

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



SERVICE DESCRIPTION: MANAGED DEVICES

DEFINITIONS

Managed Devices – A One NZ service that provides Endpoint Management

Roamer – A mobile/tablet-only profile that is part of the Managed Devices service

Granular Delegated Administration Permission (GDAP) – A security feature that allows temporary access to us to deploy and manage services. This privilege needs to be granted by the customer.

DESCRIPTION

Managed Devices is an end-to-end cloud-based device and application management solution using the Microsoft Endpoint Manager (MEM) platform, including Intune, Azure Active Directory and Microsoft Defender for Business. This gives your organisation zero-touch provisioning, remote management, security and support for IT admin. This Service is for use by your team members who have company-owned and BYOD devices that are included within the scope of the Managed Devices service.

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



INCLUSIONS

INCLUSIONS		
Component	Managed Device User	Roamer
Windows 10/11 PC - Mobile Device Management (MDM)	✓	✗
Android and / or iOS and iPadOS – Mobile Device Management (MDM)	✓	✓
Notification service for Multi-Factor Authentication, Security Policies, Data Loss Prevention, Secure Access Policies	✓	✓
BYOD - Mobile Application Management (MAM)	✓	✓
Remote Device Management	✓	✓
Reporting, Monitoring and Dashboard capability	✓	✓
Security Configurations (Single Sign On, Multi-Factor Authentication, Conditional Access Policies etc).	✓	✓
Support Services – Troubleshooting	✓	✓
Real time cloud based updates	✓	✓

SERVICE EXCLUSIONS

The service does not include the configuration or deployment of the following;

- Device Configuration profiles not explicitly identified within Service Scope such as Certificates, OneDrive, WiFi and Personalisations;
- App Deployment and Configuration beyond Defender for Endpoint (Android/MacOS/iOS) and Microsoft line-of-business apps for mobile endpoints (such as Outlook Mobile and Microsoft Authenticator);
- Endpoint Analytics Configuration and Reporting;
- Zero-Touch provisioning across Autopilot, MacOS/iOS and Android;
- PowerShell Scripts; Enrolment restrictions and limitations;
- Creation of Azure Active Directory users and Security Groups beyond those required for the service.

SERVICE CONDITIONS

- Prior to the commencement of your use of the Service, it is your responsibility to ensure:
 - As a minimum your organisation has Microsoft E3, F3 or Business Premium Licensing in place;
 - You have Microsoft 365 support in place (Tier 1-3). The Managed Device Service only focuses on the management of devices using Microsoft Intune;
 - You have Tier 1 support capabilities to handle basic queries related to Managed Devices. The Service provides Tier 2+ support for the Managed Devices service;
 - You have One NZ Business Enhanced services enabled for your organisation;
 - Your Microsoft 365 tenant has been configured to meet the Managed Devices Service baseline;
 - All Managed Devices assigned users identities are synchronised with Azure Active Directory (Azure AD);

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



- Any Microsoft Office 365, or Microsoft 365 licensed user in your Microsoft Tenant must be assigned a Managed Device Users, or Roamers profile;
- All Managed Devices have access to the Internet;
- We make no guarantees or warranties that the service will correctly detect and identify all: (i) Security Events or Incidents (ii) Instances of unauthorised access to your network (iii) Malware (iv) Exploits or (v) Other types of attacks or issues.
- A minimum of 50 Managed Devices or 100 Roamer Users are required for the Managed Device Service. Roamer Users are available to be added to the Managed Devices Service. There is no maximum number of Roamer Users that can be added to the Managed Devices Service.
- The Managed Devices Service will be connected to your Microsoft 365 Tenant. In order to facilitate the Managed Device Service and various access permissions are required by One New Zealand as well as third parties. One New Zealand require Granular Delegated Administration Permission access for provisioning, management and reporting purposes. You will be sent an email with a link to grant delegated administration permission access.
- Pricing is per User. A maximum of 5 devices per Managed Devices User, and maximum of 2 mobile devices per Roamer User, applies. For additional devices, charges may apply.
- Actual monthly charges will be based on the number of assigned Users in your Azure Active Directory.
- An initial Discovery Workshop is required for a one-off charge of \$2,500, which will be credited back on your first month's bill after full implementation of the Service.
- If the contract is terminated prior to the terminating date, Early Termination Charges apply at 65% times the contracted monthly charge multiplied by the number of months remaining in the Initial Term at the date of termination.
- Minimum operating requirements are available [here](#).
- Internet connectivity is required.
- The Managed Devices Service is limited to the One NZ baseline policies outlined in the Discovery Workshop and can be viewed in Intune. If additional customisations are required, this will incur additional professional service fees.
- Application management is available for an agreed set of applications within the Managed Devices Service. These are:
 - Applications available from either of the following public stores; Microsoft Store, Apple App Store, or Google Play Store;
 - Common Windows 10 applications supported by Patch My PC;
 - All other applications can be deployed to Managed Devices at an additional professional service fee.
- The maximum number of applications that can be included as part of the Managed Devices onboarding is limited to the following. Additional apps may incur additional charges.
 - Windows – 10 apps
 - Android – 10 apps
 - iOS / iPadOS – 10 apps
- The Managed Devices Service maintains firmware and operating systems at manufacturers' recommended Generally Available (GA) release versions.
- One New Zealand and Managed Devices supports Samsung Knox Mobile Enrolment and Apple Business Manager.
- One New Zealand and Managed Devices does not support Android Enterprise Zero Touch Enrolment Program (formerly Zero-Touch).

MASTER SERVICES AGREEMENT

SERVICE DESCRIPTION



- Availability of the SLAs offered by the Managed Devices Service are limited by the availability/SLAs of the underlying technology used, e.g. Azure AD, MEM and/or other 3rd party products included as part of this service such as Patch My PC.
- Full Terms and Conditions can be found [here](#).