes even the most experienced IT teams need help. Microsoft is continually making changes and improvements to Microsoft 365 products and services. This constant change makes it challenging for IT teams to keep up and can sometimes overwhelm your help desk.

Big Green IT is a Tier 1, direct Microsoft Gold partner. We offer a range of Microsoft 365 support service plans to meet the varying needs of our customers.

Features	Essential <sup>3</sup>	Most Popular Standard	Premium
Incident Support	Basic	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited
Response Times	4 Hours	2 Hours	1 Hour
Big Green IT Support Portal	●	●	●
Big Green IT Knowledge Base	●	●	●
Big Green IT License Management Portal	●	●	●
Support Service Hours <sup>1,2</sup>		2 Hours	4 Hours
Dedicated Account Manager <sup>4</sup>		●	●
Yearly Microsoft 365 Assessment		●	●
Monthly Reports		●	●
Quarterly Report Review		●	●
Microsoft 365 Critical Response Team		●	●
24 x 7 Support Access			●
Big Green IT M365 Training Portal			●
	<b>Free</b>	<b>\$3.00</b>	<b>\$5.25</b>

<sup>1</sup> Monthly support service hours are to be utilized for unique incidents that take an abnormal amount of time for BigGreen IT's Service Desk to resolve and fall outside of the standard Service Level Agreement.

<sup>2</sup> Monthly support service hours are calculated per company per month and not per user per month.

<sup>3</sup> Available to current CSP clients only.

<sup>4</sup> Available company's with 50 user and above.

per user, per month

**Volume Discounts Available**

## Available Options

- Big Green IT M365 Training Portal
- SkyKick Email Backup
- SkyKick M365 Suite Backup
- Crossware Email Signature

Contact Big Green IT to discuss your move to Microsoft 365

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