



# G-Cloud 14 – M365 Managed Services – Service Description

## Modern Work

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Version 9.0

Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP

Windows and SQL Server Migration Advanced Specialisation  
Teamwork Deployment Advanced Specialisation  
Calling for Microsoft Teams Advanced Specialisation  
Meeting and Meeting Rooms Advanced Specialisation  
Adoption and Change Management Advanced Specialisation  
Threat Protection Advanced Specialisation  
Identity and Access Management Advanced Specialisation  
Information Protection and Governance Advanced Specialisation  
Cloud Security Advanced Specialisation  
Azure Virtual Desktop Advanced Specialisation  
Modernise Endpoints Advanced Specialisation

transparency  
transformation • partnership • clarity

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## Modern Work Managed Service Overview

Our Modern Work Cloud Solutions Provider Managed Service provides subscription licensing for your Microsoft 365 Cloud environment in a cost-effective manner through Transparency as a leading direct Microsoft CSP/NCE partner. Transparency invests significantly in both internal technical expertise in the field of Microsoft 365 and in 24x7 Microsoft Premier Support, ensuring that a high-quality service can be provided by our internal team, with the ability to escalate to Microsoft and receive a priority response for customer issues where Microsoft's support is required.

These services also incorporate a range of value-added services such as inclusive support and our Training and Adoption Portal to help you maximise your return on investment in your Microsoft 365 services.

Key service features include:

- Inclusive Support Service included at no extra cost for internal IT departments
- Self-service customer portal (Transparency Control Centre)
- Reduced support costs compared to traditional managed services, rewarding customers fully migrating to Microsoft Cloud technology
- Limited to subscriptions consumed via Transparency's CSP Service
- Access to Transparency TAP (Training and Adoption Portal)
- Access to Microsoft Premier Support services through Transparency support team

For customers seeking a more proactive approach to the support and management of their Modern Work services, Transparency also provide "Advanced" and "Premium" tiers of service; incorporating additional recurring activities designed to further maximise return on investment and value.

### Service Tiers

Service	Standard	Advanced	Premium
Inclusive Support (Business Hours Only)	•	•	•
Inclusive Service Requests (Business Hours Only)	•	•	•
Access to Transparency Control Centre Billing Platform	•	•	•
Access to Microsoft Premier Support	•	•	•
Access to Technical Lead Resources	•	•	•
Service Delivery Escalation Contact (Remote)	•	•	•
Automated Service Report	•	•	•
Access to Transparency Adoption Portal	•	•	•
Inclusive Support (24x7)	-	•	•
Change Requests	-	5	10
Monthly Configuration Review & Drift Report	-	-	•
Quarterly Entra ID Review & Recommendations	-	-	•
Quarterly Secure Score Recommendations & Response	-	-	•
Inclusive Consultancy - Technical Workshops, Strategy and Enhancement (one day per month)	-	-	•
Service Management Review	-	Quarterly	Monthly

The following pages outline the detail of the Transparency services referenced above.

# Additional Services

## Timebank

In addition to the extensive range of inclusive services offered within our Modern Work Managed Service, we offer customers the ability to pay extra for over-and-above items. These are elements that not all customers desire, best served through additive services.

These services are supplied in a very simple way - via a pre-paid time arrangement known as a Timebank.

A Timebank is a block of days - purchased either in advance or through a regular monthly invoice - which can be used for any support service over and beyond that offered within any of our Managed Services.

Examples of where the Timebank may be used include:

- Change requests that are over and above the inclusive provision
- On-Site Support
- Equipment installation
- Support requirements for hardware or software specifically not covered by the agreement

Timebank can also be used for the delivery of a project, although customers should be aware that often a support Timebank will be lower priced than Project Consultancy, and therefore a pro-rata deduction will be required.

## End-User Support

In addition to our inclusive support offered which provides extensive support to your internal IT Team, customers also have the option to remove the internal overhead of supporting their end users. Our Managed End User Service provides a comprehensive end-to-end support service directly to your users, delivering a high quality service whilst removing the distraction and the related overheads of having in-house teams to support your users. This service, often chosen by clients in conjunction with the service described in this document, provides support for users both in pure cloud deployments but also in hybrid environments with services both in the public Cloud and hosted on-premises (or indeed in a non-Microsoft datacentre).

If you are interested in this service, please ask your account manager for a copy of our detailed End User Managed Service Description however, the below points seek to articulate the key elements of this additive service offering.

Highlights include:

- All-inclusive 1<sup>st</sup> – 3<sup>rd</sup> Line telephone, email and remote and support for end users
- Pricing based on a fixed price per user, per month
- Offered on a normal business hours, out of hours only or full 24x7 basis to fit your needs
- Support for all Microsoft end user technology within the Modern Work Portfolio (Windows, Office, SharePoint, Teams etc)
- Support for “ancillary” software and company owned hardware such as PDF readers, non-Microsoft Internet Browsers, printers and drivers
- Management of hardware failures and faults with end users devices
- Option to provide fully inclusive support for 3<sup>rd</sup> Party business applications to provide a one-stop-shop end user support service, escalating and managing to closure 3<sup>rd</sup> Party issues
- Patch Management (for devices enrolled into Microsoft Endpoint Manager)
- Guaranteed SLAs as short as a 1-hour response
- Service Requests
- Change Requests
- Service Delivery Management
- Information Management