

**FIRST AID IT**

SECURE. SIMPLE. RESILIENT.

FIRST AID IT - FOR SMALL BUSINESSES

Services. Clearly scoped. Demonstrably delivered.

Microsoft 365, Intune, security, migrations, automation and temporary project support for organisations that want control without unnecessary complexity.

CHOOSE YOUR MODEL

One-off implementation

Assess, build, test, implement and hand over a transferable result.

NO PERMANENT ADMIN RIGHTS REQUIRED

Ongoing management

Manage agreed Microsoft 365, Intune and security components through controlled access.

CUSTOMER-SPECIFIC SLA

Version 3.3 | August 2026 | all prices exclude VAT

**FIRST AID IT**

SECURE. SIMPLE. RESILIENT.



Choose only what you need now.

Start with insight when the situation is uncertain.
Move directly to delivery when the objective, scope and prerequisites are sufficiently clear.

PROJECT

Implement it properly once

Fixed scope, testing, acceptance, documentation and agreed aftercare.

ONGOING

Have it managed

Managed scope, controlled access, reporting and a customer-specific SLA.

INSIGHT AND SECURITY

- FAIT-100** Microsoft 365 Security Check
- FAIT-110** Security Remediation
- FAIT-420** Managed Security
- FAIT-600** Microsoft 365 Copilot Readiness Check
- FAIT-610** Copilot Pilot and Governance

IMPLEMENTATION AND MIGRATION

- FAIT-200** Microsoft 365 Implementation
- FAIT-210** Migration to Microsoft 365
- FAIT-300** Microsoft Intune Implementation
- FAIT-310** Out-of-the-box Workplace
- FAIT-800** Guided Delivery without Permanent Access

MANAGEMENT AND SUPPORT

- FAIT-400** Microsoft 365 Management
- FAIT-410** Secure Managed Workplace
- FAIT-700** Remote and Onsite Support
- FAIT-810** Periodic Configuration Review
- FAIT-820** Temporary Project Support

AUTOMATION

- FAIT-500** Workflow Automation
- FAIT-510** Workflow Management

HOW TO READ THIS CATALOGUE

A proposal always defines the final scope, quantities, licences, dependencies, prices and SLA. AI supports research and documentation but does not independently execute risky production changes.

SERVICE / FAIT-100

Microsoft 365 Security Check

Make the main account, email, sharing and device risks visible before spending money on isolated solutions.

FOR WHOM

Organisations that use Microsoft 365 but lack a current, understandable view of their most important security settings.

POSSIBLE SCOPE

- MFA, authentication methods and administrator roles
- Conditional Access and emergency access where licensed
- Exchange Online, forwarding and phishing protection
- Guest access and global SharePoint and OneDrive sharing
- Intune, device and Defender status
- Licence and improvement opportunities

APPROACH

- Confirm the intake and scope
- Use customer-led exports or agreed read-only access
- Assess against primary sources and the FAIT baseline
- Determine risk, impact and priority
- Review the result and select the next step

DELIVERY AND EVIDENCE

- Prioritised report with facts and risks
- Dashboard or clear management summary
- Up to ten primary improvement actions
- Proposal for remediation, implementation or management

NOT INCLUDED BY DEFAULT

- Penetration testing or forensic investigation
- Full legal compliance assessment
- Implementation of improvements
- Guarantee that incidents will be prevented

PRICING MODEL

Fixed price based on size and reporting depth. Indicatively from EUR 595 excluding VAT.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-110

Security Remediation

Turn approved security improvements into working configuration through controlled testing, rollback and evidence.

FOR WHOM

Organisations with a security check, audit finding or defined need to improve identity, email, devices or sharing.

POSSIBLE SCOPE

- MFA and authentication methods
- Conditional Access in report-only mode and phased activation
- Administrator and emergency account protection
- Email and phishing protection
- Guest access and sharing settings
- Intune, Defender and compliance policies

APPROACH

- Validate scope, licences and dependencies
- Prepare a change and rollback plan
- Validate configuration in a test environment
- Run a pilot
- Implement and validate in phases

DELIVERY AND EVIDENCE

- Change register
- Test and pilot results
- Configuration overview
- Validation report and known exceptions
- Handover or transition into management

NOT INCLUDED BY DEFAULT

- 24/7 monitoring
- Full incident response
- Unlimited recovery work
- Changes outside the agreed scope

PRICING MODEL

Fixed project price after assessment, or time and materials at the agreed rate.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-200

Microsoft 365 Implementation

Create a clear Microsoft 365 foundation that supports users, collaboration, security and future growth.

