

## **PowerTransform – Microsoft Cloud Orchestration & Migration Service**

### **Service name: PowerTransform**

Sundown Solutions have developed a PowerTransform™ that is mapped directly to the CAF platform operation offering. As a tooling and manpower engagement which supports the move to the M365 Cloud using world class automation and orchestration capability.

This same tech and approach has underpinned the successful migration of 100,000's of users globally with limited / zero touch, and allowing for delegation of migration rights down to single user on a site / office location.

Unlike many other tools on the market which focus heavily on one product within the M365 stack, PowerTransform™ covers the entire core suite and through the most powerful Engine available and will migrate from any platform which Microsoft supports natively to M365 / Azure.

The PowerTransform™ operations work specifically with custom technologies in Azure and are to help you migrate, manage build and control AKS & SQL workloads.

### **Service features:**

- Underpinned by our GB Patented Credential-Less technology
- User self-migration, without additional privilege
- Group or delegated user migrations, without additional privilege
- Any PowerShell command/script can be run pre/post user migration
- Facilitates velocity migration (search filter/database/server)
- Facilitates scheduled migration (search filter/database/server)
- Migration of shared accounts, post all using users migrated.
- Full Auditing of current migrations and status – user level
- Sundown IP developed to make the complex, simple
- AKS (Azure Kubernetes Service) – Full deployment, configuration, and management
- Windows Endpoint Manager (Formerly Autopilot & Intune) – Full device deployment & Management & Reporting controlled from Azure

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Microsoft  
Partner

Gold Collaboration and Content  
Gold Application Development  
Gold Cloud Platform  
Gold Cloud Productivity  
Gold Project and Portfolio Management



### Service benefits:

- Tooling enables orchestration & automation across entire M365 & Azure stack
- Used to orchestrate & automate enterprise Skype > Teams migrations
- Used to deliver ANY native Office 365 migration
- Orchestrates the migration of any natively supported platform into Azure & M365
- The most powerful integration engine available
- Customisable integration to any API driven application
- Extendable to facilitate cloud 1st migration strategy across Azure/AWS
- Full integration with AD inc DirSync event handling
- Cost effective, results driven, outcome based
- Interactive dashboard ensures full stakeholder visibility of progress

### Planning service - How the planning service works:

We deliver a full consultancy service in support of any cloud, hybrid or on-premise engagement. We provide guidance and best practice on all areas of the platform, which can include: training, custom development, identity management, security auditing, governance planning, data integration, search configuration, branding, migration support, user adoption planning, and more. As a leading Microsoft Gold Partner who employ only FTE's and run our own Training Academy(ACoE), our teams are comfortable working in both Agile and waterfall approaches. We work with our clients on T&M (with deliverables), Capped T&M or Fixed Price approaches. We focus on the following: Technology - Accelerated Discovery. Requirements Engineering, Experience-led planning, Remediation & Automation Service Ops & Products - Service-led transformation supported by our Managed Services Teams & our SME's responsible for Sundown products UX Adoption & Training - Benefit-driven, PROSCI led User Adoption to maximise UX and ROI, with certified expert delivered training and KT.

### Hosting or software services the planning service works with:

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- Microsoft Office 365
- Microsoft Azure
- SharePoint Online
- MS Teams
- Exchange Online
- AKS
- Modern Workplace, Autopilot, Security, Endpoint Manager (Intune)
- SQL Server – Enterprise Databases
- Active Directory Services
- PowerApps/ Analytics / Business Intelligence

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## Setup and migration – How the setup or migration service works:

We specialise in helping our customers define, architect, engineer and deliver their programmes across many areas including Azure (as a fully managed service), M365, mobility, collaboration and networking. Our unique engagement methodology and proven processes bring simplicity and assurance to complex situations. We provide clarity, create stakeholder consensus and deliver clear, actionable plans through to full execution, knowledge transfer and where required managed service. We help our clients leverage the benefits of cloud or hybrid environments whilst ensuring that these environments are secure, optimised and performant. Our engagements has encompassed some or ALL of the following approaches:

- AS-IS / To-Be Review – Planning & Assessment (PowerReview)
- E2E Programme design and interdependencies road-mapping
- Technical Architecture Design & Ownership (Full Azure / O365 elements)
- Service Design – inc Tooling and execution
- User Adoption & Training
- Deep routed SME engineering to support necessary remediation activities
- Automation & Orchestration to improve migration cadence and success
- Change Management & User Adoption
- HyperCare Support – floor walking and 24/7 service desk • A 24/7 Team of Azure Expert admins

## List of supported services

- Microsoft Office365
- Microsoft Azure
- Microsoft M365
- AKS
- SQL
- Windows Endpoint Manager
- AWS

## Quality assurance and performance testing – How the quality assurance and performance testing works:

Our general software testing approach is an extension of our ISO 9004 standard and is based on ISO29119. Many of our projects leverage already

certified platforms or solutions upon which we would overlay our Application Lifecycle Model approach to testing. Plan – We will plan and subsequently sign-off any actions with the client, identifying who will action the changes and providing a forward schedule of change. This would be progressed through required governance such as official Change Advisory Board (CAB) approval Develop/Configure – We will then configure the solution which may also mean performing changes directly on the production tenant. This stage also sees instructions and documentation created on how to implement the solution. Test – We then undertake agreed testing to ensure adherence to the required specification prior to handing over for supported customer User Acceptance Testing (UAT). Deploy – Once all testing is completed, we then deploy as per the approved and documented process. Maintain – We provide on-going support for the solution via the project technical team.

