



Copilot readiness services

G-Cloud 14 Service Definition

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1. SERVICE DESCRIPTION

Proventeq's Copilot Readiness Program is a tailored solution designed to equip organizations with the necessary skills and resources to seamlessly integrate Copilot AI technology into their operations. Through this program, businesses undergo comprehensive training, assessment, and implementation support, ensuring they are fully prepared to leverage the capabilities of Copilot effectively. Our team of experts works closely with clients to understand their specific needs and objectives, providing customized guidance and support at every step of the process.

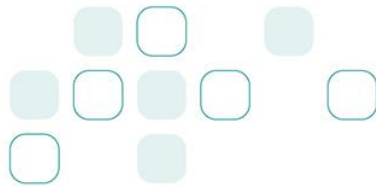
By participating in the Copilot Readiness Program, organizations can enhance their productivity, streamline workflows, and drive innovation across their operations. With Proventeq's proven track record in AI integration and our commitment to delivering exceptional service, businesses can trust us to help them unlock the full potential of Copilot technology and achieve their strategic goals.

1.1. Service features

Proventeq helps you get your data Copilot ready

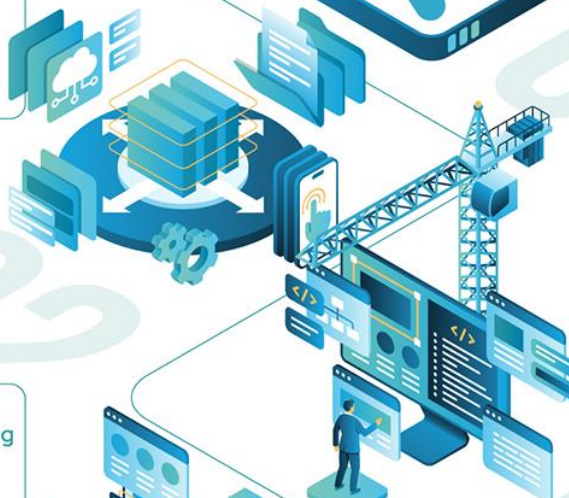
- Proventeq's Content Productivity Suite features Content Analyser, which is perfect for analyzing and identifying the sensitive and overshared data on a system that poses a risk to your organization's compliance. Proventeq's Content Productivity Suite can further review metadata, taxonomy, structure, and security permissions and reduce risk with comprehensive item and version level audits.
- Steps:
 - **Assessment:** Using the Proventeq Content Productivity Suite, featuring Content Analyser, we'll deliver a comprehensive Power Bi report to deliver insights about your data. We'll also ensure that any data outside of M365 is migrated into the M365 estate so that Microsoft 365 Copilot can incorporate the information.
 - **Classification of data & tightening of permissions:** To prevent any confidential or regulated information from being incorporated into Microsoft 365 Copilot suggestions, our team will intelligently classify and tag sensitive documents and data types, so only authorized users have access.
 - **Apply governance:** As data is exponentially increasing, we'll ensure that robust security permissions are applied to all past, present, and future data. We'll apply governance, and configure internal permissions to ensure your data is secure and compliant.
 - **Test Search Functionality:** We'll perform rigorous testing to ensure that users can only access information necessary for their role.

Accelerate successful, compliant Copilot adoption with Proventeq



2 Data Cleansing

Cleanup of ROT data, check and apply permissions, security and governance.



1 In-Depth Discovery & Analysis Of Data

We'll perform a full audit of your content and we'll identify ROT (redundant, obsolete and trivial) data.



3 Enforce Compliance & Security

Our team can assess and identify risks in your permissions and then enforce data-sharing and compliance policies for better security.



4 Prompt Engineering

Our team will develop a specific prompt response in Copilot with Proventeq's Prompt Engineering Capabilities.



5 Change Management

Change is inevitable in every organization, and the ability to manage change effectively is essential for organizational success. We can help you to implement new processes to thrive and adapt.