FOR WHOM

New businesses, growing organisations and existing tenants that were built without a clear structure.

POSSIBLE SCOPE

- Tenant and domain foundation
- Users, groups and shared mailboxes
- Exchange Online, Teams, SharePoint and OneDrive foundation
- MFA, administrator protection and access policies
- Licence advice
- Management documentation

APPROACH

- Map business goals and users
- Create the target design and licence matrix
- Build and test the configuration
- Demonstrate operation
- Implement in a controlled manner and hand over

DELIVERY AND EVIDENCE

- Configured tenant within scope
- User and group structure
- Configuration and licence overview
- Acceptance test
- Management handover and aftercare agreements

NOT INCLUDED BY DEFAULT

- Data migration unless included
- Complex SharePoint information architecture
- Intune unless included
- Ongoing management after aftercare

PRICING MODEL

Fixed project price based on users, workloads, complexity and the agreed delivery model.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-210

Migration to Microsoft 365

Move in a controlled manner without leaving email, files and access rights to chance.

FOR WHOM

Organisations moving from hosted email, IMAP, Google Workspace, on-premises Exchange, local files or another Microsoft 365 tenant.

POSSIBLE SCOPE

- Mailboxes, calendars and contacts
- Shared mailboxes, aliases and groups
- Agreed OneDrive, SharePoint and file data
- Domain and DNS cutover
- Outlook and Microsoft 365 Apps
- User communication and aftercare

APPROACH

- Intake and technical migration scan
- Target design, risks and acceptance criteria
- Test environment and pilot migration
- Go or no-go review
- Final migration, validation and aftercare

DELIVERY AND EVIDENCE

- Migration status by component
- Error and exception overview
- DNS and email validation
- Dashboard or migration-tool evidence
- Open items and management documentation

NOT INCLUDED BY DEFAULT

- Recovery of damaged source data
- Unsupported data formats
- Custom applications unless included
- Ongoing management after aftercare

PRICING MODEL

Paid migration scan followed by a fixed project price.
External migration tooling and licences are listed separately.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-300

Microsoft Intune Implementation

Bring business devices under central management and apply security, updates and applications more consistently.

FOR WHOM

Organisations with business Windows devices and suitable Microsoft licences that want to replace manual, inconsistent setup.

POSSIBLE SCOPE

- Enrolment and Microsoft Entra join
- Windows Autopilot where appropriate
- Configuration and compliance policies
- BitLocker and Windows Hello for Business
- Defender, firewall and update policies
- Microsoft 365 Apps and standard applications
- Pilot groups and assignment filters

APPROACH

- Inventory devices, users and applications
- Validate licences and supported scenarios
- Design modular policies
- Configure a test device
- Run a pilot and roll out in phases

DELIVERY AND EVIDENCE

- Intune policy overview
- Test and pilot evidence
- Compliance and deployment status
- Instructions for new devices
- Rollback and known exceptions

NOT INCLUDED BY DEFAULT

- Unlimited application packaging
- Legacy or unsupported systems
- Hardware replacement
- Complex on-premises infrastructure

PRICING MODEL

Fixed foundation price plus amounts per device, application and configuration variant.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-310

Out-of-the-box Workplace

Order through First Aid IT; we purchase, arrange Autopilot and coordinate direct delivery to the employee.

FOR WHOM

Small organisations that want hardware delivery, registration and automated setup through one accountable contact.

