

## Microsoft 365 & Azure Security *Monitoring*

### Support Services:

Email support – 24/7 – m365monitoring@Vizst  
Technology.co.uk

Incident response support – 24/7 (for SOC  
support customers)

Service provider will be our dedicated partner  
Bluedog Security – note VIZST TECHNOLOGY  
will receive a copy of your support request for  
any incident raised via email.

### Bluedog SLAs:

Alerts and action taken within 15 mins.

Response times to emails within 1 hour

### Service Scope:

#### Microsoft 365

We will monitor and track all user activity  
on Microsoft 365 plus some AAD user  
management. If necessary, with predefined  
authorisation from the end user, we have  
the ability to go in and block users  
(included in the standard price). We will  
work with the customer how they choose.  
Typically for Incident response and  
remediation where the customer is using  
SOC services and time, this is what would  
be charged separately.

#### Azure

- Takes syslog data from available  
resources in Azure
- Sees commands executed on resources  
by attackers
- Sees lateral movement from attackers
- Monitored by the bluedog SOC 24/7

- Correlations made with M365  
monitoring (mandatory to have in place  
when Azure monitoring is chosen)
- Sees rogue employee activities,  
escalating internal privileges, bypassing  
4-eye principles
- Uses MS Log Analytics to pull data

### Service Definition:

- Un-managed: VIZST TECHNOLOGY will  
supply a license to the monitoring along  
with the monitoring services with direct  
alerts coming via our partner, Bluedog to  
the end client. VIZST TECHNOLOGY will  
not be providing any managed services  
within this service definition. If VIZST  
TECHNOLOGY involvement is required  
additional charges will apply at our  
standard hourly rate.
- Managed: VIZST TECHNOLOGY will  
manage the setup, monitoring and  
alerting as well as working on  
remediation of issues within this service  
at no additional cost. Where a breach is  
identified and out of hours work is  
required or where the level expertise  
requires VIZST TECHNOLOGY to  
engage with Bluedog these charges will  
be in addition to the monthly managed  
service offering.