

The workplace is transforming. The workforce is increasingly diverse and distributed, and employees want more from their technology. You have to meet that challenge while fending off a growing range of cybersecurity threats.

Microsoft has solved this problem by combining its Office 365 productivity tools, its Enterprise Mobility + Security endpoint management and protection suite, and its Windows 10 operating system, in one simple solution: Microsoft 365.

A Cobweb Managed Service enables you to put the complete management of Microsoft 365 into the hands of cloud experts, so you can focus on running your business, not your IT, and get maximum benefit from this next generation of collaboration tools.

Cobweb Managed Service includes:

- Comprehensive onboarding
- Access to comprehensive end-user online training
- Provision of enhanced security and backup
- 24*7 support
- Version updates and upgrades
- Proactive reporting to ensure you maximise your investment in Microsoft 365

Why choose a managed service?

Adopting cloud solutions via a managed service approach takes the pressure away from the IT department, and puts the complete service management into the hands of a cloud specialist. This can be particularly useful for smaller companies or start-ups, removing responsibility for managing the IT, and enabling employees to focus on core business activities.

In addition to freeing up time, a managed services enables businesses to:

- Reduce upfront IT investment
- Optimise your IT security and protect your company's users, data, and devices
- Support remote workers, wherever they may be
- Maximise IT efficiency with limited in-house resource
- Benefit from ongoing expert technical support
- Take advantage of ever evolving service capabilities

Next Steps

If you would like more information about Cobweb Managed Services, please contact us on the information below:

 www.cobweb.com  hello@cobweb.com  0333 009 5941

Cobweb Managed Service

The Details

Adopting cloud solutions via a managed service provider, takes the complexity of securing and managing a modern IT solution away from the internal IT team, and puts it into the hands of cloud experts. This can be particularly useful for smaller businesses or start-ups, providing more time to focus on growing the business, whilst lowering risks from cyber criminals and reducing costs.

The Cobweb Managed Service includes active monitoring, ongoing configuration management, proactive remediation, support and guidance for each element of the service.

Service	Description
Device & Data Backup User & Workstation Exchange Online SharePoint Online OneDrive for Business Microsoft Teams	<p>Secure and complete backup for all users' files and data, across PC and mobile devices and all Microsoft 365 services.</p> <p>Full workstation backup for Windows 10 and MacOS devices including local files. Either full device or individual file restores are available on request.</p> <p>The latest Microsoft Teams backup capabilities allow recovery of content across Teams and Channels, including group mailboxes, meetings, and channel content.</p> <p>Active monitoring and backup management come as standard, ensuring that backups are never missed and that your data and devices are always protected.</p>
Enhanced Email Protection	Email is the #1 method cyber criminals use to attack businesses and individuals. The Cobweb Managed Service includes incremental defences, using the latest artificial intelligence capabilities, to protect your systems from today's targeted attacks.
Identity and Data Security	Security in a cloud world starts with protecting users' identity from theft or impersonation. Stopping criminals from accessing your data requires multiple levels of security including: device encryption, multi-factor authentication, data loss prevention, and information protection solutions.
Mobile Device Management	Management of security policies protecting data accessed by personal devices as well as full management and configuration for company owned and provided mobile devices.
Windows 10 Management	Management and support of application deployment, configuration, and security policies applied to your Windows 10 based PCs.
Auditing and Reporting	Using data from the active monitoring of your IT solution, Cobweb's cloud experts provide a detailed monthly report that provides insights into how your IT is being used, the potential threats that are being stopped along with support and guidance to ensure you get the best return from your IT investments.
Proactive Remediation	When Cobweb's cloud experts see a problem we take proactive action to fix whatever the problem is, to keep your users, data and devices secure and to help maximise productivity.
Web Security	Tricking users to visit malicious websites is a common cyber-criminal form of attack. Active Web Security watches what websites users are visiting and can stop access to malicious sites and also implement your choices as to which type of websites you would like your employees to be able to visit.