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1.2. Service benefits

- **Increased productivity**
 - Employees can rely on Copilot to take on the more tactical and manual tasks that bog them down and focus on innovative and creative thinking. Instead of scanning through dozens or hundreds of emails, chats, files, and apps to collect information about a specific project or customer, Copilot can find and summarise it so that you spend your time more productively instead of finding documents.
- **Cost savings**
 - Microsoft Copilot can free up your workforce and allow you to make use of all of your resources more effectively. This can lead to cost-savings and results in improved profitability.
- **Enhanced ROI in Business Applications**
 - Microsoft Copilot brings generative AI into Microsoft 365 apps like Word, Excel, PowerPoint, Microsoft Teams, and Outlook – and combines it with the Microsoft Graph (where all your connections and interactions are).

1.3. Planning and set up services

Our planning phase begins with a meticulous evaluation of your organization's infrastructure, business goals, and digital transformation aspirations. Collaborating closely with your team, we craft a detailed implementation blueprint encompassing timelines, milestones, resource needs, and success benchmarks.

After finalizing the plan, our experts commence the setup phase by configuring Cloud solutions as per the agreed-upon blueprint. This entails customization of the platform, seamless integration with existing systems, and conducting comprehensive user training sessions for seamless adoption.

1.4. Why Proventeq

Proventeq has market-leading expertise in Microsoft Azure, Power Platform services, and other Microsoft cloud-based solutions. Our track record in intelligent content management and digital transformation is matched by our list of Microsoft recognitions:

- **Microsoft Preferred Content AI Partner:**
 - Recognized for proven success in implementing Microsoft automation and AI technologies, including Syntex.
- **Microsoft Solutions Partner for Modern Work and Adoption and Change Management:**
 - Recognized for demonstrating a broad capability to help customers boost their productivity and make the shift to hybrid work using Microsoft 365.

2. LEVELS OF DATA BACKUP AND RESTORE

Proventeq ensures robust levels of data backup and restore to safeguard clients' critical information and maintain data integrity. Our backup and restore procedures are designed to minimize data loss and downtime in the event of system failures or data corruption.

We employ multiple levels of backup strategies, including regular automated backups at predetermined intervals. These backups are stored securely in redundant locations to prevent data loss due to hardware failures, natural disasters, or cyberattacks.

In addition to regular backups, Proventeq implements incremental backups to capture changes made to data since the last backup, minimizing the risk of data loss and reducing backup time and storage requirements.

Our data restore processes are equally comprehensive, allowing for swift recovery of data in the event of data loss or corruption. We conduct regular testing of our data restore procedures to ensure their effectiveness and reliability.

Proventeq also offers options for customized backup and restore solutions to meet specific client requirements, such as granular data recovery and point-in-time restoration.

Overall, our levels of data backup and restore are designed to provide clients with peace of mind, knowing that their data is protected and recoverable in any scenario.

3. BUSINESS CONTINUITY AND DISASTER RECOVERY PLANS

Proventeq understands the critical importance of disaster continuity and disaster recovery planning in ensuring business continuity and minimizing the impact of unforeseen events. We implement robust disaster continuity and disaster recovery plans that encompass both platform's built-in capabilities and our in-house strategies.

Our chosen platform provides built-in disaster recovery capabilities, including data replication across multiple data centers and failover mechanisms to ensure high availability and data resilience. Proventeq leverages these capabilities to enhance our clients' disaster recovery preparedness.

In addition to platform's native capabilities, Proventeq develops customized disaster continuity and disaster recovery plans tailored to each client's unique needs and risk profile. These plans include:

- Identification of potential risks and vulnerabilities.
- Establishment of recovery objectives and priorities.
- Implementation of backup and replication strategies to ensure data redundancy and availability.
- Regular testing and validation of disaster recovery procedures to ensure their effectiveness.
- Collaboration with clients to develop communication protocols and escalation procedures in the event of a disaster.
- Provision of ongoing monitoring and maintenance to detect and mitigate potential risks proactively.

Proventeq's in-house disaster continuity and disaster recovery plans complement platform's capabilities, providing an added layer of protection and assurance for our clients. We are committed to helping our clients mitigate risks and maintain business continuity, even in the face of unforeseen events.

