

Flex Services Catalog

CATEGORY 1

Only technologies listed here are considered Category 1.

- **Azure IaaS and PaaS**
 - > Configuration and Administration
 - > Azure DevOps (Config / VSTS / TFS)
- **Custom Applications***
(.NET, Angular, React, Mobile-Web, Azure Function/Logic Apps)
- **Desktop Deployments/ Windows 10**
- **Dynamics 365** (Marketing, Sales, Customer Service, Field Service)
- **Exchange**
 - > DLP-Exchange Migration*
- **Hyper-V**
- **Office 365***
 - > Configuration and Administration
- **Power Platform**
(Power Apps, Power Automate, Power BI)
- **Project Management**
- **SharePoint** (Workflow, Forms, Migration, Customization)
- **SQL Server*** (SQL, SSRS, SSIS)
- **System Center***
- **Teams**
(IM, Presence and Team Collaboration)
- **User Centered Experience**
- **Windows Server**
(Includes server roles)

SECURITY TECHNOLOGIES

- **Azure Security Center**
- **Azure Application Performance Management**
- **Enterprise Mobility + Security**
(Azure AD*, Cloud App Security, PIM, SSPR, MFA, Intune)
- **Microsoft Endpoint Manager***
(Intune, Config Mgr., Co-Mgmt.)
- **Microsoft Defender for O365**

*Only applies for a subset of technologies not listed as Category 2 or considered Best Efforts.

CATEGORY 2

Best Efforts and Technologies listed here are considered Category 2.

- **Advanced Data Analytics**
 - > SQL Server Analysis Services
 - > Dynamics Customer Insights
- **Advanced Enterprise Architecture**
 - > Azure CI/CD Pipelines
 - > DevOps Processes
 - > iOS / Android On-Device Dev
 - > Enterprise/Application Architecture Design
- **Advisory Services**
 - > Digital Strategy and Design
 - > Security Architecture Analysis
 - > Regulatory Compliance
 - > Dynamics Business Process Design
 - > Dynamics Service Design
- **Azure Express Route**
- **Nintex & K2**
- **System Center Service Manager**
- **Teams (Voice)**

ADVANCED SECURITY TECHNOLOGIES

- **Advanced Threat Analytics (ATA)**
- **Azure Sentinel**
- **Azure Defender**
- **Enterprise Mobility + Security**
 - > Azure AD Premium, Self Service Dynamic Groups, App Proxy, Connect Health, Conditional Access
 - > Identity Protection
- **Microsoft Defender (Endpoint, Identity)**
- **Microsoft Identity Manager**
- **Microsoft Information Protection (AIP, MIP, DLP)**
- **PKI/Certificate Services**
- **Security Incident Response**

ADDITIONAL TECHNOLOGIES

Best efforts support will be provided for additional technologies not listed here in accordance with the client's existing software provider and support agreements.

SECURITY ARCHITECTURE ANALYSIS

- **Analysis** (phishing, malware, and brute force attacks)
- **Identification** (root cause or remediation recommendations)

SECURITY INCIDENT RESPONSE

Immediate and coordinated steps to actively counter an exploit in client environment, such as:

- **Detection & Analysis**
 - > Verify attack vector.
 - > Identify full scope of the breach and information impact.
 - > Perform event correlation, document the incident/facts.
 - > Prioritize incident remediation areas.
- **Containment, Eradication & Recovery**
 - > Preserve evidence and notify affected teams.
 - > Identify the attacking host and a containment strategy.
 - > Execute remediation strategy to eliminate the breach.
 - > Recover systems to normal state.

SECURITY REMEDIATION

Ongoing tactical steps to conduct changes in client environment are billed under the requisite Category 1 and 2.

REGULATORY COMPLIANCE

Analysis and recommendations on clients' IT related compliance needs, such as:

- > Interpretation and client education related to specific compliance standards.
- > Mapping technology controls to compliant requirements or standards.



How can we help you?

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