



Cloud Plans Feature list - Solving complex IT problems with simple online subscriptions - conciergocio.com

| Included Services | Details | Single-Cloud | Single-Cloud | Multi-Cloud |
|--|--|----------------|------------------------|----------------------------------|
| | | Microsoft 365 | Google Workspace | Microsoft 365 + Google Workspace |
| Operating Systems | Configuration & Management of your devices and cloud productivity suite(s) on any OS | Windows, macOS | macOS, ChromeOS, Linux | Windows, macOS |
| Computer or Azure Virtual Desktop | Configuration & Management of Microsoft 365 tools on physical computers or virtual desktops | ✓ | ✗ | ✓ |
| Microsoft 365 and/or Google Workspace Onboarding | Accounts creation & configuration of access rights to apps, drives, lists, calendars, etc. | ✓ | ✓ | ✓ |
| White Glove PC Setup (Microsoft Autopilot) | PC readiness for productive use upon arrival at user's location | ✓ | ✗ | ✓ |
| On-site Support | Consistent on-site presence of your Concierge CIO as a member of your team | ✓ | ✓ | ✓ |
| Remote Support | Quick response time wherever you may be 24/7 maintenance and security | ✓ | ✓ | ✓ |
| Service Persistence | Services offered as client-owned deliverables independent of our own IT infrastructure | ✓ | ✓ | ✓ |
| Initial Migration to Cloud (mail, documents, calendar) | Enhanced accessibility, collaboration, security, scalability, cost efficiency, and disaster recovery | ✓ | ✓ | ✓ |
| Calendar Sync between Clouds | Real-time synchronization of schedules between cloud calendars to avoid conflicts | ✗ | ✗ | ✓ |
| Bitdefender GravityZone | Antivirus, anti-malware, firewall, intrusion detection, and data loss prevention | ✓ | ✓ | ✓ |
| or Microsoft Defender for Endpoint | Holistic cloud and endpoint security solution integrated in Microsoft 365 | ✓ | ✗ | ✓ |
| Endpoint Detection & Response (EDR) | Proactive real-time threat detection and efficient incident response | ✓ | ✓ | ✓ |
| Managed EDR (MDR) | Monitoring of EDR, cloud & network data Alert triage and hacker tradecraft detection | ✓ | ✓ | ✓ |
| 24/7 SOC Monitoring & Breach Remediation | Analyst-led threat containment, forensics, and reporting as attacks unfold | ✓ | ✓ | ✓ |
| Shadow IT Monitoring | Mitigation of security risks stemming from the use of non-sanctioned tools | ✓ | ✓ | ✓ |
| Unauthorized Cloud Login Monitoring | Detection and prevention of cloud environments' security breaches | ✓ | ✓ | ✓ |
| Compliance Enforcement (GLBA, HIPAA...) | Monitoring, auditing, and enforcement of security and privacy rules | ✓ | ✓ | ✓ |
| Proactive General Infrastructure Monitoring | Remote monitoring of physical and digital assets, networks, and cloud environments | ✓ | ✓ | ✓ |

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| On-premises Data Backup & Recovery* | On premises incremental backups of your local shares, cloud storage, and VMs | ✓ | ✓ | ✓ |
| Multi-Cloud Data Backup & Recovery | Fast, frequent, immutable, & searchable cloud backup of cloud data & apps | ✓ | ✓ | ✓ |
| SharePoint Backup/Sync to Google Drive | Immutable, daily, weekly, monthly, and yearly backups of SharePoint to Google Drive | ✓ | ✗ | ✓ |
| Weekly OS, Firmware, & Apps Patching | Automated installation of available patches across your OS's, software, and firmware | ✓ | ✓ | ✓ |
| Next Hour Update for Common Apps | Next hour update for Winget & Microsoft Store apps installed in your PCs and Virtual Desktops | ✓ | ✓ | ✓ |
| Vulnerability Scanning and Remediation | CVE / Vulnerability scanning, risk and exposure evaluation, prioritization mapping | ✓ | ✓ | ✓ |
| Zero Day Remediation | Identification of potential threats through binary comparison | ✓ | ✓ | ✓ |
| Patchless Protection | In memory protection for apps for which CVE is known but patch not yet ready | ✓ | ✓ | ✓ |
| Hardware Procurement | Negotiation, purchasing, replacement, or leasing of PCs and servers on your behalf | ✓ | ✓ | ✓ |
| Hardware Shipping & Retrieval Management | Domestic and international hardware asset management (deployment, retrieval, etc.) | ✓ | ✓ | ✓ |
| Hardware Inventory Management | Identification, labelling, and record-keeping for all hardware and support contracts | ✓ | ✓ | ✓ |
| Software Management | Inventory of all apps, versions, licenses, expirations, & renewals; Usage monitoring | ✓ | ✓ | ✓ |
| Remote & Automated Application Deployment | Deployment, configuration, and update of apps on multiple devices via Microsoft 365 | ✓ | ✗ | ✓ |
| Microsoft Company Portal | Desktop and mobile repository of company-sanctioned software | ✓ | ✗ | ✓ |
| Auto-Elevation for Select Users | Configuration of means allowing standard users to install and run applications as admins | ✓ | ✗ | ✓ |
| Curated Application Block List | Blocking or sandboxing of apps that are more likely to be exploited in a breach | ✓ | ✗ | ✓ |
| Mobile Device Management (Intune) | Policy enforcement on company-owned or personal laptops, smartphones | ✓ | ✗ | ✓ |
| Mobile Device Management (Google MDM) | Policy enforcement on company-owned or personal laptops and smartphones | ✗ | ✓ | ✓ |
| Network Print | Configuration of multi-function Printer (MFP) printing via Local Area Network | ✓ | ✓ | ✓ |
| Cloud / Universal Print | Configuration of multi-function Printer (MFP) printing through the Internet | ✓ | ✓ | ✓ |
| MFP Scanning to Shared Drive or email | Multi-function Printer (MFP) scanning to local folder, shared drive, cloud storage, or email | ✓ | ✓ | ✓ |
| Microsoft Teams Phone or Google Voice VoIP | Configuration and management of your Microsoft or Google cloud-based phone system | ✓ | ✓ | ✓ |
| Remote Work via VPN* | Configuration of secure tunnels between remote PCs and office network resources | ✓ | ✓ | ✓ |
| Remote Work via Zero Trust | Configuration of a secure Virtual Network connecting individual PCs and resources | ✓ | ✓ | ✓ |
| Email Distribution List Management | Emailing to multiple internal and external users using a single email address | ✓ | ✓ | ✓ |

