

# Managed Services Catalog



**CSP Only**



**Core**



**Enhanced**



**Flagship**

**Pricing**

CSP List; \$185 per Ticket

Spending Tier

Spending Tier + 20% of Spend

Spending Tier + 50% of Spend

**Support**

Pay-Per-Incident case support  
7am CST - 7pm CST M-F  
No Published SLA

7am CST - 7pm CST M-F  
Core SLA; 2hr sev A SLA

24X5, M-F  
2 hr Sev A SLA  
Automated incident creation

7x24 support  
Priority incident management  
with MSFT  
2 hr Sev A SLA

**Monitoring**

N/A

Standard Availability,  
Health, Performance

Up to 30 Custom Alerts and  
Monitoring for standard  
Azure Services, Certificate  
Management (KeyVault) /  
Automated Incident Creation

Custom and unlimited Alerts,  
Custom/packaged Apps  
Azure Application and Services  
(custom)

**Patch Management**

N/A

Single update policy  
(non-custom), Microsoft  
critical updates (30 days)

Multiple update policies per  
environment (Windows/Linux)  
; 1 patch window, Update  
Management alerts

Multiple update (any OS)  
policies per environment.  
Microsoft critical and feature  
updates. Multiple Patch  
Windows

**Backups**

N/A

Single update policy  
(non-custom), Microsoft  
critical updates (30 days)

Multiple update policies per  
environment (Windows/Linux)  
; 1 patch window, Update  
Management alerts

Multiple update (any OS)  
policies per environment.  
Microsoft critical and feature  
updates. Multiple Patch  
Windows

**Services Review**

N/A

Quarterly review of  
consumption and support cases  
AE to facilitate

Quarterly review of  
consumption and support cases  
Monthly meeting with QMS

Monthly Review of  
Environment with task  
prioritization for Continuous  
Improvement; Dedicated  
Technical Delivery Manager

**Microsoft Support**

ASFP

Standard Microsoft Support

Premium Support  
Available for Sev A

Premier Support

**Security**

N/A

Defender ATP

Defender ATP  
Security Center Monitoring

Defender ATP  
Security Center Monitoring  
and Mitigation plus Automated  
Incident Management

**Cost & Billing**

Portal Only, Client Reviews

Budget Alerting

Core with Budget alerts  
(custom), Core reporting

Enhanced with Advanced  
reporting and publishing  
Automated incident creation

**CAF**

N/A

Add-On

CAF with yearly review

CAF with bi-annual review  
and update

**Billing Method**

Pay-per-incident

Included

Included

Included

**Config Management**

N/A

Included

Included

Included

**Professional Services**

N/A

N/A

\$180/hour  
(purchased in > 8-hr  
blocks per month)

\$175/hour  
(purchased in > 16-hr  
blocks per month)