POSSIBLE SCOPE

- Hardware advice and approved models
- Proposal, order and invoice through First Aid IT
- Purchasing through a distributor, channel or OEM
- Customer authorisation and device identity
- Autopilot registration and profile assignment
- Direct delivery through our purchasing partner
- Intune, compliance, core apps and evidence

APPROACH

- Customer approves and pays First Aid IT
- We place and monitor the purchase order
- Validate registration and customer profile
- Purchasing partner delivers directly on our order
- Prove enrolment, compliance and application status

DELIVERY AND EVIDENCE

- First Aid IT proposal, invoice and customer order
- Purchase order, model, serial number and address
- Registration and profile before shipment
- Intune enrolment and Entra join
- Compliance, application status and dashboard report

NOT INCLUDED BY DEFAULT

- Pre-financing before customer payment
- Guaranteed stock or rush delivery without a proposal
- Complex applications and data migration
- Onsite repair outside the warranty route
- Legal audit or compliance certification
- Conditional Access enforcement without a separate pilot

PRICING MODEL

Hardware, transport and registration costs are paid to First Aid IT in advance; a fixed delivery and implementation price plus per-device or variant amounts also applies.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-400

Microsoft 365 Management

Manage users, licences and the agreed Microsoft 365 foundation without building a complete internal management function.

FOR WHOM

SMEs that use Microsoft 365 and want one accountable contact for their managed cloud environment.

POSSIBLE SCOPE

- Users, licences, groups and shared mailboxes
- Standard onboarding and offboarding
- MFA and agreed foundation configuration
- Periodic tenant review
- Change registration
- Management-related remote support
- Periodic reporting

APPROACH

- Onboarding and baseline assessment
- Define the GDAP relationship, managed scope and task-specific roles
- Resolve backlog work first
- Start operational management
- Support and improve according to the SLA

DELIVERY AND EVIDENCE

- Current management documentation
- Change and request registration
- Periodic status reporting
- Escalation and improvement advice

NOT INCLUDED BY DEFAULT

- Intune and device management
- Unlimited end-user helpdesk
- Migrations and projects
- 24/7 support
- Third-party applications

PRICING MODEL

Monthly organisation base plus an amount per user.
Indicatively from EUR 199 per month excluding VAT.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-410

Secure Managed Workplace

Manage Microsoft 365, business Windows devices and the most important security settings as one coherent service.

FOR WHOM

Organisations without an internal Microsoft 365 and Intune specialist that want users and devices managed on an ongoing basis.

POSSIBLE SCOPE

- Microsoft 365 management
- Intune for agreed devices
- Compliance, BitLocker and Windows Hello
- Defender Antivirus, firewall and update policies
- MFA, Conditional Access and email security
- Detection of policy errors and configuration drift
- Remote support and quarterly reporting

APPROACH

- Technical and commercial onboarding
- Define baseline, exceptions and pilot
- Onboard devices in a controlled manner
- Activate GDAP and multitenant monitoring
- Manage operationally and improve periodically

DELIVERY AND EVIDENCE

- Managed user and device list
- Compliance and policy status
- Change history
- Quarterly report
- Exception register and improvement plan

NOT INCLUDED BY DEFAULT

- Hardware, printers and home networks
- Servers and industry applications
- 24/7 SOC and full incident response
- Projects, migrations and workflow development

PRICING MODEL

Organisation base plus an amount per user and additional device. Indicatively from EUR 349 per month for at least five users, excluding VAT.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-420

Managed Security

Add ongoing security review, awareness and more extensive reporting to a managed Microsoft 365 environment.

FOR WHOM

Management customers with a higher risk profile or an additional need for control, awareness and reporting.

POSSIBLE SCOPE

- Extended configuration and drift review
- Periodic access and security review
- Security awareness and phishing simulations
- Exception management
- Extended Defender and email security modules
- Security reporting and remediation advice

APPROACH

- Define risk profile and desired coverage
- Select tooling and licences
- Agree the baseline and escalation process
- Test the pilot and alerting
- Activate and periodically evaluate the service

DELIVERY AND EVIDENCE

- Security dashboard
- Periodic findings and trends
- Deviation and exception register
- Improvement and remediation proposals

NOT INCLUDED BY DEFAULT

- Guarantee against cyber incidents
- 24/7 SOC unless explicitly purchased
- Full forensic investigation
- Legal compliance statement
- Cyber insurance

PRICING MODEL

Customer and scope dependent. Offered only when tooling, processes, response capacity and responsibilities are demonstrably in place.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-500

Workflow Automation

Reduce manual re-entry, forgotten actions and unclear handovers with practical Microsoft 365 workflows.