4. ONBOARDING AND OFFBOARDING SUPPORT

Proventeq offers comprehensive onboarding and offboarding support to ensure a smooth transition for clients adopting or discontinuing our services. Our onboarding process is designed to facilitate seamless integration and implementation of our solutions, while our offboarding process ensures secure and orderly termination of services.

During the onboarding phase, our dedicated team works closely with clients to understand their requirements, configure the system according to their needs, and provide training and support to onboard users effectively. We offer personalized onboarding sessions, documentation, and resources to ensure that clients are equipped with the knowledge and tools they need to maximize the value of our services.

In contrast, our offboarding process is designed to protect clients' data and assets while facilitating a smooth transition out of our services. We assist clients in securely transferring their data and assets to alternative providers or platforms, ensuring compliance with data protection regulations and industry standards. Additionally, we provide guidance and support to help clients decommission their accounts and terminate contractual agreements in a timely and efficient manner.

Overall, Proventeq's onboarding and offboarding support services are tailored to meet the specific needs and preferences of each client, ensuring a positive and hassle-free experience throughout the lifecycle of our engagement.

5. SERVICE CONSTRAINTS

While Proventeq strives to provide comprehensive and reliable services, there may be certain constraints or limitations that clients should be aware of:

- **Third-party dependencies:** Our services may rely on third-party vendors or technologies, and disruptions or limitations associated with these dependencies could impact service delivery.
- **Resource availability:** Our ability to provide timely support and assistance may be affected by resource constraints, such as staffing limitations or competing priorities.
- **System compatibility:** Our services may be subject to compatibility constraints with clients' existing systems or environments, which could impact functionality or performance.
- **Regulatory compliance:** Our services must adhere to regulatory requirements and industry standards, which may impose limitations or constraints on certain aspects of service delivery.
- **Scope of services:** Our service offerings may have predefined scopes or limitations, and additional customization or enhancements may incur additional costs or require separate agreements.

Clients need to discuss any potential constraints or limitations with Proventeq during the planning and onboarding phases to ensure that expectations are aligned and any potential challenges are addressed proactively.

6. SERVICE LEVELS LIKE PERFORMANCE, AVAILABILITY AND SUPPORT HOURS

Proventeq is committed to delivering high levels of performance, availability, and support to meet our clients' needs and expectations. Our service levels are defined based on industry best practices and tailored to each client's specific requirements.

- **Performance:** Proventeq continually monitors and optimizes the performance of our services to ensure that they meet or exceed agreed-upon performance metrics. We employ proactive monitoring tools and performance-tuning techniques to identify and address performance issues promptly.
- **Availability:** Proventeq strives to maintain high levels of availability for our services, with uptime targets defined in service level agreements (SLAs). We implement redundancy, failover mechanisms, and disaster recovery strategies to minimize downtime and ensure continuous service availability.
- **Support hours:** Proventeq provides support to our clients during specified support hours, which are typically aligned with clients' business hours and geographical locations. Our support team is available to assist with technical issues, service inquiries, and other support-related matters during these hours.

We provide Email, phone and online ticketing system support.

Support response times:

- Standard support is available 9 AM to 5:30 PM on weekdays.
- Severity 1 - Response time within 4 working hours.
- Severity 2 - Response time within 8 working hours.
- Severity 3 - Response time within 16 working hours.
- Severity 4 - Response time within 24 working hours.
- Weekend and/or after-office support across different timezones or the same time zones is discussed with the client and response time is agreed upon.

Our commitment to performance, availability, and support is reinforced by our ongoing monitoring, maintenance, and continuous improvement efforts. We regularly review and update our service levels to adapt to changing client needs and emerging technologies, ensuring that our clients receive the highest quality of service at all times.

7. AFTER-SALES SUPPORT

Proventeq's commitment to our clients extends beyond the initial sale, and we provide comprehensive after-sales support to ensure ongoing success and satisfaction. Our after-sales support services encompass a wide range of activities aimed at assisting clients with the continued use and optimization of our solutions.

