# Comparison of Office 365 Small Business, Midsize Business, and Enterprise Plans



Presented by **InfinIT Consulting**

|  |  | Small Business plans | Midsize Business plans | Enterprise plans  (E1, E2, E3, E4) | Notes |
| --- | --- | --- | --- | --- | --- |
|  | GENERAL |  |  |  |  |
|  | Designed for (# of users) | 1-10 | 11-250 | 250+ |  |
|  | Enforced maximum (# of users) | 25 | 300 | No limit |  |
|  | Phone support | Basic | Business  hours | 24/7, priority response | Response times for Sev A, Sev B, Sev C varies across these categories.  Note: In wave 14, phone support wasn’t offered for Small Business customers. Now they get a basic level of phone support. |
|  | CROSS-WORKLOAD FEATURES |  |  |  |  |
|  | eDiscovery Center | No | No | E3, E4 | eDiscovery Center lets customers search across SharePoint sites and Exchange mailboxes from an web-based portal. |
|  | Site mailboxes | Yes | Yes | Yes | Site Mailboxes allow users to store documents and emails in project-specific folders. The email is stored on Exchange and the documents are stored on SharePoint, but there is a consolidated view of emails and documents in Outlook. |
|  | RMS Online | No | No | E3, E4 | RMS Online comes as part of E3 and E4. Standalone version of RMS Online attaches to on-premises only (can’t be added a la carte to other plans). |
|  | OFFICE |  |  |  |  |
|  | Office desktop apps | Only in SB Premium | Yes | E3, E4 | O365 Small Business does not contain Office desktop apps. Small Business Premium is required. |
|  | Office desktop apps: Group policy, Telemetry monitoring | No | Yes | E3, E4 |  |
|  | Office mobile apps | Only in SB Premium | Yes | E3, E4 |  |
|  | Office Web Apps | Yes | Yes | Yes |  |
|  | Office Web Apps – Edit | Yes | Yes | Not in E1 |  |
|  | Office Click-to-run Deployment | Yes | Yes | Yes |  |
|  | Office Push Deployment | No | No | E3,E4 |  |
|  | EXCHANGE |  |  |  |  |
|  | Email storage space | 25 GB | 25 GB | E1,E2: 25GB  E3, E4: Unlimited | E3 and E4 include 25 GB of space in the user’s primary mailbox, plus unlimited space in the user’s personal archive |
|  | Personal email archive | Yes | Yes | Yes |  |
|  | In-Place hold (for compliance archiving) | No | No | E3, E4 |  |
|  | Multi-mailbox search (search across mailboxes in organization) | No | Yes | Yes | This feature is different than the eDiscovery Center, which searches across SharePoint and Exchange (see eDiscovery Center row for details) |
|  | Purchase inactive mailboxes | No | No | Yes | Useful for maintaining data for eDiscovery when an employee leaves the company |
|  | Email disclaimers | Simplified | Full | Full | Small business customers have a simplified interface for managing a single, company-wide disclaimers |
|  | Email transport rules | No | Yes | Yes |  |
|  | Data loss prevention (DLP) | No | No | E3, E4 |  |
|  | Maximum # of external contacts in company address book | 50 | No limit | No limit | See [this help article](http://help.outlook.com/en-us/140/ms.exch.ecp.newcontact.aspx) |
|  | SHAREPOINT |  |  |  |  |
|  | # of Site Collections | 1 | 20 | 3000 | Multiple site collections are useful when teams within an organization (finance, legal, etc) want their own workspaces with separate security settings |
|  | External users | 500 | 10,000 | 10,000 | Most organizations should have no problems staying under these technical limits. You can reuse the external user license by deleting old/unused ones. |
|  | Business Connectivity Services (BCS) | No | No | E3, E4 |  |
|  | Excel Services | No | No | E3, E4 |  |
|  | Visio Services | No | No | E3, E4 |  |
|  | InfoPath Forms Services | No | No | E3, E4 |  |
|  | Workflow actions (custom) | No | No | E3, E4 | Custom workflow actions (e.g. Start Document Set Approval Process, Capture a Version of a Document Set) are not supported in the Small Business and Midsize Business plans |
