Effective May 2, 2025. These Service Descriptions supersede and replace all prior versions.

Schedule of Services

The Services to be performed for Client by Provider are set forth in the Order. Additional Services may be added only by entering into a new Order including those Services.

MS - Adv Net Mon

MS - Adv Net Mon delivers comprehensive remote network infrastructure support, focusing on the management and optimization of routers, switches, and wireless access points. Our team performs firmware upgrades, security patching, and configuration changes to ensure performance, stability, and compliance with best practices. We support VLAN modifications, port configurations, QoS adjustments, and wireless tuning (SSID, channel, power levels) as needed. This service provides continuous monitoring and expert intervention to maintain a secure and highly available network environment.

MS - Backup Agent

Our MS - Backup Agent service offers a per-device licensing solution for comprehensive backup management across your infrastructure. This service ensures that each physical server, workstation, or virtual machine is equipped with a dedicated backup agent, facilitating reliable data protection and seamless recovery processes.

MS – CaaS

MS - CaaS provides clients with a structured, ongoing approach to meeting regulatory, security, and industry compliance requirements. Delivered by ITNS, this service includes policy management, risk assessments, evidence collection, reporting, and audit readiness—ensuring that your business remains aligned with frameworks such as HIPAA, PCI-DSS, NIST, and others relevant to your industry.

MS – DB – [Defined Storage Amount e.g., 1 TB]

MS - DB is a managed backup service providing a predefined set of protected storage with a 1-year offsite retention policy. This service is designed for secure data backup, not full disaster recovery. It offers reliable file and system backups with the flexibility to support both onsite and offsite storage, provided appropriate hardware is deployed at the client location.

MS – DBR – [Defined Storage Amount e.g., 1 TB]

MS - DBR is a comprehensive managed backup and disaster recovery (BDR) solution offering up to a predefined set of protected storage with 1-year offsite retention. Designed for business continuity, this service includes both file-level backups and full image-based recovery options to support rapid restoration in the event of system failure, hardware loss, or other disaster scenarios.

MS – Email Advanced

MS - Email Advanced is a fully managed, cloud-based email security service that protects against phishing, ransomware, business email compromise (BEC), account takeover, and zero-day threats. It includes SaaS protection, real-time attachment sanitization, and advanced malware prevention to safeguard both email and connected cloud applications.

Key Features Include:

- AI-driven protection against phishing, spoofing, BEC, and account takeover
- Zero-day malware prevention using sandboxing and threat emulation
- Real-time attachment sanitization to neutralize malicious content
- SaaS application protection across Microsoft 365, Google Workspace, and more
- Seamless integration with existing email platforms with minimal user disruption

MS - Email Secure

MS - Email Secure is a fully managed, cloud-based email security service that protects against phishing, ransomware, business email compromise (BEC), account takeover, and zero-day threats. It includes SaaS protection, real-time attachment sanitization, and advanced malware prevention to safeguard both email and connected cloud applications.

Key Features Include:

- AI-driven protection against phishing, spoofing, BEC, and account takeover
- Zero-day malware prevention using sandboxing and threat emulation
- Real-time attachment sanitization to neutralize malicious content
- SaaS application protection across Microsoft 365, Google Workspace, and more

- Data Loss Prevention (DLP) and email encryption for Microsoft 365

- Seamless integration with existing email platforms with minimal user disruption

MS - Email Standard

MS - Email Standard is a managed email security solution that provides essential protection against today's most common email-borne threats. Designed to enhance native Microsoft 365 security, this service helps safeguard users and data with intelligent threat detection and monitoring capabilities.

Key Features Include:

- Anti-phishing protection to detect and block credential harvesting and spoofed emails

- Prevention of known malware through signature-based scanning and threat intelligence

- Detection of unauthorized and unsanctioned cloud applications (Shadow IT)

- Account takeover prevention via behavioral monitoring and access anomaly detection

- Identification of unauthorized or risky application usage within the cloud environment

MS - Endpoint Backup

MS - Endpoint Backup is a managed backup service designed specifically for individual PCs and laptops, providing secure offsite protection for user data. This service includes backup of up to 2TB per device, with data stored exclusively in a secure offsite environment to protect against hardware failure, theft, or accidental data loss.

