FORDWAY

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G-Cloud 13

Microsoft 365 Security and Compliance

Service Description

Microsoft Solutions Partner
Infrastructure
Azure

Contents

01	Why you need this?	**01**
02	What do you do next?	**02**
03	M365 Security & Compliance Comparison	**03 - 05**
04	Key Benefits	**06**
05	Key Features of Fordway's Approach	**07**
06	About Fordway	**07**
07	Service Terms	**08-09**
08	Ordering	**10**

Why you need this?

Microsoft 365 (M365) is their updated suite of products aimed at the business community under E3 or E5 licence agreements. Within the products are significantly enhanced security and compliance capabilities.

Fordway's M365 Security and Compliance service enables organisations to achieve the optimum level of protection and governance applicable with the licences owned.

Security and compliance have increasingly become critical necessities for all organisations. Hacking attacks on corporates are on the rise and the burden of ensuring only correct data is stored for appropriate durations, means that any business must devote more resources to these topics.

Traditionally this has required the use of third-party tools (e.g. email security, Anti-Virus), these capabilities are now included within the M365 E3 and E5 licences. The real questions for any business are:

- Do the new capabilities within my M365 licence meet my requirements or are my third-party solutions still appropriate?
- Do I still need additional products?
- How to configure the tools to deliver what my business needs?
- What is the cost of change likely to be?
- What are the real-world benefits?

Fordway have the knowledge and experience to answer all these questions and deliver a comprehensive, yet tailored solution to every organisation.

02 What do you do next?

Microsoft 365 E3/E5 has been purchased.

Some of the tools and capabilities may be well understood, others are not.

How can the business make decisions on what to implement and how, without experienced knowledge, where do you start?

Fordway would work alongside the businesses IT personnel to create a run book of what should be implemented within the first month, three months, six months and one year. This will include significant objectives that progress can be measured against.

Primarily the focus would be on user and administrator accounts, internal/ external threat protection of all elements and scanning/labelling information for classification. Obviously, this depends on the actual status and issues within the organisation currently.

03 M365 Security and Compliance Comparison

Within the M365 suite there are two main enterprise licence types. The key differences for security and compliance are explained below:

Main Item	E3	E5	Notes
Information Governance	Y-	Y	E3: Manual retention labelling & basic policies E5: Machine learning retention & rule based automatic retention policies
Azure Information Protection (AIP)	Y-	Y	E3: Manual Doc classification, Message Encryption E5: Automatic Classification, detect sharing of sensitive information, Advanced Encryption
Data Loss Prevention (DLP)	Y-	Y	E3: DLP for emails & files E5: As E3 + Endpoints and Teams Chat
Identity & Access Management	Y-	Y	E3: Conditional Access, Azure AD Plan 1 E5: Risk Based Conditional Access, Privileged Identity Management, AAD Plan 2
Threat Protection	Y-	Y	E3: BitLocker, Credential Guard, Defender for Endpoint Plan 1 E5: E3 + Defender Plan 2, Defender for O365, Identity & Cloud
eDiscovery and Auditing	Y-	Y	E3: Content Search, Litigation Hold, Basic Audit E5: E3 + Advanced eDiscovery & Audit
Insider Risk Management		Y	E5: Info Barriers, Comms Compliance, Privileged Access Management

03 M365 has additional security products, aligned to the rebranding under the Defender banner:

- **E5 Security** (previously Identity and Threat Protection) – Including:

1. Microsoft Defender 365 (descriptions below):
2. Defender for Office 365
3. Defender for Cloud Apps
4. Defender for Azure
5. Defender for Endpoint

