

Service Level	Entry User (BYOL)	Co-Managed User (BYOL)	Frontline User (BYOL)	Frontline User	Full User (BYOL)	Best Seller Full User	Compliance & AI Readiness
Price	\$9.99 (With Microsoft CSP Subscription)	79.99 (With Microsoft CSP Subscription)	79.99 (With Microsoft CSP Subscription)	99.99	109.99 (With Microsoft CSP Subscription)	129.99	59.99
Description	For startups and small customers looking for help with Microsoft Licensing Only	For Medium and Large Customers who don't need helpdesk services and have internal IT but want to follow our value goal approach	For Small to Large Customers who want Flexibility with billing and our Flagship Value Goal Approach	For Small to Large Customers who want our Flagship Value Goal Approach	For Small to Large Customers who want Flexibility with billing and our Flagship Value Goal Approach	For Small to Large Customers who want our Flagship Value Goal Approach	For Customers who have Compliance needs
Minimum Users	N/A	50	50	5	50	5	5
Bundled Licenses	N/A	Requires M365 Business Premium, Microsoft 365 E3 or E5, Office E1, Office E3, Business Basic, Microsoft 365 F3	Requires an Office E1, Business Basic, Microsoft 365 F3	M365 Business Basic, Entra ID P1, Intune Plan 1, Defender for Business, Defender for 365 P1 Included	Requires M365 Business Premium, Microsoft 365 E3 or E5	M365 Business Premium Included	Defender for Cloud Apps, Entra ID P2 Included
Email (mailbox)	N/A	N/A	N/A	Exchange Online (50GB)	N/A	Exchange Online (50GB) Including Online Archive	N/A
File Storage	N/A	N/A	N/A	OneDrive (1TB), Sharepoint	N/A	OneDrive (1TB), Sharepoint	N/A
Microsoft Office Apps	N/A	N/A	N/A	Web versions only	N/A	Full desktop, Web & Mobile apps	N/A
Other Microsoft Features	N/A	N/A	N/A	Microsoft Bookings	N/A	Microsoft Bookings	N/A
vCIO (Fractional)	N/A	Yes	Yes	Yes	Yes	Yes	Yes
VirtuBot Ai Assistant	N/A	N/A	Yes	Yes	Yes	Yes	N/A
Full Self Service via the Virtuworks Control Panel	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Helpdesk	N/A	N/A	24/7 US-Based support, On/offboarding support	24/7 US-Based support, On/offboarding support	24/7 US-Based support, On/offboarding support	24/7 US-Based support, On/offboarding support	N/A
DNS Monitoring and Security	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Virtuworks DNS	N/A	Unlimited Domains	Unlimited Domains	Unlimited Domains	Unlimited Domains	Unlimited Domains	N/A
MFA Compliance Monitoring	Yes	N/A	Yes	Yes	Yes	Yes	Yes
Email Filtering and Security	N/A	Spam Experts or Customer Provided	Spam Experts or Customer Provided	Spam Experts, Microsoft Defender for 365	Spam Experts or Customer Provided	Spam Experts, Microsoft Defender for 365	N/A
Outlook Email Signature Management	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Managed Incident Detection and Response	N/A	24/7 US-Based Incident Response	24/7 US-Based Incident Response	24/7 US-Based Incident Response	24/7 US-Based Incident Response	24/7 US-Based Incident Response	24/7 US-Based Incident Response
Microsoft 365 Tenant Security Baseline	N/A	Yes	Yes	Yes	Yes	Yes	Yes
Ai Enablement, Security and Adoption Strategic planning	N/A	Yes	Yes	Yes	Yes	Yes	Yes
Vulnerability Management	N/A	Customer Provided	Customer Provided	Microsoft Defender for Business	Customer Provided	Microsoft Defender for Business	Microsoft Defender for Business
Remote Monitoring and Management	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	N/A
Ai Driven Automation and Remediation	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	N/A
OS and 3rd-Party Patch Management	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	N/A
Device Management	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot, Intune	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot, Intune	N/A
Device Monitoring	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	Virtuworks Autopilot	N/A
Device Compliance	*Expand with Intune	*Expand with Intune	*Expand with Intune	*Expand with Intune	*Expand with Intune	*Expand with Intune	N/A
Device Policies	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot, Intune	Virtuworks Autopilot (*Expand with Intune)	Virtuworks Autopilot, Intune	N/A
Automated Device Onboarding	N/A	Customer Provided	Customer Provided	Add-On	Customer Provided	Microsoft Autopilot	N/A
Cloud Apps Usage Monitoring	N/A	Customer Provided	Customer Provided	Add-On	Customer Provided	Add-On	Microsoft Defender for Cloud Apps
Endpoint Protection	N/A	Customer Provided	Customer Provided	Microsft Defender for Business	Customer Provided	Microsft Defender for Business	N/A
Compliance Management	N/A	Add-On	Add-On	Add-On	Add-On	Add-On	Yes
Security Awareness Training	N/A	Add-On	Add-On	Add-On	Add-On	Add-On	Knowbe4 (Included with 25 or more Users)
Backup Monitoring	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Documentation & Transparency	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Asset Management	Yes	Yes	Yes	Yes	Yes	Yes	N/A
Device Deployment and Recovery	N/A	Yes	Yes	Yes	Yes	Yes	N/A
User Onboarding/Off-boarding Automation (Rules Engine)	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	Deploy Apps, Group Memberships, Sharepoint Access and More with Rules	N/A
Advanced Reporting and Analytics	Yes	Yes	Yes	Yes	Yes	Yes	Yes
SLAs	N/A	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response	24/7/365 4 Hour Standard Response, 1 Hour .Urgent Response
Free Onboarding	No	Yes	Yes	Yes	Yes	Yes	Yes
Certifications	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001	ISO27001, ISO20000, ISO9001
Ideal For	For teams that only want the management platform—RMM monitoring and automation to deploy, patch, script, and standardize endpoints—without help desk, cybersecurity services, backups.	For organizations with an internal IT team that wants Virtuworks to share the load—providing the tools, visibility, and operational support to manage users and devices together.	Ideal when you already own Microsoft frontline licensing and want to add fully managed IT, security, and support—without changing how you license your users.	Built for teams on the move—field service, retail, clinics, and shared-device users—who need fast, secure access to essential apps with minimal setup and maximum reliability.	Perfect for companies with existing Microsoft licensing that want enterprise-grade management and cybersecurity wrapped around their environment for every full-time user.	Designed for modern professionals—office, hybrid, and remote—who need a complete, fully managed IT experience with secure email, apps, devices, and support that keeps them productive.	For businesses that need stronger protectionand audit-ready controls—advanced threat detection and response, hardened security policies, and compliance-focused reporting across your environment.