

Navisite Managed Microsoft 365 Productivity Suite Powered by Microsoft®

Why Navisite’s Elite 5-Star Managed Services Stands Apart

Microsoft 365 is complex and difficult for customers to configure to meet their ever-changing business needs. Navisite offers a comprehensive set of M365 services that help solve this problem. We provide a comprehensive M365 onboarding experience, advanced email migration services, ongoing configuration management and service reviews. The result is a partner that enables you to continue to meet your business requirements with M365, maximizing value of your technology investment.

Microsoft 365 Products

Navisite offers all of the Microsoft 365 products with our full suite of onboarding, support and managed services. Microsoft 365 products include productivity and collaboration tools (Office 365), security and endpoint management products (Enterprise Mobility+Security), and device platforms (Windows 10 Enterprise).

Support Services

Navisite’s support services for M365 features 460+ engineers with 1,400+ technical certifications providing 24/7/365 direct support with aggressive problem response SLAs. Navisite resolves greater than 99% of the problems reported to us and handles full escalation to Microsoft Premier Support for the rare problem that requires additional help.

Email Continuity and Protection

All of Navisite’s email-enabled Office 365 plans include Proofpoint email business continuity. This ensures that users’ mailboxes are available in the unlikely event of an Office 365 outage. Our bundled Proofpoint service also provides anti-virus and anti-spam for email.

Managed Services

Navisite’s Managed Configuration Services for M365 ensures that you can simply communicate what you want to do accomplish and let Navisite work out the correct configuration. Our configuration management also includes collaborative testing of configuration changes, scheduling and executing production changes and follow-up to ensure satisfaction.

	Available Features	Navisite Managed Microsoft 365
Standard Services	Products	Microsoft 365, Office 365, Enterprise Mobility + Security (EM+S), Intune, Windows 10 Enterprise
	Email uptime	99.999%
	Email security and continuity	Proofpoint (included with all of Navisite’s email-enabled O365 plans)
	Support services	24 x 7 x 365 support 24 x 7 x 365 monitoring 15 min P1 response 30 min P2 response Microsoft Premier Support
	Other included services	Managed Configuration Bi-annual Service Review Bi-annual Service Reports
Additional Services	Email migrations	Simple email migration Complex email migration Staged email migration Phased email migration
	Other additional services	M365 onboarding HIPAA services for O365 Bundled O365 with DaaS Proofpoint email encryption Proofpoint email archiving
	M365 security assessments	Available Q4 2019
	M365 security services	Available Q4 2019

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Additional Navisite Managed Microsoft 365 Service Features

Microsoft 365 Onboarding

Navisite’s Microsoft 365 Onboarding is a project-based engagement that walks clients through all of the M365 products and features, and starts configuring the product to meet the customer’s requirements. Onboarding goals include directory sync, self-service password reset enablement, establishment of MFA, Secure Score review and action items, Intune enablement and guided enrollment, EM+S security product enablement, Windows 10 Enterprise onboarding with Azure Active Directory, and strategic discussions regarding the customers’ business needs and how M365 can be enabled to meet them.

Email Migrations

Navisite offers comprehensive email migration services that enable nearly any organization to migrate their email to Office 365. Navisite’s email migration services start with the provisioning of the Office 365 tenant and careful planning sessions with the customer to understand their requirements. The next step is to establish directory synchronization or federation to help extend users’ identities to the cloud-based Azure Active Directory. Navisite handles the mailbox migration for you via cutover, staged or hybrid migrations, as a fully-managed project and coordinates with the customer to make the necessary DNS changes. At the conclusion of the product your users will be leveraging their normal AD credentials to access their historical and new email at Office 365.

O365 for Healthcare

Navisite offers a HIPAA control-management service for customers that need to hold ePHI within the Office 365 environment.

Additional Email Protection

Navisite offers additional email protection services via Proofpoint email encryption and archiving options. These include unlimited archiving for any Office 365 email-enabled plan and advanced, easy-to-use, end-to-end encryption for critically-secure messaging environments.