MS – IaaS

ITNS provides Infrastructure as a Service (IaaS) to deliver scalable, secure, and fully managed virtual infrastructure—eliminating the need for clients to purchase, maintain, or manage physical servers and networking equipment. Our IaaS platform offers a flexible foundation for hosting servers, applications, and storage with built-in redundancy and high availability.

Key Features Include:

- Virtual Servers & Storage – Provisioned to meet your performance, capacity, and scalability requirements

- High Availability – Built on enterprise-grade infrastructure with redundancy, failover, and uptime guarantees

- Managed Network & Security – Includes firewall protection, VPN access, and traffic monitoring

- Scalable Resources – Add or reduce compute, memory, and storage on-demand

- Fully Managed by ITNS – We handle patching, updates, monitoring, and maintenance

- Disaster Recovery & Backup Options – Optional services to ensure data resiliency and continuity

MS - IT Auditing

MS - IT Auditing is a managed service that provides deep visibility into your IT environment by tracking and reporting on user activity, system changes, and access to sensitive data. This service helps organizations strengthen security, streamline compliance efforts, and reduce the risk of insider threats through continuous auditing and alerting.

MS – MDM

MS - MDM is a managed service from ITNS that provides centralized control, security, and compliance enforcement for mobile devices across your organization. Whether company-owned or employee BYOD, our MDM service helps protect business data, manage device configurations, and enforce security policies across smartphones, tablets, and other mobile endpoints.

MS – MFA

MS - MFA is a managed security service provided by ITNS that implements and supports Multi-Factor Authentication (MFA) across your organization's systems and applications. MFA adds a critical layer of protection by requiring users to verify their identity using two or more methods—reducing the risk of unauthorized access due to compromised credentials.

MS - MST 365 Back and Rec

MS - MST 365 Back and Rec is a fully managed backup and recovery service from ITNS that protects your organization's Microsoft 365 email and SharePoint data. This service ensures that critical cloud-based content is securely backed up, retained, and recoverable in the event of accidental deletion, data corruption, or malicious activity.

MS - Password MGR

MS - Password MGR is a secure, ITNS-managed password management solution designed to help organizations store, share, and manage credentials safely. This service enables users to access strong, unique passwords across devices while reducing the risk of password reuse, credential theft, and unauthorized access.

MS - Remote Workforce

MS - Remote Workforce is a fully managed remote access solution from ITNS that enables secure, reliable connectivity for employees working from home, on the road, or at remote locations. This service ensures your team can access internal systems, applications, and resources without compromising security or performance.

MS - Sec Awa Tra-[Defined Users]

ITNS offers Managed Security Awareness Training to help your organization build a human firewall—educating employees on how to recognize, avoid, and respond to cybersecurity threats. This fully managed service delivers ongoing, interactive training that targets real-world risks like phishing, social engineering, and data handling mistakes, turning your team into a critical line of defense.

MS - Secure File Share

MS - Secure File Share is a secure, cloud-based file sharing and collaboration solution managed by ITNS. Designed for businesses that need to receive sensitive files externally with confidence, this service provides encrypted, policy-driven access to files from any device—without compromising security or control.

MS – SIEM

MS - SIEM is a fully managed Security Information and Event Management (SIEM) solution provided by ITNS. This service delivers centralized, real-time monitoring, correlation, and analysis of security events across your IT environment—helping detect threats, ensure compliance, and respond to incidents faster and more effectively.

MS - SMTP Relay [Defined Number of Emails Sent]

ITNS offers a secure and reliable SMTP Relay Service to help clients send outbound email from devices, applications, and internal systems without relying on public email servers or risking deliverability issues. This service ensures that your email traffic is authenticated, properly routed, and compliant with industry best practices—reducing the risk of spam flagging or blacklisting

MS – Surveillance

MS - Surveillance is a managed support service provided by ITNS for clients who have purchased an ITNS-deployed camera surveillance system. This offering ensures your surveillance infrastructure remains operational, secure, and up to date through ongoing remote monitoring, alert response, and system maintenance.