FOR WHOM

Organisations with recurring processes for requests, approvals, documents, onboarding, reminders or follow-up.

POSSIBLE SCOPE

- Power Automate, Forms, Lists, SharePoint and Teams
- Approvals and escalations
- Onboarding and offboarding flows
- Document and proposal approval
- Notifications, tasks and dashboards
- Power Apps or external integrations after assessment

APPROACH

- Map the process and bottleneck
- Assess the business case and licences
- Design the workflow and human decision points
- Test the prototype and failure scenarios
- Pilot, production, dashboard and handover

DELIVERY AND EVIDENCE

- Process diagram and functional design
- Working workflow within scope
- Test results and run history
- Dashboard or progress overview
- Management and error procedure

NOT INCLUDED BY DEFAULT

- Unlimited process changes
- Complex ERP or CRM integrations without assessment
- Premium licences and connectors
- Guarantees for external systems

PRICING MODEL

Process scan and fixed project price. Indicative implementation from EUR 1,250 excluding VAT; management is optional.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-510

Workflow Management

Keep delivered workflows working as users, connections and Microsoft 365 change.

FOR WHOM

Organisations that do not want to monitor business-critical or regularly used workflows themselves.

POSSIBLE SCOPE

- Review of failed runs
- Monitoring connections and permissions
- Small changes within scope
- Error analysis and recovery
- Version management
- Periodic reporting

APPROACH

- Register workflows and criticality
- Define monitoring and ownership
- Activate incident and change processes
- Periodically review performance and failures
- Apply recovery and small improvements

DELIVERY AND EVIDENCE

- Run and error overview
- Change history
- Periodic status reporting
- Improvement advice

NOT INCLUDED BY DEFAULT

- New workflows
- Major extensions
- Changes to external platforms
- New premium licences

PRICING MODEL

Monthly price based on workflows, runs, integrations, criticality and the agreed SLA.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-600

Microsoft 365 Copilot Readiness Check

Assess data, permissions, security and use cases before purchasing Copilot licences at scale.

FOR WHOM

Organisations considering or using Microsoft 365 Copilot on a limited basis that want to control oversharing, cost and return.

POSSIBLE SCOPE

- Licences and technical prerequisites
- Identity, MFA and devices
- SharePoint, Teams and OneDrive governance
- Guest access, ownerless sites and oversharing
- Data protection and AI usage rules
- Use cases, pilot group and measurement plan

APPROACH

- Define the goal and user group
- Complete the technical and organisational inventory
- Analyse risks and licence gaps
- Run a use-case workshop
- Deliver readiness, remediation and pilot advice

DELIVERY AND EVIDENCE

- Readiness dashboard or report
- Prioritised risks
- Licence advice
- Three to five candidate use cases
- Advice to wait, pilot or scale

NOT INCLUDED BY DEFAULT

- Official Microsoft certification
- Full data clean-up
- Legal compliance statement
- Copilot licences
- Full implementation and adoption

PRICING MODEL

Fixed assessment price based on users, content landscape and reporting depth. Indicatively from EUR 1,250 excluding VAT.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-610

Copilot Pilot and Governance

Prove where Copilot creates value through a limited pilot and define the conditions for controlled scaling.

FOR WHOM

Organisations that want to start with selected employees and measurable use cases after a readiness check.

POSSIBLE SCOPE

- Pilot group and licence assignment
- Safe usage agreements
- User instruction
- Use-case guidance
- Measurement of usage, feedback and incidents
- Governance and scaling advice

APPROACH

- Close readiness actions
- Define pilot goals and a control group
- Activate licences and users
- Guide usage
- Evaluate whether to stop, adjust or scale

DELIVERY AND EVIDENCE

- Pilot report
- Usage and feedback
- Indicative time and value measurement
- Risk and incident overview
- Scaling advice

NOT INCLUDED BY DEFAULT

- Guarantee of productivity gains
- Unlimited training
- Full data governance
- Complex agents without separate scope

PRICING MODEL

Fixed pilot price plus an optional monthly governance and adoption service.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-700

Remote and Onsite Support

Receive practical assistance for the agreed Microsoft 365 environment and managed devices, remotely or onsite where needed.

