

Objective: Sustained Adoption & Dedicated Support

LEVEL 1 Plan –

\$2,000/mo.

Key Features:

1. Service Level Agreement (SLA)
 - a. Reserved access to support team
2. Four **(4)** hours of consulting time
3. Assigned Project Coordinator
4. Monthly System Health and Usage Report
 - a. Adoption score, System usage, Service health, Support ticket history
5. Security Training
 - a. Password & MFA, Autopilot and Intune training
6. Full Year of Azure Log Analytics
 - a. Eleven **(11)** different logs including Audit logs, Sign-in logs and User risk event logs
 - b. **REQUIRES** an Azure subscription license
7. **(5% off Standard Rate)**
8. *\$4,000/mo value*

LEVEL 2 Plan –

\$3,250/mo.

Key Features:

1. Includes all LEVEL 1 Features
2. Quarterly Executive Strategic Discussions
 - a. One **(1)** hour meeting with JT Executive to review roadmap and strategy
3. M365, D365 and Power Platform Release Plan and Roadmap
 - a. Best practices for M365 and Dynamics setup
4. Quarterly Basic Security Audit
 - a. Report of logins, MS tenant security score and MS tenant compliance score
5. Security Improvement Exercises
 - a. Quarterly Simulated Phishing Attacks
 - b. **REQUIRES** a Defender for Office 365 P2 license
6. **10% off Standard Rate**
7. *\$6,000/mo value*

LEVEL 3 Plan –

\$4,500/mo.

Key Features:

1. Includes all LEVEL 1 Features
2. Includes all LEVEL 2 Features
3. One **(1)** Annual System Health Check (Dynamics, Business Central, Azure, Business Intelligence or M365)
 - a. In-depth review of your tenant, system architecture and configuration
4. Change Management Plan
 - a. JT framework to focus on the who, what, why and how of change initiative
5. Three **(3)** 1 hour Adoption Workshops (month 1, 3 & 5) led by Change Practitioner
 - a. Review delivery and execution of change management plan
6. **15% off Standard Rate**
7. *\$7,500/mo value*



ADD-ON SERVICES

Consultant Block of Hours / month

- 4 hrs.
- 8 hrs.
- 16 hrs.
- 24 hrs.
- 32 hrs.
- 40 hrs.

Online Education & Training Service

- ✓ Self-service portal of classes and content focused on learning and adoption. Content includes M365, MS Teams, Azure, Power Automate, BI, D365 and threat defense.
- ✓ **\$250/mo. for 25 employee block**



Terms and Conditions

- ✓ Plans billed monthly.
- ✓ For after-hours work (**outside 7-5 MT, M-F**), time used is calculated at 1.5X actual time spent.
- ✓ This Agreement **may be cancelled within 30 days of signing**. If cancelled during the first 30 days, no charges will be incurred.