Key Features Include:

- Remote Monitoring & Alert Response – ITNS monitors system health and responds to alerts such as offline cameras, storage issues, or motion detection anomalies

- Firmware & Software Updates – Regular maintenance to keep cameras, NVRs, and supporting software current and secure

- Configuration Management – Adjustments to settings, user permissions, or alert thresholds as requested

- Health Checks & Diagnostics – Periodic reviews to ensure optimal system performance and recording quality

- Offsite Support Coverage – All remote troubleshooting and support tasks are fully included

MS – Website

MS - Web Services is a fully managed website solution from ITNS that provides end-to-end support for your organization's online presence. From initial design and deployment to secure hosting and ongoing maintenance, this service ensures your website remains professional, functional, and up to date—without the burden of managing it in-house.

MS – ZTNA

MS - ZTNA is a fully managed Zero Trust Network Access solution from ITNS, designed to provide secure, identity-based access to applications and resources—without exposing the entire network. This modern approach replaces traditional VPNs by enforcing strict access controls, continuous authentication, and context-aware policies.

ITNS_MS-Advanced

ITNS_MS-Advanced is a fully managed security and support offering from ITNS, designed to provide enterprise-grade protection and management for both endpoints and servers. This comprehensive service combines advanced security tools with professional IT support to keep your systems secure, monitored, and fully supported.

Key Features Include:

- Next-Gen Antivirus & Managed EDR – Proactive protection against malware, ransomware, and advanced threats with behavior-based detection

- 24/7 Endpoint SOC Monitoring – Continuous oversight by a Security Operations Center (SOC) team for real-time threat detection and response

- Remote Monitoring & Management (RMM) – Full visibility into system health, patching, and performance

- DNS Filtering – Blocks access to malicious and inappropriate websites to reduce risk and enforce usage policies

- Endpoint Privilege Management – Controls local admin rights and elevates privileges only when necessary to reduce attack surface

- Real-Time Threat Management – Immediate alerts and automated or technician-led response to active threats

- Remote Technical Support – Available Monday through Friday, 8:00 AM – 5:00 PM (excluding major holidays) for troubleshooting, software issues, and user assistance

ITNS_MS-Basic

ITNS_MS-Basic is a streamlined managed IT service from ITNS that provides essential protection and oversight for endpoints through Managed Endpoint Detection & Response (EDR) and Remote Monitoring & Management (RMM). This service is ideal for organizations seeking a foundational layer of security and system visibility without the complexity of full-scale support.

ITNS_MS-Basic+

ITNS_MS-Basic+ builds on our foundational support offering by adding deeper security insights and control. This managed service includes EDR, RMM, vulnerability scanning, and endpoint privilege management, providing enhanced protection and visibility across your endpoint environment—without full-scale remediation or support.

ITNS_MS-Premium

ITNS_MS- Premium is a fully managed security and support solution from ITNS, delivering enterprise-grade protection and proactive management for both endpoints and servers. This all-in-one service combines advanced security tools, expert monitoring, and technical support to ensure your systems stay secure, compliant, and operational.

Key Features Include:

- Next-Gen Antivirus & Managed EDR – Real-time threat detection and response against malware, ransomware, and other advanced threats

- 24/7 Endpoint SOC Monitoring – Continuous oversight by a Security Operations Center (SOC) for real-time threat detection and escalation

- Remote Monitoring & Management (RMM) – Centralized management of device health, patching, and system performance

- DNS Filtering – Blocks access to known malicious and inappropriate websites

- Endpoint Privilege Management – Controls and limits administrative access to reduce internal threat exposure

- Vulnerability Management – Scheduled scanning, risk-based reporting, and prioritized remediation guidance to address security weaknesses

- Real-Time Threat Response – Alerts and immediate action on active threats, supported by ITNS security experts

- Remote Technical Support – Available Monday–Friday, 8:00 AM – 5:00 PM (excluding major holidays) for troubleshooting, software issues, and user support

ITNS_MS-Premium 24/7

ITNS_MS- Premium is a fully managed security and support solution from ITNS, delivering enterprise-grade protection and proactive management for both endpoints and servers. This all-in-one service combines advanced security tools, expert monitoring, and technical support to ensure your systems stay secure, compliant, and operational.