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Cobweb Support & Managed Services

Microsoft 365 Business Premium

Cobweb offers support from a team of certified cloud experts who can help guide your business on the journey to digital transformation. With a Managed Service, you receive the highest quality guidance and support from your own personal Microsoft 365 managed service team, which provides you with access to some of the most experienced cloud technicians in the UK.

cobweb	The chosen level of support or managed service is required for all users		
	Premium	Premium+	Managed Service
24*7 Service	✓	✓	✓
Admin Users	3	5	5
Service Availability	✓	✓	✓
Licensing Support	✓	✓	✓
Vendor Escalation	✓	✓	✓
ClipTraining for M365 users	✓	✓	✓
Application Support	✓	✓	✓
Application Configuration	✓	✓	✓
Support Incidents	✓	✓	✓
Service Requests	✓	✓	✓
Email Signatures	✓	✓	✓
End User Support		✓	✓
User & Workstation Backup			✓
Exchange Online Backup			✓
SharePoint Online Backup			✓
OneDrive for Business Backup			✓
Microsoft Teams Backup			✓
Enhanced Email Protection			✓
Identity and Data Security			✓
Mobile Device Management			✓
Windows 10 Management			✓
Auditing and Reporting			✓
Proactive Remediation			✓
Web Security			✓
Price (per user per month)	£17.79*	£18.85*	£39.90*

*includes the cost of the Microsoft 365 Business Premium license. All prices are excluding VAT.

Managed Service Setup	One-off fee	£1000.00
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A Managed Service Setup is compulsory for new managed services customers.

Optional Add-ons	Unit of Measure	Price
Server Backup Management	Per Server	£12.49
Compliant Email Archival	Per User	£3.50
Advanced Email Signatures	Per User	£1.00

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Cobweb Support & Managed Services

Microsoft 365 E3

Cobweb offers support from a team of certified cloud experts who can help guide your business on the journey to digital transformation. With a Managed Service, you receive the highest quality guidance and support from your own personal Microsoft 365 managed service team, which provides you with access to some of the most experienced cloud technicians in the UK.

cobweb	The chosen level of support or managed service is required for all users		
	Premium	Premium+	Managed Service
24*7 Service	✓	✓	✓
Admin Users	3	5	5
Service Availability	✓	✓	✓
Licencing Support	✓	✓	✓
Vendor Escalation	✓	✓	✓
ClipTraining for M365 users	✓	✓	✓
Application Support	✓	✓	✓
Application Configuration	✓	✓	✓
Support Incidents	✓	✓	✓
Service Requests	✓	✓	✓
Email Signatures	✓	✓	✓
End User Support		✓	✓
User & Workstation Backup			✓
Exchange Online Backup			✓
SharePoint Online Backup			✓
OneDrive for Business Backup			✓
Microsoft Teams Backup			✓
Enhanced Email Protection			✓
Identity and Data Security			✓
Mobile Device Management			✓
Windows 10 Management			✓
Auditing and Reporting			✓
Proactive Remediation			✓
Web Security			✓
Price (per user per month)	£33.19*	£35.16*	£57.96*

*includes the cost of the Microsoft 365 E3 license. All prices are excluding VAT.

Managed Service Setup	One-off fee	£1000.00
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A Managed Service Setup is compulsory for new managed services customers.

Optional Add-ons	Unit of Measure	Price
Server Backup Management	Per Server	£12.49
Compliant Email Archival	Per User	£3.50
Advanced Email Signatures	Per User	£1.00

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Cobweb Support & Managed Services

Microsoft 365 E5

Cobweb offers support from a team of certified cloud experts who can help guide your business on the journey to digital transformation. With a Managed Service, you receive the highest quality guidance and support from your own personal Microsoft 365 managed service team, which provides you with access to some of the most experienced cloud technicians in the UK.

cobweb	The chosen level of support or managed service is required for all users		
	Premium	Premium+	Managed Service
24*7 Service	✓	✓	✓
Admin Users	3	5	5
Service Availability	✓	✓	✓
Licensing Support	✓	✓	✓
Vendor Escalation	✓	✓	✓
ClipTraining for M365 users	✓	✓	✓
Application Support	✓	✓	✓
Application Configuration	✓	✓	✓
Support Incidents	✓	✓	✓
Service Requests	✓	✓	✓
Email Signatures	✓	✓	✓
End User Support		✓	✓
User & Workstation Backup			✓
Exchange Online Backup			✓
SharePoint Online Backup			✓
OneDrive for Business Backup			✓
Microsoft Teams Backup			✓
Enhanced Email Protection			✓
Identity and Data Security			✓
Mobile Device Management			✓
Windows 10 Management			✓
Auditing and Reporting			✓
Proactive Remediation			✓
Web Security			✓
Price (per user per month)	£56.71*	£60.08*	£84.83*

*includes the cost of the Microsoft 365 E5 license. All prices are excluding VAT.

Managed Service Setup	One-off fee	£1000.00
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A Managed Service Setup is compulsory for new managed services customers.

Optional Add-ons	Unit of Measure	Price
Server Backup Management	Per Server	£12.49
Compliant Email Archival	Per User	£3.50
Advanced Email Signatures	Per User	£1.00

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