FOR WHOM

Management and project customers with an explicit support or aftercare window.

POSSIBLE SCOPE

- Microsoft 365, Outlook, Teams, OneDrive and SharePoint foundation
- Sign-in, MFA and managed Windows devices
- Configurations managed by First Aid IT
- Device installation and migration guidance
- Physical onsite inventory

APPROACH

- Register the request
- Set priority according to the SLA or project agreement
- Analyse and resolve remotely where possible
- Plan onsite work when necessary
- Record the result and follow-up action

DELIVERY AND EVIDENCE

- Ticket and communication history
- Record of the solution or workaround
- Any follow-up or improvement action

NOT INCLUDED BY DEFAULT

- Private devices and home networks
- Unmanaged applications
- Electrical or construction work
- Unlimited urgent or 24/7 support

PRICING MODEL

Indicatively EUR 125 remote and EUR 135 onsite per hour, excluding VAT, travel and external costs. Managed services follow the agreed SLA.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-800

Guided Delivery without Permanent Access

Deliver a defined Microsoft 365, Intune or security change while your organisation retains control of administrative access.

FOR WHOM

Organisations with their own administrator or a policy that limits long-term supplier access.

POSSIBLE SCOPE

- Short-lived GDAP or customer-led delivery
- Screen sharing and customer-led exports where appropriate
- Change plan, customer variables and required roles
- Scripts or templates where technically supported
- Pilot and acceptance procedure
- Rollback and documentation

APPROACH

- Establish scope and current environment
- Choose the access and delivery route together
- Prepare changes in a test tenant where useful
- Validate licences, conflicts and dependencies
- Customer approves and assists or grants short-lived access
- Validate and hand over

DELIVERY AND EVIDENCE

- Approved change package
- Delivery and rollback plan
- Acceptance results
- Technical management documentation

NOT INCLUDED BY DEFAULT

- One universal import file for every Microsoft 365 service
- Continuous monitoring
- Automatic drift correction
- Ongoing support
- Responsibility after aftercare

PRICING MODEL

Fixed project price plus any guided-delivery hours. Future updates and reviews are separate services.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-810

Periodic Configuration Review

Periodically confirm that the environment still matches the agreed baseline without a full management contract.

FOR WHOM

Organisations that manage internally but want independent review and prioritised improvement advice.

POSSIBLE SCOPE

- Customer-led configuration export
- Baseline comparison
- Licence and configuration deviations
- Prioritised report
- Review meeting and optional remediation

APPROACH

- Define frequency and baseline
- Customer runs the scanner or export
- First Aid IT analyses differences
- Review the report and advice
- Approve improvements separately

DELIVERY AND EVIDENCE

- Deviation overview
- Trend against the previous review
- Priorities and proposed changes

NOT INCLUDED BY DEFAULT

- Real-time monitoring
- Automatic remediation
- Helpdesk
- Incident response
- Full managed service

PRICING MODEL

Periodic fixed price based on size, frequency, workloads and reporting depth. Indicatively EUR 149 to EUR 299 per month.

FINAL PRICE FOLLOWS AFTER SCOPING

SERVICE / FAIT-820

Temporary Project Support

Add temporary specialist delivery capacity to a defined Microsoft 365, Intune or workplace project.

FOR WHOM

Organisations and IT partners that temporarily need additional capacity for projects aligned with First Aid IT expertise.

POSSIBLE SCOPE

- Windows Autopilot and enrolment
- Intune baselines and workplace configuration
- Application, compliance and update configuration
- Pilot, phased rollout and aftercare
- Technical documentation and handover
- Coordination with internal IT or other suppliers

APPROACH

- Define the goal, project phase and responsibilities
- Set access, capacity and planning
- Agree the work package and acceptance criteria
- Deliver, test and report progress
- Provide results, open items and handover

DELIVERY AND EVIDENCE

- Completed work packages and acceptance results
- Configuration and deployment overview
- Pilot and rollout status
- Open items, risks and handover documentation

NOT INCLUDED BY DEFAULT

- Undefined general IT staffing
- Project management without a separate agreement
- 24/7 availability or unlimited support
- Work outside Microsoft 365, Intune and business workplaces

PRICING MODEL

Hourly, daily or fixed project price based on scope, duration, location and responsibilities. Travel and external costs are stated in advance.