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Navisite Managed O365 Business & Exchange Online Powered by Microsoft®

Product Features	Office 365 Business Essentials	Office 365 Business Premium	Office 365 Business	Exchange Online P1	Exchange Online P2	Exchange Online Kiosk (K1)	Office 365 ProPlus
Minimum seats per customer	25 seats across all plans						50 seats
Maximum seats per customer	300 seats	300 seats	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Azure Active Directory integrated	Yes	Yes	Yes	Yes	Yes	No	Yes
Email and calendar	Yes, 50GB	Yes, 50GB	None	Yes, 50GB	Yes, 100GB	Yes, 2GB	None
Email archive size	50GB	50GB	None	50GB (1)	Unlimited	None	None
Accessibility	iOS & Android devices, various browsers for Outlook Web Access (OWA)						
Online meeting / instant message	Skype/ Teams	Skype/ Teams	None	None	None	None	Skype/ Teams
SharePoint Online	Yes	Yes	None	None	None	Yes	None
OneDrive storage	1TB	1TB	1TB	None	None	2GB	1TB
Outlook, Word, Excel, PowerPoint	Web Only	Local + Web	Local + Web	None	None	None	Local + Web
Bookings, Planner, Kaizala	None	Yes	None	None	None	None	None
Yammer (Enterprise Social)	Yes	Yes	None	None	None	None	None
OneNote	None	Yes	Yes	None	None	None	Yes
Data loss prevention (DLP)	None	None	None	None	Yes	None	None
HIPAA controls	Yes (2)	Yes (2)	None	Yes (2)	Yes (3)	None	Yes (2)

(1) Exchange Online Plan 1 archive is included in the 50GB mailbox size

(2) Need to add appropriate Proofpoint products for HIPAA controls.

(3) Need to add Microsoft Azure Information Protection ("AIP") Plan 1 for HIPAA controls

Navisite Managed O365 Enterprise

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Product Features	Office 365 Enterprise E1	Office 365 Enterprise E3	Office 365 Enterprise E5	Office 365 Enterprise F1
Minimum seats per customer	25 seats across all plans			
Maximum seats per customer	Unlimited			
Azure AD integrated	Yes			
Email and calendar	Yes, 50GB	Yes, 100GB	Yes, 100GB	Yes, 2GB
Email archive size	50GB	Unlimited	Unlimited	50GB (1)
Accessibility	iOS & Android devices, various browsers for Outlook Web Access (OWA)			
Online meeting / instant messaging	Skype/Teams	Skype/Teams	Skype/Teams	Skype/Teams
SharePoint Online	Yes	Yes	Yes	None
OneDrive storage	1TB	Unlimited	Unlimited	2GB
Outlook, Word, Excel, PowerPoint	Web only	Local + Web	Local + Web	None
Bookings, Planner, Kaizala, Delve	Planner + Delve	All	All	None
Yammer (Enterprise Social)	Yes	Yes	Yes	No
OneNote	None	Yes	Yes	None
Data loss prevention ("DLP")	None	Yes	Yes	None
eDiscovery	None	Yes	Yes	None
O365 ATP and cloud app security	No	No	Yes	No
Enterprise voice and phone system	No	No	Yes	No
My Analytics and Power BI Pro	No	No	Yes	No
HIPAA controls	Yes (2)	Yes (1)	Yes (1)	Yes (2)

(1) Office 365 E3 and E5 include native controls for HIPAA. Customers may include Proofpoint for stronger control enforcement if they desire.

(2) Need to add appropriate Proofpoint products for HIPAA controls.

Business Continuity and Threat Protection Powered by Proofpoint®

Features	Proofpoint Essentials (Beginner)	Proofpoint Essentials (Business)	Proofpoint Essentials (Advanced)	Proofpoint Essentials (Pro)
Included with Office 365	Yes	Add-On	Add-On	Add-On
Security				
Inbound filtering	Yes	Yes	Yes	Yes
Outbound filtering	Yes	Yes	Yes	Yes
Zero-hour threat detection	Yes	Yes	Yes	Yes
Business continuity	Yes	Yes	Yes	Yes
URL defense		Yes	Yes	Yes
Attachment defense		Yes	Yes	Yes
Data loss prevention (DLP)		Yes	Yes	Yes
Email encryption			Yes	Yes
Social media account Protection			Yes	Yes
Continuity				
30-day email spooling	14 Days	14 Days	Add-On	Add-On
24-hour emergency inbox	Yes	Yes	Add-On	Add-On
Instant replay		30 Days	Add-On	Add-On
Archiving				
Tamper-proof and offsite				Yes
Search and eDiscovery				Yes
Unlimited storage (10 Yrs)				Yes