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| Shared Mailboxes Management | Reception of mail by multiple users using a single shared email address | ✓ | ✓ | ✓ |
| Email Security (SPF, DKIM, DMARC...) | Protection against spammers and phishers sending mail on behalf of your domain(s) | ✓ | ✓ | ✓ |
| Centralized Email Signature Management | Automated professional email signatures for your entire organization | ✓ | ✓ | ✓ |
| Domain Impersonation Protection | Protection against domain-spoofing spear-phishing against your users and clients | ✓ | ✓ | ✓ |
| DNS-Layer Security | Removal of malicious domains from the Internet you browse via DNS filtering | ✓ | ✓ | ✓ |
| Fake Microsoft Login Page Detection – “login scream” | Red user alert to protect against M365 credential/token theft from fake M365 prompt | ✓ | ✓ | ✗ |
| Phishing & Spam Protection | Sender authenticity verification to block or alert against deceptive emails | ✓ | ✓ | ✓ |
| Dark Web Monitoring | Detection of credential leakage on the forums used by malicious actors | ✓ | ✓ | ✓ |
| Center for Internet Security (CIS) Benchmarks | CIS benchmarks implementation to harden your OS’s, cloud services, and network devices | ✓ | ✗ | ✓ |
| Endpoint Encryption | Data theft prevention on any endpoint physical storage using encryption algorithms | ✓ | ✓ | ✓ |
| Outlook Purview Mail Encryption | End-to-end mail & attachments encryption to reduce the risk of interception | ✓ | ✗ | ✓ |
| Enterprise Multi-platform Password Management | Single-tenant centralized encrypted platform for storing, updating, & sharing passwords | ✓ | ✓ | ✓ |
| Managed Multi-factor Authentication | Management of the pieces of evidence required to verify identity as users sign-in | ✓ | ✓ | ✓ |
| Conditional Access Management | Definition of the policies applied to control access to your devices, apps, and data | ✓ | ✓ | ✓ |
| Managed Single-Sign-On | Management of seamless access to connected apps without re-entering credentials | ✓ | ✓ | ✓ |
| Browser Hardening against Cross-site Scripting (XSS) | Application of settings to prevent malicious scripts from executing on web pages | ✓ | ✗ | ✓ |
| Microsoft Edge Policy Management | Centralized management of MS Edge settings for better security and productivity | ✓ | ✗ | ✓ |
| Enterprise Bookmark Management | Centralized management of shared bookmarks to enhance productivity | ✓ | ✓ | ✓ |
| Ad-free Browsing | Safer and distraction-free browsing, faster page loads, and enhanced privacy | ✓ | ✓ | ✓ |
| Device High Availability (1.2/u) | Four computers maintained as hot spares or secondary devices for every twenty users | ✓ | ✓ | ✓ |
| High Availability through Azure Virtual Desktop (optional) | Always-on secure access to user apps and data via Virtual Desktop without company PC | ✓ | ✓ | ✓ |
| Virtual Windows App Delivery (optional) | Remote access to applications (e.g.: QuickBooks) via the web or RDP from any device | ✓ | ✓ | ✓ |
| IT Consulting | Strategic guidance, expertise, and solutions to help leverage tech for growth | ✓ | ✓ | ✓ |
| Security Awareness Trainings | Empowering employees in their role as the first line of defense against cyber-attacks | ✓ | ✓ | ✓ |
| Acceptable Use Policy | Guidelines outlining how users can and cannot use your organization’s IT resources. | ✓ | ✓ | ✓ |