|  | Out-of-box workflow and customization  via SharePoint Designer | No | Yes | Yes |  |
|  | Content: Content organizer | No | Yes | Yes |  |
|  | Content: Document sets | No | Yes | Yes |  |
|  | Content: ECM | No | Yes | Yes |  |
|  | Content: Managed Metadata Service | No | Yes | Yes |  |
|  | Content: Metadata-driven Navigation | No | Yes | Yes |  |
|  | Content: Multi-stage Disposition | No | Yes | Yes |  |
|  | Content: Rich Media Management | No | Yes | Yes |  |
|  | Content: Shared Content Types | No | Yes | Yes |  |
|  | Content: Unique Document IDs | No | Yes | Yes |  |
|  | Content: Video search | No | Yes | E3, E4 |  |
|  | Search: Custom query rules | No | Yes | E3, E4 |  |
|  | LYNC AND VOICE |  |  |  |  |
|  | Hosted voicemail | No | No | E3, E4 |  |
|  | Lync-to-phone | No | No | E4 | This requires a separate purchase of telephony services from a partner, which are then integrated with O365. For syndication customers, Lync-to-phone is also available in O365 Small Business as an add-on. |
|  | ADMINISTRATION |  |  |  |  |
|  | Simplified management interface | Yes | No | No | Small Business customers have a simplified administration experience |
|  | Domain management | Managed by Microsoft | Managed by customer at domain registrar | Managed by customer at domain registrar | Small Business customers are advised—but not required—to re-delegate their domain to Microsoft’s name servers, so that Microsoft can manage their public web site and MX records |
|  | Password expiration notifications | 14 days before expiration | 0-30 days before expiration (configurable) | 0-30 days before expiration (configurable) | Password expiration notifications for Small Business customers are automatically set to 14 days prior to expiration (cannot be adjusted). For the other SKUs, administrators can set notifications to occur anywhere between 0 and 30 days before a password actually expires |
|  | Role-Based Access Controls (RBAC) for Exchange Online | No | Yes | Yes |  |
|  | Reports | No | Yes | Yes | Small Business customers do not have access to the advanced reporting dashboard in the Office 365 portal. However, they do have access to the Service Health Dashboard. |
|  | ON-PREMISES INTEGRATION |  |  |  |  |
|  | Sychronization with Active Directory | No | Yes | Yes | Small Business customers cannot use DirSync. However, Small Business Server has a module that synchronizes directory information to O365 without DirSync, so if the customer runs SBS on-premises they can get basic directory sync without installing the O365 DirSync tool. |
|  | Single-sign on with Active Directory | No | Yes | Yes | Small Business customers cannot implement ADFS. However, Small Business Server has a module that synchronizes on-premises AD passwords with O365, without using ADFS. |
|  | Hybrid deployment with Exchange Server on-premises | No | Yes | Yes |  |
|  | **LICENSING** |  |  |  |  |
|  | Month-to-month subscription option | Yes | No | No |  |
|  | Subscription includes on-premises rights to access Exchange, SharePoint, Lync | No | No | Yes |  |
|  | **ADD-ONS** |  |  |  |  |
|  | Add Blackberry Business Cloud Service | No | No | Yes | Small Business users cannot use BlackBerry Business Cloud Service. They can use BlackBerry Internet Service, which has less functionality |
|  | Add Kiosk user subscriptions | No | No | Yes |  |
|  | Add Exchange Online Inactive Mailbox | No | No | Yes |  |
|  | Add Exchange Online Archiving | No | No | Yes (can add to E1, E2. Already included in E3, E4) |  |
|  | Add Exchange/SharePoint/Lync Online standalone users | No | No | Yes |  |
|  | Add CRM Online | No | No | Yes |  |
|  | Add Visio Pro for O365 | No | Yes | Yes |  |
|  | Add Project Pro for O365 | No | Yes | Yes |  |
|  | Add Project Online | No | No | Yes |  |