Navisite Managed Enterprise Mobility + Security

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Feature	Standalone EM+S Product	EM+S E3	EM+S E5
Identity and access management (IAM)	Azure AD	✓	✓
Single sign-on (SSO)	Azure AD	✓	✓
Multi-factor authentication (MFA)	Azure AD	✓	✓
Mobile device management (MDM) ⁽¹⁾	Intune	✓	✓
Unified endpoint management (UEM) ⁽²⁾	Intune	✓	✓
Mobile application management (MAM) ⁽¹⁾	Intune	✓	✓
Classify and label information as sensitive ^{(3) (4)}	AIP P1 & P2	(AIP P1)	(AIP P2)
Detect suspicious traffic / cyber-attacks ⁽⁵⁾	ATA	✓	✓
Auto-encrypt emails with sensitive content	AIP P2		✓
Scan, classify, label, protect files on-premise ⁽⁵⁾	AIP P2		✓
Catalog, sanction, un-sanction cloud apps	CAS		✓
App-level conditional access	AAD+CAS+AIP		✓
Monitor and profile user behavior and activity ⁽⁶⁾	Azure ATP		✓
Alert on possibly compromised user accounts ⁽⁶⁾	Azure ATP		✓

(1) Applies to iOS and Android devices running Intune-supported operating system versions.

(2) Applies to iOS, Android, Windows, and MacOS devices running Intune-supported OS versions.

(3) AIP P1 = manual classification; AIP P2 = includes automatic classification based on content .

(4) Integrates with Office 365 DLP to provide control over sensitive information for compliancy.

(5) Requires deployment of on-premise EM+S components; provides network-level protection.

(6) Provides account-level protection for Azure AD and on-premise AD (requires on-prem component).

Navisite Managed Azure Active Directory

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Feature	Free Azure AD	Azure AD Basic ⁽⁵⁾	Azure AD w/ O365	Azure AD Premium P1	Azure AD Premium P2
User and group management	✓	✓	✓	✓	✓
Single sign-on (SSO)	10 apps / user	10 apps / user	No limit	No limit	10 apps / user
Self-service password reset ¹		✓	✓	✓	✓
AD Connect (one-way direct sync) ²	✓	✓	✓	✓	✓
B2B collaboration	✓	✓	✓	✓	✓
Security / usage reports	Basic	Basic	Advanced	Advanced	Basic
Group-based access management		✓	✓	✓	✓
Company branding		✓	✓	✓	✓
Multi-factor authentication (MFA)			✓	✓	✓
Premium self-service password reset ³				✓	✓
AD Connect with two-way sync ⁴				✓	✓
Cloud app discovery				✓	✓
Conditional access				✓	✓
Identity protection					✓
Privileged identity management					✓
3 rd Party MFA partner integration				✓	✓
Access reviews					✓
Join a device to Azure AD	✓	✓	✓	✓	✓
MDM auto-enrollment					✓

(1) Self-service password reset is specifically for cloud users (passwords are reset in AAD).

(2) AD Connect with one-way Dir Sync uses the customer's on-premises AD as the master; there is no writeback of changes from the Azure AD directory to the on-premises AD.

(3) Premium self-service password reset is for hybrid users that can reset the password in AAD and have the password change written back to the customer's on-premises AD.

(4) AD Connect with two-way sync is appropriate for hybrid environments where changes can be written from on-premises AD to cloud AAD, and from cloud AAD to on-premises AD.

(5) Azure Active Directory Basic is only available to customers with an already assigned AAD Basic license. New customer must choose between Azure AD Free and Azure AD Premium P1.

Navisite Managed Intune Powered by Microsoft®

Feature	Intune
Device feature configuration <i>(iOS only)</i>	<ul style="list-style-type: none"> Configure AirPrint connections Configure home screen layout Configure app notifications Configure lock screen content Enable single sign on (SSO) Configure web content filter Set device wallpaper
Device restriction configuration	<ul style="list-style-type: none"> Configure general device features Configure password settings Configure locked screen experience Configure App Store / doc viewing / gaming settings Configure built-in apps / restrict apps / show or hide apps Configure wireless settings Configure connected devices (Bluetooth, USB, AirDrop, etc.)
Corporate resource configuration	<ul style="list-style-type: none"> Configure email profiles ⁽¹⁾ Configure VPN profiles Configure Wi-Fi profiles
Configure certificates	<ul style="list-style-type: none"> Configure trusted / SCEP / PKCS / PKCS imported certificates
Application management	<ul style="list-style-type: none"> Add, remove, blacklist/whitelist, force upgrade apps Make apps mandatory on managed devices
Device compliancy policies <i>(conditional access)</i>	<ul style="list-style-type: none"> Require mobile devices to have a managed email profile Block jailbroken or rooted devices Block devices at a certain Intune-established threat level Block devices that don't meet minimum OS and build levels Block devices that don't meet certain password requirements Block devices that lack the Intune client and/or are not enrolled

(1) Email profiles available for iOS and Android with Samsung KNOX only