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
   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
   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.