

Flex Services Catalog

Supported Cloud-Based Technologies for Azure, Microsoft 365 and Dynamics 365

CATEGORY 1

Only listed technologies are Category 1.

- **Azure Compute**
 - > Functions, Logic Apps, Windows VM's
- **Azure Containers**
 - > Container Apps, Web App Containers
- **Custom Applications**
 - > Back End Dev (C#, .Net), Web Dev (HTML, CSS, JavaScript)
 - > M365 Development
- **Databases**
 - > Azure SQL, SQL Database
 - > SQL Server on Azure Virtual Machines
- **Defender for Office 365**
- **Delivery Services**
 - > Customer Success Management
 - > Project Management
 - > User Centered Experience
- **Desktop Infrastructure**
 - > Azure Virtual Desktop
 - > Windows 11 Configuration
 - > Windows 365
- **DevOps - Azure**
 - > Artifacts, Boards
 - > Repos, Test Plans
- **Dynamics 365**
 - > Customer, Field Service
 - > Customer Insights, Sales
- **Endpoint Management**
 - > Co-Mgmt, Intune, Autopilot
- **Fabric**
 - > Power BI
- **Management and Governance**
 - > Azure Automation, Backup, Site Recovery, Migrate
 - > Azure Monitor, Policy, Service Health
 - > Azure Resource Manager, Mover
 - > Azure / M365 Tenant - Tier 1 Support
- **Microsoft 365**
 - > Exchange, Forms, Groups
 - > OneDrive for Business
 - > SharePoint Online
- **Microsoft Entra**
 - > ID & ID Governance
- **Networking - Azure**
 - > Application Gateway, Front Door
 - > Azure DNS, Load Balancer
 - > Firewall & Web App Firewall
- **Power Platform**
 - > Model, Dataverse, Canvas, Pages, Cloud Flows, Virtual Agents

- **Security**
 - > Azure Security Center, Cloud App Security, Key Vault
- **Storage**
 - > Azure Blob, Disk, & Queue Storage
 - > Azure Archive, Storage Accounts
 - > Azure File Shares, Azure Data Lake
- **Teams**
 - > Meetings, IM, Presence, & Collaboration
- **Viva**
 - > Connections, Engage
- **Web**
 - > App Service, Static Web Apps
- **On-Premises & Server Applications**

Only current major public release of on-premises software is covered:

 - > Windows Server 2022
 - > Configuration Manager 2019
 - > Exchange Server 2019
 - > SharePoint Server Subscription Edition
 - > SQL Server 2022 (SQL Core, SSIS, SSRS)
 - > CRM-365 (Customer, Sales, Marketing, Field)

CATEGORY 2

Best efforts and technologies listed here are Category 2.

- **Advisory Services**
 - > Digital Strategy and Design, M365-Teams Governance
 - > Regulatory Compliance, Security Architecture Analysis & Design
- **AI+ML**
 - > Copilot
- **Compute**
 - > Azure Linux VMs
- **Containers**
 - > Azure Kubernetes Service (AKS)
- **DevOps**
 - > Azure Pipelines
- **Dynamics 365**
 - > Business Central
 - > Finance, Supply Chain Management
 - > Dynamics - Service Architecture & Design
- **Fabric**
 - > Azure Analysis Services,
 - > Data Factory
- **Microsoft Defender**
 - > Defender for Cloud
 - > Cloud Security Posture Mgmt.
 - > Endpoint
 - > Identity
 - > Microsoft 365 Defender

- **Microsoft 365**
 - > SharePoint Premium
- **Networking - Azure**
 - > Virtual Network, WAN, VPN Gateway
- **Purview**
 - > Data Loss Protection
 - > Encryption Solutions
 - > Information Protection
- **Regulatory Compliance**
 - > Analysis and recommendations on client's IT related compliance needs,
 - > Interpretation and client education related to specific compliance standards.
 - > Mapping technology controls to compliant requirements or standards.
- **Security**
 - > Advance Threat Analytics
 - > Sentinel
 - > Security Architecture Analysis
 - > Identification
- **Teams**
 - > Reporting & Analytics
 - > Voice – Administration / Architecture
- **Viva**
 - > Learning
 - > Glint
 - > Amplify

SECURITY INCIDENT RESPONSE

Security Incident Response Retainer agreement is available for purchase, best effort services without retainer agreement.

ADDITIONAL TECHNOLOGIES

Additional technologies not specifically listed are considered **best efforts support**, and in accordance with the client's existing support agreement, billed as Category 2.