Key Features Include:

- Next-Gen Antivirus & Managed EDR – Real-time threat detection and response against malware, ransomware, and other advanced threats

- 24/7 Endpoint SOC Monitoring – Continuous oversight by a Security Operations Center (SOC) for real-time threat detection and escalation

- Remote Monitoring & Management (RMM) – Centralized management of device health, patching, and system performance

- DNS Filtering – Blocks access to known malicious and inappropriate websites

- Endpoint Privilege Management – Controls and limits administrative access to reduce internal threat exposure

- Vulnerability Management – Scheduled scanning, risk-based reporting, and prioritized remediation guidance to address security weaknesses

- Real-Time Threat Response – Alerts and immediate action on active threats, supported by ITNS security experts

- Remote Technical Support – Available Monday–Friday, 8:00 AM – 5:00 PM to include on-call support from 5:00 PM to 8:00 AM for troubleshooting, software issues, and user support

ITNS_MS-Secure

ITNS_MS- Secure is a fully managed security and support solution from ITNS, delivering enterprise-grade protection and proactive management for both endpoints and servers. This all-in-one service combines advanced security tools, expert monitoring, and technical support to ensure your systems stay secure, compliant, and operational.

Key Features Include:

- Next-Gen Antivirus & Managed EDR – Real-time threat detection and response against malware, ransomware, and other advanced threats

- 24/7 Endpoint SOC Monitoring – Continuous oversight by a Security Operations Center (SOC) for real-time threat detection and escalation

- Remote Monitoring & Management (RMM) – Centralized management of device health, patching, and system performance

- DNS Filtering – Blocks access to known malicious and inappropriate websites

- Endpoint Privilege Management – Controls and limits administrative access to reduce internal threat exposure

- Vulnerability Management – Scheduled scanning, risk-based reporting, and prioritized remediation guidance to address security weaknesses

- Real-Time Threat Response – Alerts and immediate action on active threats, supported by ITNS security experts

- Remote Technical Support – Available Monday–Friday, 8:00 AM – 5:00 PM (excluding major holidays) for troubleshooting, software issues, and user support

- Annual Risk Assessment

- Incident Response Plan

ITNS_MS-Standard

ITNS_MS-Standard is a streamlined managed IT service from ITNS that provides essential protection and oversight for endpoints through Managed Endpoint Detection & Response (EDR), Remote Monitoring & Management (RMM), and weekday technical support. This service is ideal for organizations seeking foundational security and system visibility with access to IT support during business hours.

Key Features Include:

- Managed EDR – Advanced threat detection using behavior-based analytics to identify and respond to malware, ransomware, and suspicious activity

- Remote Monitoring & Management (RMM) – Continuous monitoring of system health, patch status, and performance with remote maintenance capabilities

- Remote Technical Support – Available Monday through Friday, 8:00 AM – 5:00 PM (excluding major holidays) for endpoint troubleshooting and basic user support

ITNS_VoIP

ITNS_VoIP is a fully managed, cloud-based VoIP (Voice over IP) service from ITNS, designed to deliver reliable, scalable, and feature-rich business communication. This service includes full provisioning, configuration, and ongoing remote support of your VoIP system—ensuring high call quality, secure connectivity, and a seamless user experience.

Key Features Include:

- Cloud-Hosted VoIP System – Business-class phone service with voicemail, auto attendants, call forwarding, call recording, and more

- Remote Management & Support – ITNS handles all system updates, configuration changes, user management, and troubleshooting

- Device Provisioning & Setup – Desk phones, softphones, and mobile apps fully configured and managed by ITNS

- Scalable Deployment – Easily add or remove users, devices, and features as your business grows

- High Availability & Call Quality – Optimized for clear, consistent communication with built-in redundancy and QoS settings

- Voicemail-to-Email & Mobile App Integration – Stay connected from anywhere with modern communication tools

- 500 minute daily recording – Must be requested to be enabled by client

CNAM

CNAM is an optional feature within the ITNS_VoIP service that enables Caller Name Delivery, displaying the calling party's name alongside their phone number on incoming calls. This helps improve call recognition, enhance professionalism, and reduce unwanted call engagement.

