



## 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	Standard	Most Popular Premium	Enterprise
Incident Support	Basic	Unlimited	Unlimited
Service Request	Basic	Unlimited	Unlimited
Response Times	4 Hours	2 Hours	1 Hour
Big Green IT Service Management Portal	●	●	●
Big Green Knowledge Base	●	●	●
Big Green License Management Portal	●	●	●
Support Service Hours <sup>1,2</sup>		2 Hours	4 Hours
Dedicated Account Manger <sup>3</sup>		●	●
Yearly Microsoft 365 Assessment		●	●
Monthly Reports		●	●
Quarterly Report Review		●	●
Microsoft 365 Critical Response Team		●	●
24 x 7 Support Access			●
Big Green M365 Training Portal			●
	<b>\$1.00</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 for company's with 50 users and above.

per user, per month

**Volume Discounts Available**

### Available Options

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

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Gold  
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