- **Azure Active Directory P2** – Privileged Identity Management, automated threat detection and remediation, audit reviews (can be added separately)
- **Zero Trust Networking**
- **Defender for Identity** (formerly Advanced Threat Protection) – investigate and remediate advanced threats and malicious insider actions
- **Defender for Endpoint Plan 2** – Advanced threat and vulnerability, automated investigation and response, device discovery
- **Defender for Office 1 & 2** – Plan 1 expands basic exchange protection for threat detection and prevention including safe links/attachments & anti-phishing. Plan 2 expands further with, threat explorer and tracker, automated investigation and response, attack simulation.
- **Defender for Cloud Apps** (formerly cloud App security) – Basic features are included in E3 (i.e. Discovery only). E5 adds a Cloud Access Security Broker (CASB), with log collection, reverse proxy, API connectors. Sophisticated analysis and combat of cyber threats across all Microsoft and third-party cloud services

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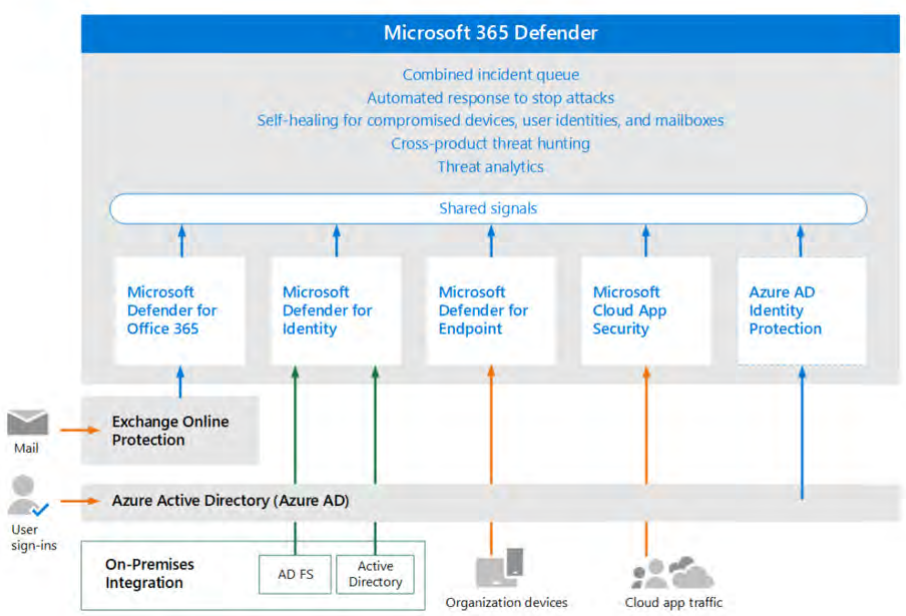
At the top is Microsoft Defender, which is the integrated dashboard. Each Defender product has its own specialisation:



If an organisation needs more than two or three of the additional packs, on top of E3, an E5 licence is likely to be more cost effective.

The other aspect is aligning the existing tool sets and licences used for third-party products with the new M365 offerings and deciding whether to change.

Fordway have been working with Microsoft over the past 20 years, integrating and managing their products for multiple organisations. Most businesses procure Microsoft licences primarily for the productivity applications, without comprehending the full breadth of what is included.

For each of the components above Fordway strategy, business and technical consultants will work with the organisation to:

- Review current licencing
- Understand the capabilities pertaining to the business
- Recommend licence amendments, with business/cost justifications
- Produce analysis listing additional tool implementation, with a sequence
- Configure new toolsets including management
- Migrate any systems or devices to use the new toolset
- Provide monitoring and integration required

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Key Benefits

- **Improve Security and Compliance** – Whether using M365 E3, E5 or third-party products, Fordway will enable the full cost benefits of using the entire suite of products available.
- **Independent** – Fordway will provide independent feedback on the benefits and limitations of the M365 product set against other products.
- **Experienced Personnel** – From business, project management and technical viewpoint, Fordway have multi-years of experience of real-world deployments and operational requirements
- **Comprehensive Licence Assessment** – Fordway will perform a detailed analysis against the licences held and where real benefits can be gained
- **Collaboration** – Fordway's personnel will work alongside your IT staff and any third parties collaboratively, as each has skills necessary.
- **Detailed knowledge of management and security tools** – Fordway have extensive knowledge of the Microsoft management and security tools, including Defender, Sentinel, Log Analytics plus Lighthouse, Monitor and Arc. These can be configured to deliver the necessary statistics and dashboard for each organisation.
- **Understand legacy** – Fordway know companies have legacy systems with potential integrations that can not just be ignored, we will ensure these are addressed and catered for within the migration
- **Clear Recommendations** – Fordway will produce a set of costed recommendations on how to get the best out of the licences held and how to migrate any systems over.