E911 Number

An E911 Number is a critical component of your VoIP phone service that enables emergency responders to accurately identify the caller's physical location during a 911 call. Unlike traditional phone lines, VoIP systems require a registered address to be associated with each phone number to comply with Enhanced 911 (E911) regulations.

eFax [Defined Number of Inbound/Outbound Faxes]

ITNS eFax is a secure, cloud-based faxing solution fully managed by ITNS, designed to replace traditional fax machines with a more reliable, flexible, and compliant method of sending and receiving faxes. This service enables users to fax directly from email, web portals, or integrated applications—without the need for phone lines, paper, or physical hardware.

Key Features Include:

- Send & Receive via Email or Web Portal – Conveniently fax from anywhere using your existing email client or secure web interface

- Dedicated Local or Toll-Free Fax Numbers – Assign unique numbers to users, departments, or locations

- Secure & Compliant Transmission – End-to-end encryption and audit trails to support HIPAA, GLBA, and other regulatory requirements

- Storage & Archiving – Access and retain fax history through a searchable, cloud-based archive

- Multi-User Access – Share fax lines with teams or departments without risking privacy or access issues

- No Fax Hardware Required – Eliminates paper, toner, and analog lines for a more sustainable and cost-effective solution

eFax Number

An eFax number is a dedicated phone number used to send and receive faxes electronically—without the need for a traditional fax machine or phone line. It works just like a standard fax number, but instead of routing documents through a physical fax device, it delivers them via email or a secure web portal.

eFax User

An ITNS eFax User is an individual within your organization authorized to securely send and/or receive faxes through the ITNS-managed eFax platform. Each user is provisioned with secure access—via email, a web portal, or both—to streamline fax communication without the need for physical fax machines or phone lines.

Phone Service Block

The Phone Service Block is a prepaid bundle of inbound and outbound call minutes that clients can purchase and use with their ITNS-managed VoIP phone service. This block gives organizations predictable call usage at a fixed cost, making it easier to budget and manage telecom expenses.

TEL - Managed WiFi

TEL - Managed WiFi is a fully managed wireless network solution from ITNS that delivers secure, reliable, and high-performance WiFi access for businesses of all sizes. From access point deployment to ongoing monitoring and support, ITNS takes care of every aspect of your wireless infrastructure to ensure seamless connectivity for employees, guests, and devices.

Telephone Number

An ITNS Telephone Number (Non-E911) is a dedicated voice line provided by ITNS for inbound and outbound calling through our managed VoIP platform. This number functions like any standard business line, supporting calls, voicemail, and integration with your phone system—but is not registered for Enhanced 911 (E911) emergency services.

Toll Free Number

An ITNS Toll-Free Number is a dedicated voice line that allows your customers, partners, or remote offices to call your business without incurring long-distance charges. Managed end-to-end by ITNS, this number enhances your organization's accessibility and professional image while integrating seamlessly into your existing VoIP system.

Toll Free-[Defined Minutes]

Toll Free-****** is a prepaid toll-free calling package from ITNS that includes a predetermined inbound toll-free minutes per billing cycle. Designed for businesses using ITNS-managed toll-free numbers, this plan offers predictable pricing and flexibility for handling customer, partner, or remote office calls across the U.S. and Canada.

10DLC SMS Campaign

To comply with U.S. telecommunications regulations, all businesses using SMS over the ITNS VoIP platform must register a 10DLC (10-Digit Long Code) SMS Campaign. This registration is required by major mobile carriers to ensure transparency, reduce spam, and protect consumers. A 10DLC Campaign links your business's phone number(s) to a registered brand and use case (such as appointment reminders, customer support, or alerts). Telco vendors now require this registration before allowing SMS traffic to flow across their networks.

Acrobat Pro for teams

Adobe Acrobat Pro for Teams is the industry-leading PDF solution designed for businesses that need secure, collaborative, and flexible document workflows. It allows team members to create, edit, sign, and share PDFs across desktop, web, and mobile devices—ensuring consistency and efficiency in document handling.

Acrobat Std for teams

Adobe Acrobat Standard for Teams provides essential PDF tools for businesses looking to streamline document workflows with ease and security. Designed for teams, it

allows users to create, edit, sign, and manage PDF files—offering a reliable and cost-effective solution for everyday document needs.

