



SERVICE ATTACHMENT MANAGED DEFENDER M365

Capitalized terms not defined in this Attachment will have the meanings set forth in the MSA.

“Services” will mean SilverSky Managed Defender M365, which covers solution provides configuration, management, and monitoring of the four security solutions within M365:

1. Microsoft Defender XDR - Protect your organization against sophisticated attacks such as phishing and zero-day malware.
2. Microsoft Defender for Endpoint - Scale your security with a unified endpoint security platform for preventative protection, post-breach detection, automated investigation, and automated/manual response.
3. Microsoft Defender for Cloud Apps - View apps used in your organization, identify and combat cyber threats, and monitor and control data travel in real-time.
4. Microsoft Defender for Identity - Use a cloud-based solution to protect your organization’s identities from multiple types of advanced targeted cyberattacks.

Service SKUs:

SKU	Service Name	Pricing Unit
S-200-3141	Managed Defender M365	Endpoint

SKU	Service Name	Pricing Unit
I-200-3141	Installation of Managed Defender M365	Per Company
I-201-3141	Audit Review Existing/Customer deployed controls - taking over management	Per Company
I-202-3141	MDCA additional cloud applications (greater than five)	Per Company
I-203-3141	MDE third-party RMM	Per Company

SilverSky Services

SilverSky Managed Defender M365 consists of SilverSky configuring, managing, and tuning the customer-owned Microsoft Defender M365 services. These services include Microsoft Defender XDR, Microsoft Defender for Endpoint, Microsoft Defender for Cloud Apps, and Microsoft Defender for Identity.

1. Quarterly reviews to ensure that the platforms are configured against the minimum viable security baseline as defined by Microsoft.
2. Includes up to twenty proactive service support hours annually. These Hours can be utilized for the ongoing management of the in-scope Microsoft Defender M365 technologies, the configuration of custom source ingestion, or specialized Microsoft Defender M365 engagements

Managed Defender M365 SERVICE IMPLEMENTATION

SilverSky Responsibilities

1. Conduct a knowledge-sharing survey to collect information about the Customer's environment to support the implementation of services.

SilverSky Service Deliverables

1. Configuration, ongoing management, and tuning of the four products within Defender M365
2. Implement change requests.

Customer Responsibilities. During the performance of the Services, Customer will:

1. Allow SilverSky access to your Microsoft XDR portal
2. Prior to engagement commencement, assign a project management contact to serve as a primary contact through the delivery and performance of the Defender M365 Service.
3. Ensure complete and current contact information is provided on a timely basis.
4. Cooperate during the deployment period, including providing SilverSky with all required information in a complete and accurate form to prevent implementation delays which may result in additional fees.
5. Appoint one or more authorized contacts authorized to approve and validate all requested changes.
6. Provide all necessary information with respect to your environment.
7. Provide all necessary Microsoft licenses to enable the services
8. Installing Microsoft Defender licenses on your endpoints.
9. Ensure the format and quality of the data being sent to SilverSky is sufficient for SilverSky to provide the Services.
10. Retain authority and responsibility for decisions made regarding this service implementation.
11. Assume responsibility for any direct or physical remediation.

You acknowledge that your fulfillment of these responsibilities is essential to our ability to perform Defender M365 Services in a timely manner.



ADDITIONAL DISCLAIMERS. We do not guarantee a continuous, uninterrupted, virus-free, malware-free, intrusion-free, or continuously secure Customer network or network environment, and we are not liable if you or your end users are unable to access your network at any specific time. Additionally, we do not guarantee that we will be able to replace any of your information, content, or other data that may be lost, damaged, or stolen resulting from use of the Services.