05 Key features of Fordway's Approach

Fordway's approach is flexible but the generic steps taken for every engagement are:

1. Create and sign off Project Initiation Document
2. Review existing licence and toolset information
3. Design new M365 security and compliance capabilities
4. Agree on optimisations
5. Install and configure
6. Migrate from any existing tools
7. Monitor and analyse new capabilities
8. Create dashboards and reporting

The duration and complexity involved in each of the high-level steps listed above, is dependent on the nature of the engagement. If needed, full project controls and documentation will be supplied as part of the engagement (Project Manager, RAID, Exception, Highlight logs/reports).

06 About Fordway

Fordway offers over 30 years' experience advising and delivering strategic IT infrastructure and IT service delivery change to complex enterprises.

Fordway's consultancy helps inform your strategy and review the options relevant for your organisation. Our advice will be aligned to your business requirements. We can then assist with the ongoing migrations, operational management and optimisation of the resulting cloud service, based on best practice defined by the ITIL service management framework.

07 Service Terms

Service Initiation (on-boarding)

The service is a consulting engagement. The following procedure will be used to provide the service:

- Provide a combination of Project Manager, Account Manager, Relationship Manager, Lead Consultant and appropriate consultancy team, depending on the scope of the engagement. Fordway will generally seek to provide a peering alignment with the customer.
- Agree and formalise Non-Disclosure Agreements
- Review the customer requirements and determine the contractual requirements
- Agree the scope of the engagement with the customer and provide a Project Initiation Document which will define the engagement.
- Schedule work
- Commence engagement
- Provide deliverables
- Complete engagement

All engagements are run to Fordway's PRINCE2 Agile processes.

Termination Terms

The service is a consulting engagement. Termination terms will be defined in line with G-Cloud contract terms and conditions.

Service Levels

As this service is a consultancy engagement there are no specific SLAs to be applied.

Service Constraints

There are no specific constraints to this service.

Financial Recompense

As this service is a consultancy engagement there are no specific recompense structures provided.

Service Connectivity

Required connectivity to access the Customer's Azure environment will be defined as part of the Project Initiation Document.

Trial of Service

Not applicable to this service.

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Data Security

Any information processed by Fordway will be transitory in nature and Fordway will comply with the customer's data security procedures during the engagement and off-boarding.

Training

Fordway will provide skills transfer as part of the engagement where applicable.

Customer Responsibilities

Fordway will comply with data access restrictions and other information security policies as mandated by the customer and required within Fordway's own organisational security controls; these are defined as part of the project scoping. The customer is required to provide the necessary resources and information to allow Fordway to achieve the service deliverables agreed.

Change Management

As the engagement will be project managed, any changes in requirement will go through the process identified in the Project Initiation Document.

Technical Requirements

There may be a need to install and configure tools, agents and updates to support the service which will be defined within the Project Initiation Document if appropriate. All changes will be applied through change control with relevant communication and scheduling.

08 Ordering

Fordway's services can be ordered by contacting your Fordway account manager or other members of our team on 01483 528200, emailing sales@fordway.com or using the contact form on **www.fordway.com**

Public Sector customers can order Fordway Cloud services through the G-Cloud Framework, please go to www.digitalmarketplace.service.gov.uk, search on Fordway and browse the catalogue.

Our Accreditations

ISO 9001
ISO 14001
ISO 27017
ISO 27018
ISO 20000
ISO 27001

Cyber Essentials Plus

PSN Public Services Network

HSCN Health & Social Care Network Compliant

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