G-Cloud 13 Service Definition

Microsoft 365 – User Adoption Augmentation Service

www.company-net.com
contactus@company-net.com
+44(0)131 559 7500

What this service is

A monthly service which lets you augment your team's user adoption capabilities with direct support from CompanyNet's subject matter experts. We will tailor a blend of strategic and practical support, from advising you on change management best practices, to designing your M365 rollout and adoption strategy, to delivering direct training and adoption activities to your employees. We can also support you with practical activities such as virtual floor-walking, drop-in sessions and a 'white glove service' for senior stakeholders.

Data backup and disaster recovery

CompanyNet are a 100% cloud business with all our data and business processes stored and executed in the cloud. In general the continuity of our service offerings is therefore protected by the resilience of the cloud platforms we operate from and the flexibility to conduct our business from any location at any time.

Onboarding and offboarding support

We will work with customer presales to agree an effective onboarding process which works for all parties, and will build this detail into the agreed contract/proposal. We will take a similar approach to offboarding, although we will also pay attention to any 'exit management' conditions in the customer contract.

Implementation plan

Typically, a high level plan is provided with every proposal and this is developed into a more detailed implementation plan, agreed with the customer.

Pricing

This service is delivered by our consultants and specialist and is charged at the relevant rate, in line with our G-Cloud rate card. The rates are capped but we can discount these rates in negotiation with the customer.

Service constraints

The service is only constrained by the agreed scope of the service.

Service levels

Our consultants work standard business hours and are focused on producing on time, on quality outputs and outcomes. Where performance is challenged by a customer, our remediation processes will be triggered.

If we don't meet service levels

SLA's do not typically apply to this service Where performance is challenged by a customer, our remediation processes will be triggered.

Ordering and invoicing process

Typically, we are invited to provide a fixed price proposal for this service which if accepted forms the basis of the contract and purchase order. Our service will typically be delivered in stages, where each value-based milestone is agreed with the customer and subsequently invoiced.

How buyers or suppliers can terminate a contract

Buyers and Suppliers will be guided by the conditions of the contract when seeking to terminate the relationship.

After-sales support

Every customer project is an opportunity to support that customer for the longer term. We will always advise on any specific after sales support required and an account manager will always be accessible to the customer to field after sales support enquiries.

Technical requirements

Technical requirements will always be specific to the individual engagement. Typically, providing us with proportionate access to their Office 365 tenant is a prerequisite technical requirement.