Creative Cloud for teams

Adobe Creative Cloud for Teams is the all-in-one creative suite built for businesses and collaborative teams. It includes over 20 industry-leading apps—like Photoshop, Illustrator, InDesign, Premiere Pro, and After Effects—empowering your team to create stunning graphics, videos, web content, and more. Designed for business use, this version of Creative Cloud offers powerful tools combined with centralized license management, cloud storage, and team collaboration features.

Foxit PDF Editor

Foxit PDF Editor is a fast, lightweight, and affordable alternative to traditional PDF solutions, offering powerful tools to create, edit, convert, and sign PDF documents. Designed for business use, it combines intuitive features with enterprise-grade security and seamless integration into existing workflows.

Foxit Sign Pro

Foxit Sign Pro is a powerful electronic signature solution designed for businesses that require secure, legally binding, and streamlined document signing workflows. With Foxit Sign Pro, users can prepare, send, sign, and manage documents from anywhere—eliminating manual processes and reducing turnaround time.

Hardware

This SKU represents any physical hardware procured through ITNS, tailored to meet the needs of your business environment. Whether it's servers, desktops, laptops, networking gear, firewalls, VoIP devices, or accessories, ITNS sources and delivers high-quality, business-grade equipment from trusted vendors.

License-Agreement

This SKU represents any software license or subscription agreement procured through ITNS. Whether it's productivity suites, security platforms, cloud services, or industry-specific software, ITNS handles licensing procurement, provisioning, and management to ensure compliance and continuity for your business.

Photoshop for teams

Adobe Photoshop for Teams is the industry-standard solution for professional image editing, design, and digital artwork—now with features tailored for business use. From photo retouching to full-scale graphic design projects, Photoshop empowers your team with precision tools and creative flexibility across desktop and mobile devices.

Software

This SKU represents any standalone or bundled software product procured through ITNS. Whether it's productivity tools, security solutions, creative applications, backup software, or industry-specific programs, ITNS ensures you receive the right software for your business needs—licensed, delivered, and supported.

MST-365-BNP-C100

Microsoft 365 Business Premium is a robust, all-in-one productivity and security solution designed for small and mid-sized businesses. At ITNS, we help you unlock the full value of your Microsoft 365 subscription by not only setting it up, but managing, securing, and supporting it day-to-day—so you can focus on running your business.

MST-365-BUS-C100

Microsoft 365 Business Premium is a robust, all-in-one productivity and security solution designed for small and mid-sized businesses. At ITNS, we help you unlock the full value of your Microsoft 365 subscription by not only setting it up, but managing, securing, and supporting it day-to-day—so you can focus on running your business.

MST-365-E3

Microsoft 365 E3 is an enterprise-grade solution that combines productivity, collaboration, and advanced compliance capabilities. Designed for growing businesses that require more control, scalability, and security, E3 is the next step beyond Business Premium. ITNS ensures that your investment in E3 translates into real-world productivity, strong governance, and peace of mind.

MST-EXO-ARC-A100

Microsoft Exchange Online Archiving (EOA) is a cloud-based, enterprise-class archiving solution for organizations that need to preserve, protect, and discover email data. When combined with Microsoft 365 or Exchange Online, this add-on license enhances your

compliance posture and ensures that critical communications are retained and easily searchable—without bloating your primary mailbox.

MST-EXO-P1G-C100

Microsoft Exchange Online (GCC) is a secure, cloud-based email and calendaring platform designed specifically for U.S. government agencies and contractors who must meet strict compliance requirements. Hosted in Microsoft's Government Cloud Community (GCC), it delivers the trusted functionality of Exchange Online—enhanced with security and data handling controls built for regulated environments. ITNS ensures your GCC Exchange deployment is compliant, secure, and fully supported from day one.

MST-EXO-PL1-C100

Microsoft Exchange Online is a cloud-based, enterprise-grade email and calendaring solution that delivers the reliability, security, and accessibility modern businesses need—without the overhead of managing on-premise servers. At ITNS, we don't just give you the license—we provide expert setup, management, and support to ensure your email system is rock-solid, secure, and easy to use.