FINAL PRICE FOLLOWS AFTER SCOPING

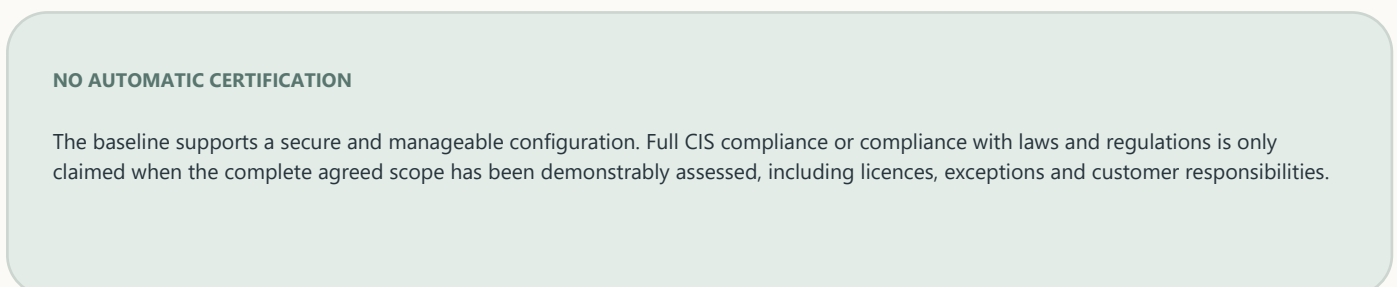
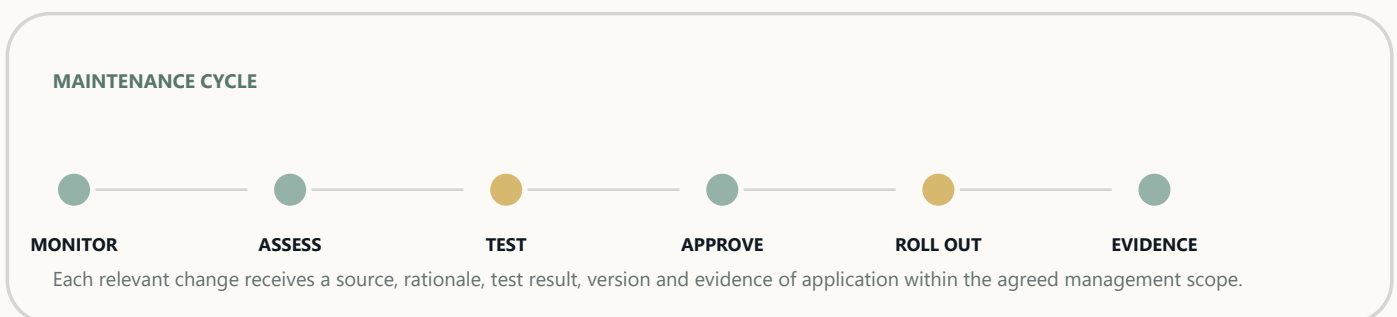
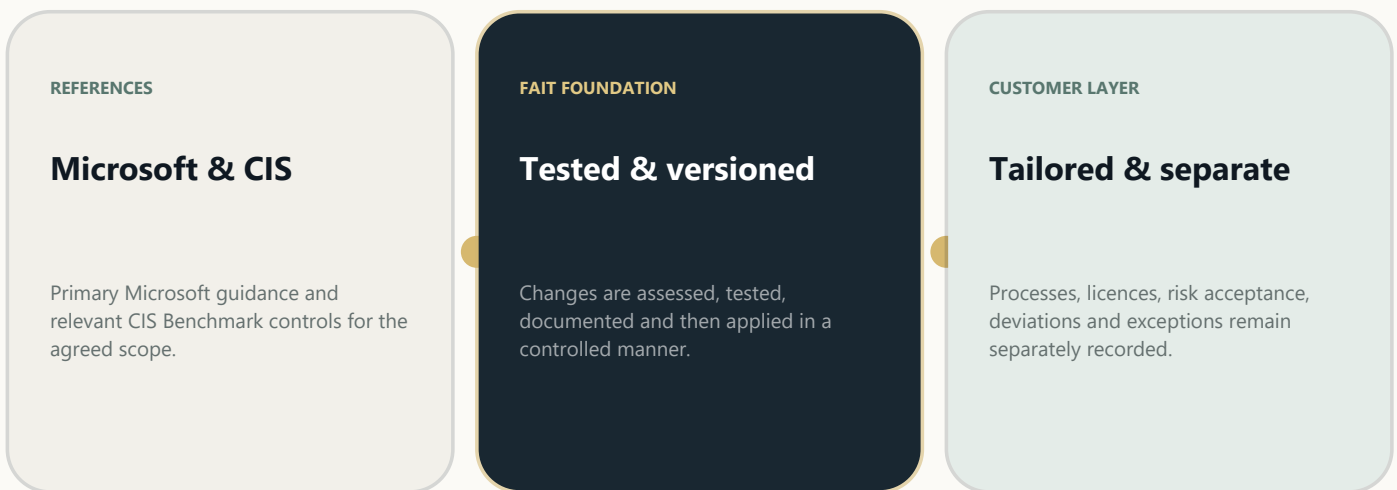


