

PowerCleanse™ – Legacy File Share Migration & Governance Service Definition Document

Service name: PowerCleanse™

Do you have TB's of legacy structured and unstructured data on file shares in your data centre estate or in various cloud stores? Are these legacy files costing time, effort, and budget to maintain, manage and support? PowerCleanse™ is our workload operations baselines that can help you cleanse and migrate that data to Azure!

Service features:

- Professional Services led engagement with Sundown tooling / IP
- Scan & Plan, review, categorise, move and manage data
- Defines Rules & Classifications to content – OFFICIAL, OFFICIAL SENSITIVE
- Migrate legacy servers and workloads to Azure seamlessly
- Archive & Cleanse decisions based on empirical data
- Move & Manage – Migration with full Sundown SME support
- Utilises your file plans or our suggested file plans
- Moves, classifies and sorts the data according to your preference
- Works by applying your logic to your data
- Allows intelligent deionising and rules estimation
- Scale your current solution
- Automate and improve its current design

Service benefits:

- Scalable/configurable to align to your estate, budget and time
- Interactive dashboard ensures full stakeholder visibility of progress
- Enables data to be retained in the correct locations
- Addresses governance – GDPR, FOIR, Right to Be forgotten
- Definition & implementation of Data & Security Governance
- Sundown IP built on our unrivalled expertise (MCM, MCSM)
- Sundown IP developed to resolve this burning issue
- Fully managed Azure Cloud service 24X7
- Created by our Azure Centre of Excellence (ACoE)
- Cost effective, results driven, outcome based

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Microsoft
Partner

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



- Ensures data has the correct classification and retention policies.

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:

- Microsoft Office 365
- Microsoft Azure
- SharePoint Online & SharePoint Governance
- MS Teams
- Exchange Online
- Modern Workplace, Autopilot, Security, Endpoint Manager (Intune)
- Legacy File Share Migration - PowerCleanse
- Enterprise Databases - SQL Server
- PowerApps / Analytics / Business Intelligence
- Active Directory Services

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 Cloud, 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 have encompassed some or ALL of the following approaches:

- AS-IS / To-Be Review – Planning & Assessment
- E2E Programme design and interdependencies road-mapping
- Technical Architecture Design & Ownership (all 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 M365 Admin Experts & MM's delivering Managed Services

Setup or migration service is for specific cloud services

List of supported services

- Microsoft Office365
- Microsoft Azure
- AWS
- SharePoint Online
- Legacy File Shares

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

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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 security services:

- GB Patented Encryption – within SSL
- Credential-Less Login Capability
- Certified security testers

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 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

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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:

- MS Office365
- MS Azure
- MS SharePoint Online
- MS 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 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 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.

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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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