MST-EXO-PL2-C100

Microsoft Exchange Online Plan 2 is a premium, cloud-based email and calendaring solution designed for businesses that require advanced mailbox capabilities, compliance tools, and enhanced security. With double the storage of Plan 1 and powerful archiving features, Plan 2 is ideal for organizations with greater data retention needs or strict regulatory requirements. ITNS provides expert management and support to ensure your Exchange environment is optimized, secure, and worry-free.

MST-NCE-121-C100

Microsoft Entra ID P1 is an enterprise-grade identity and access management solution that enhances security, simplifies user access, and enables greater control over how your users interact with your cloud and on-premises resources. With P1, your organization can implement smarter, more secure sign-ins and ensure the right people have the right access—without compromising productivity. ITNS provides expert configuration, policy management, and support to help you get the most out of your Azure AD investment.

MST-NCE-122-C100

Microsoft Entra ID P2 offers advanced identity protection and governance capabilities, making it the ideal choice for organizations with heightened security, compliance, and auditing requirements. Building on all the features of P1, P2 adds powerful identity risk detection, privileged identity management (PIM), and deeper automation for access control. ITNS helps you deploy, configure, and maintain Microsoft Entra ID P2 to keep your environment secure, streamlined, and compliant.

MST-NCE-212-C100

Microsoft Power BI Premium is an advanced analytics platform that enables organizations to visualize data, share insights, and make smarter business decisions at scale. With dedicated cloud resources, enhanced performance, and enterprise-level features, Power BI Premium is built for businesses that rely on data-driven strategies.

MST-NCE-222-C100

Microsoft SharePoint Online Plan 1 is a powerful cloud-based platform for secure document management, team collaboration, and intranet publishing. It enables businesses to centralize files, streamline workflows, and improve communication—all within Microsoft 365.

MST-NCE-PAP-A100

Microsoft Power Apps empowers businesses to build custom apps that streamline operations, automate tasks, and solve unique business challenges—without heavy development costs. It's low-code, high-impact innovation for every team.

MST-NCE-XH0-C100

Power Apps Premium unlocks advanced app-building capabilities, allowing businesses to create enterprise-grade applications with custom connectors, Dataverse integration, and robust automation. It's ideal for organizations needing scalable, secure, and flexible solutions across teams and departments.

MST-NFC-231-C100

Microsoft Visio Plan 1 is a cloud-based diagramming tool that allows users to create flowcharts, org charts, network diagrams, and more—right from their browser. It's an easy-to-use solution for visualizing processes and sharing ideas across teams.

MST-OFC-1VN-C100

Office 365 E1 is a cloud-based productivity suite that provides web-based versions of Office apps, business-class email, and collaboration tools like Teams and SharePoint. It's an affordable solution for organizations that need reliable communication and file sharing without desktop app installations.

MST-OFC-BES-C100

Microsoft 365 Business Basic offers essential productivity tools for small and mid-sized businesses, including cloud-based email, file storage, and online versions of Office apps. It's a cost-effective solution for teams that need reliable communication and collaboration without desktop app installations.

MST-OFC-BPM-C100

Microsoft 365 Business Standard delivers a full suite of productivity tools, combining cloud-based services with desktop versions of Office apps. Ideal for growing businesses, it includes Outlook, Word, Excel, Teams, and more—available on any device.

MST-OFC-BPN-C100

Microsoft 365 Business Standard delivers a full suite of productivity tools, combining cloud-based services with desktop versions of Office apps. Ideal for growing businesses, it includes Outlook, Word, Excel, Teams, and more—available on any device.

MST-OFC-BUS-C100

Microsoft 365 Apps for Business provides always up-to-date desktop and mobile versions of Office applications like Word, Excel, PowerPoint, and Outlook—without email or cloud services. It's perfect for businesses that need productivity tools but already have existing email or collaboration solutions.

MST-OFC-EE3-C100

Microsoft 365 E3 is a comprehensive productivity and security solution that includes the full suite of Office desktop apps, cloud services, and advanced compliance tools. It's designed for businesses that need powerful collaboration, email, and data governance capabilities—all in one license.

MST-OFC-EE5-C100

Microsoft 365 E5 is the most advanced Microsoft 365 plan, combining productivity tools with cutting-edge security, compliance, and analytics features. It includes everything

in E3 plus Microsoft Defender, advanced threat protection, and Power BI Pro—ideal for organizations with high security and compliance needs.