ONE SHARED FOUNDATION. ONE SEPARATE CUSTOMER LAYER.

Current without overwriting your decisions.

Relevant Microsoft guidance and applicable elements from CIS Benchmarks provide the reference framework. The final configuration remains dependent on scope, licences, risk and business needs.

THE THREE LAYERS





The SLA makes the promise concrete.

For FAIT-400, FAIT-410, FAIT-420 and other ongoing services, a customer- and package-specific Service Level Agreement forms part of the proposal or management agreement.

WHAT THE SLA DEFINES

- Managed users, devices, workloads and exceptions
- Service window, channels and contacts
- Priorities and initial response objectives
- Escalation, maintenance and change management
- Reporting, fair use and onsite conditions
- Security incidents and customer responsibilities
- Exit, documentation and handover

RESPONSE TIME IS NOT RESOLUTION TIME

Response time is the time until the first substantive assessment within the agreed service window.

Resolution may depend on Microsoft, suppliers, customer approval, access, licences and unmanaged systems.

OBJECTIVES FINAL AFTER RISK AND CAPACITY REVIEW

PRIORITY MODEL

P1**Critical**

Organisation-wide outage or suspected active account compromise with severe impact.

P2**High**

Multiple users seriously affected; important function without a practical workaround.

P3**Normal**

Individual impact, non-critical fault or standard management issue.

P4**Request**

Planned change, new user, information request or improvement request.



COMMERCIAL PRINCIPLES

Clear in advance. Including the boundaries.

A clear price starts with a clear scope. Licences, onboarding, external tooling, additional work and responsibilities are therefore stated explicitly.

STARTING PRICES

INDICATIVE AND EXCLUDING VAT

SECURITY CHECK

FROM EUR 595

one-off

M365 MANAGEMENT

FROM EUR 199

per month

MANAGED WORKPLACE

FROM EUR 349

per month, from 5 users

CONDITIONS

Licences and tooling

Microsoft licences, backup, awareness and external software are listed separately.

Onboarding

Backlog remediation and one-off onboarding are not automatically included in a monthly price.

Additional work

Work outside the agreed scope is discussed in advance and performed only after approval.

Security and compliance

Technical measures reduce risk but are not a guarantee or an independent legal statement.

IMPORTANT

The proposal determines the final scope, quantities, dependencies, price, schedule, acceptance criteria and, for management, the SLA.



FIRST AID IT
SECURE. SIMPLE. RESILIENT.

NO-OBLIGATION INTRODUCTION

What is holding your business back today? Start with clarity.

We discuss the situation, determine which assessment, implementation or management model fits, and recommend the smallest sensible next step.

CONTACT

WEBSITE

firstaidit.nl/en/

EMAIL

contact@firstaidit.nl

SERVICE AREA

The Netherlands

DELIVERY

Remote and onsite by appointment

WHAT YOU RECEIVE AFTER THE INTAKE

- An honest view of urgency and order
- A clearly defined scope
- A proposal with price and prerequisites
- No mandatory management contract

REQUEST AN IT CHECK

firstaidit.nl

Secure. Simple.
Resilient.