



# Our Support Levels

Powered by Microsoft Office 365

Version 3, February 2022

# Microsoft Office 365 Support from Colleague Software Limited

LEVEL <b>1</b>	LEVEL <b>2</b>	LEVEL <b>3</b>
<p><b>Exchange Online Support:</b></p> <ul style="list-style-type: none"> <li>• Mail flow support backed by Microsoft.</li> <li>• Default Spam\malware configuration</li> <li>• Message trace (inbound &amp; outbound)</li> <li>• Quarantined mail management</li> <li>• Advanced Threat Protection best practices               <ul style="list-style-type: none"> <li>- Safe attachments</li> <li>- Safe links</li> <li>- Restricted Users management</li> </ul> </li> </ul> <hr/> <p><b>Technical Support for Online Applications* (browser versions):</b></p> <ul style="list-style-type: none"> <li>• Microsoft Outlook</li> <li>• Microsoft Word</li> <li>• Microsoft Excel</li> <li>• Microsoft PowerPoint</li> <li>• Microsoft Teams</li> <li>• OneDrive (Cloud Storage)</li> </ul>	<p><b>In addition to LEVEL 1:</b></p> <p><b>User Administration:</b></p> <ul style="list-style-type: none"> <li>• Adding\Removing and updating User Accounts</li> <li>• Assigning licences and email accounts</li> <li>• Email aliases</li> <li>• Shared\Group Mailboxes</li> <li>• Distribution lists</li> <li>• Mailbox permissions</li> <li>• Password resets</li> <li>• Multi factor authentication</li> <li>• Mailbox archiving</li> </ul> <hr/> <p><b>Audit Logging:</b></p> <ul style="list-style-type: none"> <li>• Setup and guide on self-reporting.</li> </ul> <hr/> <p><b>User Support on:</b></p> <ul style="list-style-type: none"> <li>• Microsoft Teams</li> <li>• Microsoft SharePoint</li> </ul>	<p><b>In addition to LEVEL 2:</b></p> <p><b>Technical Support for Desktop Applications* (on PC\Mac):</b></p> <ul style="list-style-type: none"> <li>• Microsoft Office 365 ProPlus               <ul style="list-style-type: none"> <li>- Outlook</li> <li>- Excel</li> <li>- Word</li> <li>- Teams</li> <li>- PowerPoint</li> <li>- OneDrive Sync client</li> </ul> </li> </ul> <hr/> <p><b>Audit logging</b></p> <ul style="list-style-type: none"> <li>• Searching and Reporting</li> </ul> <p><i>*Covering issues with the applications not performing or running correctly (not advise on using the applications)</i></p>
<b>Pricing</b>		
<p>Setup, <b>£120</b> per domain. If Email migration is required <b>£375</b> plus <b>£15</b> per mailbox* (*Subject to our supported list of Email Servers)</p> <p><b>£5</b> per Office 365 account.</p>	<p><b>£10</b> per Office 365 account.</p>	<p><b>£15</b> per Office 365 account.</p>
<p>Whilst all our services are included in our support agreement, should any additional services be required, our adhoc consultancy service fees will be charged in addition to the agreement at an hourly fee of <b>£120</b>.</p>		

# Add ons

## Security Level 1

### Exchange Online:

- Setup and monitoring of Anti-Phishing policy  
DKIM setup and monitoring
- Industry standard email & brand security
- As recommended by the National Cyber Security Centre:  
<https://www.ncsc.gov.uk/collection/email-security-and-anti-spoofing>

### Litigation hold:

- Setup and enable a default company policy
- Support for searching litigation hold emails  
via eDiscovery

## Security Level 2

All of Security Level 1 Add on plus DMARC setup and monitoring.

### Telephony Add On

Microsoft Business Voice support:

- User support
- User setup
- Auto attendants
- Call queues

## Pricing

### Security Level 1

Set up, **£250** per domain  
Monthly, additional **£5** per Office  
365 account.

### Security Level 2

Set up, **£1,500** per domain  
Monthly, **£120** per domain and **£10**  
per Office 365 account.

### Telephony

Set up, Free if no Telephone number  
migration involved. If migration is  
required, please enquire as we quote  
on a case by case basis.

Monthly, **£2.50** per Office 365  
account.

# Colleague

Colleague gives specialist recruiters an all-in-one system for managing the entire recruitment process – providing managers and consultants with the intelligence, integration, automation and workflow they need to do their job effectively and efficiently.

Like you, we're driven by customer partnerships built on experience, knowledge and trust. For almost twenty years our customers have shaped and honed the technology they expect from us. Today Colleague is used by hundreds of specialist recruitment businesses who value software that is adaptable, efficient, relevant and easy to use.

We operate with an attitude of flexibility, integrity and openness. Colleague can be licensed on a perpetual, rental or mixed basis and hosted remotely or on premise, our software can be customised according to the way you work, and our people will go above and beyond to give you the support you expect.

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