#### **Security services offered:**

- Security strategy
- Security risk management
- Security design
- Cyber security consultancy
- Security testing
- Security audit services
- Other

#### **Other security services:**

- GB Patented Encryption – within SSL
- Credential-Less Login Capability
- SQL Firewall

#### **Security testing certifications**

- CREST
- Cyber Scheme

#### **Training – How the training service works**

Sundown Solutions' team is made up of the highest level of technical ability available in the Microsoft O365 marketplace. Our world-class team includes

Microsoft  
Partner

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Gold Application Development  
Gold Cloud Platform  
Gold Cloud Productivity  
Gold Project and Portfolio Management

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Microsoft Certified Masters, Microsoft MVPs, Microsoft Certified Solutions Masters and M365 Enterprise Administrators, all of whom are either DV, SC or BPSS Cleared. The majority of the team are also MCT (Microsoft Certified Trainers) and we are therefore able to not only deliver the required technical/functional outcome which our clients are looking to achieve, but we can also train the internal client resources prior to/during or after the delivery. This training, in addition to any knowledge transfer activity, enables our clients to take ownership thereafter efficiently and seamlessly. Our training service is further complemented by our 365 24/7 Managed Service Support capability providing ongoing technical assistance and peace of mind.

### Services the training service works with:

- Microsoft M365
- Microsoft O365
- Microsoft Azure
- Microsoft SharePoint Online
- AKS
- SQL As A Service
- Windows Endpoint Manager
- Microsoft SQL Server
- Exchange Online
- MS Teams

### Ongoing support service – Types of service supported:

- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

### How the support service works:

We operate a UK Sovereign technical escalation service desk, which delivers L2 / L3 / L4 support across the Azure & M365 stack. We maintain our customers cloud-based and hybrid solutions with the highest level of expertise and business rigor. The service desk will cover any issues raised against the Azure & M365 tenancy with options for a PAYG, all you can eat offering it provides ultimate flexibility to our customers. The scope of the service desk can be adjusted based on customers need to support specific platforms or services within the scope. This would for example address the

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inclusion of Azure AD management or the inclusion of SharePoint development hours. We also provide support for our proprietary solutions including YellowBracelet, PowerReview, PowerCleanse, PowerDefence and Digital Armour. Our Service Desk capability is UK Sovereign and staffed by BPSS / SC & DV Cleared resources.

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**Service scope – Service constraints:**

Our M365 Service Desk is delivered remotely, by our SME's, and operates via a dedicated 24x7 call handling service. Whilst we do not currently operate a proactive monitoring solution, our team of security vetted and cleared engineering are able to remotely login and fix issues often without the need to visit site.

**Reseller** – we are not a reseller

**User support:**

Email or online ticketing support – Yes, at extra cost

**Support response times:**

We respond to all queries in real time – with a 24/7 call back facility with a 15 minutes SLA outside of core UK working hours

User can manage status and priority of support tickets

**Online ticketing support:** Yes

**Online ticketing support accessibility:** WCAG 2.1 AA or EN 301 549

**Phone support:** Yes

**Phone support availability:** 24 hours, 7 days a week

**Web chat support:** Yes, at an extra cost

**Web chat support availability:** 24 hours, 7 days a week

**Web chat support accessibility standard:** WCAG 2.1 AA or EN 301 549

**Web chat accessibility testing:** Tested with JAWS screen readers

**Support levels:**

During the delivery of any solution, the Sundown team provide full Hyper-Care support during the transformation / migration project, and additional charges would ONLY come into place post-delivery as part of an ongoing Managed Service. In all circumstances, we use one flat mechanism, 24/7 365 coverage for every customer that buys our service, and they are each aligned a technical account manager and lead Cloud Engineer to support the engagement.





**Staff security clearance:** Staff screening performed with conforms to BS7858:2019

**Government security clearance:** Up to Developed Vetting (DV)

**Standards and certifications:**

- ISO/IEC 27001 certification  
Accredited by TUV July 2020
- Cyber essentials
- Cyber essentials plus

**Other security certifications:**

- ISO9001
- ISO27001

**Pricing:**

**Price:** £12,500 a transaction

**Discount for educational organisations:** Yes

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