MST-OFC-EM3-A100

Microsoft EMS E3 is an integrated suite of tools designed to protect your organization's data, devices, and identities. It includes Microsoft Entra ID P1, Microsoft Intune, Azure Information Protection, and more—giving you strong control over access, security, and compliance.

MST-OFC-EPP-C100 AM

Microsoft 365 Apps for Enterprise delivers the full desktop versions of Office applications with advanced security and productivity features. Users get Word, Excel, Outlook, PowerPoint, and more—always up to date and installed on multiple devices.

MST-OFC-GC1-C100

Microsoft 365 G1 for GCC is a secure, cloud-based productivity suite tailored for U.S. government agencies and contractors. It includes web-based Office apps, Exchange Online, Teams, OneDrive, and SharePoint—all hosted in Microsoft's Government Cloud (GCC) to meet federal compliance standards.

MST-OFC-GC3-C100

Microsoft 365 G3 for GCC provides a powerful, secure productivity and collaboration platform built specifically for U.S. government agencies and contractors. It includes full desktop Office apps, Exchange Online, Teams, OneDrive, SharePoint, and advanced compliance tools—hosted in Microsoft's Government Cloud to meet strict regulatory standards.

MST-OFC-MTR-A100

Microsoft Teams Rooms Standard transforms meeting spaces into fully integrated, collaborative environments with high-quality video, audio, and content sharing—powered by Microsoft Teams. It's designed to simplify and standardize the meeting experience for in-office and remote participants.

MST-OFC-OD2-C100

OneDrive for Business Plan 2 offers secure, cloud-based file storage with advanced data protection and compliance features. With unlimited storage and rich collaboration tools, it's ideal for businesses that need scalable, secure document management.

MST-OFC-PBI-C100

Microsoft Power BI Premium is an advanced analytics platform that enables organizations to visualize data, share insights, and make smarter business decisions at scale. With dedicated cloud resources, enhanced performance, and enterprise-level features, Power BI Premium is built for businesses that rely on data-driven strategies.

MST-OFC-POP-C100

Microsoft Project Plan 3 is a powerful project management solution that helps teams plan, execute, and track work efficiently. It includes robust scheduling tools, resource management, and web-based access—ideal for managing projects of all sizes.

MST-OFC-POP-C105

Microsoft Project Plan 5 is the most advanced project management solution from Microsoft, offering enterprise-level capabilities such as portfolio management, demand forecasting, and advanced analytics. It's designed for organizations that need deep insight and control across multiple, complex projects.

MST-OFC-PP1-C100

Microsoft Project Plan 1 is a lightweight, web-based project management tool designed for task tracking and basic project planning. It's ideal for team members and project contributors who need visibility and collaboration without advanced features.

MST-OFC-PPG-C100

Microsoft 365 Apps for Enterprise (GCC) delivers the full suite of Office desktop applications—like Word, Excel, PowerPoint, and Outlook—within Microsoft's Government Cloud (GCC). Designed for U.S. government agencies and contractors, it provides secure, compliant productivity tools that meet strict federal requirements.

MST-OFC-V2O-C100

Microsoft Visio Plan 2 offers advanced diagramming tools with both desktop and web access, allowing users to create professional flowcharts, org charts, network diagrams, and more. It includes integration with Microsoft 365 apps and supports collaboration and data-linked visualizations.

MST-SKY-CFR-C100

Microsoft 365 Audio Conferencing allows users to join Microsoft Teams meetings by dialing in from a phone—perfect for participants without internet access or when on the go. It ensures reliable meeting access anytime, anywhere.

TEL - Recording Min

The TEL - Recording Min license provides your organization with 10,000 minutes of phone call recordings, valid for 12 months from the date of activation. This add-on is ideal for businesses that require reliable and compliant call recording for training, quality assurance, or regulatory needs. When enabled, it seamlessly integrates with your VoIP system to capture, store, and manage recordings with ease.

Key Features:

- 10,000 total recording minutes per license

- 12-month usage window from activation

- Simple enablement and integration with existing services

- Scalable for additional recording needs