- **User training:**
 - We offer ongoing user training sessions to ensure that clients' teams are equipped with the knowledge and skills they need to utilize our solutions effectively. These training sessions can be conducted on-site or remotely, depending on clients' preferences and requirements.
- **Technical assistance:**
 - Our dedicated support team is available to assist clients with technical issues, troubleshooting, and configuration changes. Clients can reach out to our support team via phone, email, or online ticketing system for prompt assistance.
- **Product updates and enhancements:**
 - Proventeq regularly releases updates and enhancements to our products and services to address customer feedback, industry trends, and technological advancements. These updates are provided to clients as part of their subscription or maintenance agreements, ensuring that they always have access to the latest features and improvements.
- **Consulting and advisory services:**
 - In addition to technical support, Proventeq offers consulting and advisory services to help clients optimize their use of our solutions, align with best practices, and achieve their business objectives. Our team of experts can provide strategic guidance, performance assessments, and recommendations for improvement.

Overall, Proventeq's after-sales support services are designed to empower clients to maximize the value of our solutions, overcome challenges, and drive ongoing success in their digital transformation journey.

8. TECHNICAL REQUIREMENTS

Proventeq's services may have specific technical requirements or prerequisites that clients need to consider before implementation. These requirements may vary depending on the nature of the service and the client's specific use case. Some common technical requirements and prerequisites may include:

- **Internet connectivity:**
 - Our services typically require reliable internet connectivity to access cloud-based platforms, communicate with servers, and perform data transfers. Clients should ensure that they have sufficient bandwidth and network infrastructure to support our services effectively.
- **Hardware compatibility:**
 - Clients may need to ensure that their hardware devices, such as computers, servers, and mobile devices, meet the minimum requirements for compatibility with our services. This may include factors such as processor speed, memory capacity, and storage space.
- **Software dependencies:**
 - Our services may rely on specific software dependencies, such as operating systems, web browsers, or database management systems. Clients should verify that their software environments meet the compatibility requirements for our services.
- **Security considerations:**
 - Clients should adhere to security best practices and protocols to protect sensitive data and ensure the security of our services. This may include implementing firewalls, encryption, access controls, and other security measures to mitigate risks and vulnerabilities.
- **Data migration requirements:**
 - If data migration is involved, clients may need to prepare their data for transfer, ensure data integrity and consistency, and adhere to data migration protocols and procedures established by Proventeq.

Clients need to discuss and address any technical requirements or prerequisites with Proventeq during the planning and onboarding phases to ensure a smooth implementation and deployment of our services.

9. OUTAGE AND MAINTENANCE MANAGEMENT

Proventeq implements robust outage and maintenance management practices to minimize disruptions and ensure continuous service availability for our clients. Our outage and maintenance management processes are designed to proactively identify, address, and mitigate potential risks and issues that could impact service performance or availability.

- **Proactive monitoring:**
 - We employ advanced monitoring tools and techniques to continuously monitor the health and performance of our systems and services. This proactive monitoring allows us to detect potential issues or anomalies early on and take corrective action before they escalate into outages or service disruptions.
- **Scheduled maintenance:**
 - Proventeq schedules routine maintenance activities during off-peak hours to minimize disruption to clients' operations. These maintenance windows are communicated to clients in advance, along with any expected downtime or impact on service availability.
- **Emergency response:**
 - In the event of unplanned outages or service disruptions, Proventeq has established emergency response procedures to address the issue promptly and restore service continuity. Our support team is available around the clock to respond to emergencies and implement corrective measures as needed.
- **Incident management:**
 - Proventeq maintains incident management processes to effectively respond to and resolve service-related incidents. We follow established protocols for incident identification, classification, prioritization, investigation, resolution, and communication to ensure transparency and accountability throughout the incident lifecycle.

Overall, Proventeq's outage and maintenance management practices are aimed at minimizing downtime, maximizing service availability, and ensuring a positive experience for our clients.

10. HOSTING OPTIONS AND LOCATIONS

Proventeq offers a range of hosting options tailored to meet the diverse needs of organizations undergoing platform implementations. Our approach to hosting ensures that clients have access to reliable, secure, and scalable infrastructure to support their platform environments effectively.

For clients seeking a seamless and hassle-free hosting experience, Proventeq recommends leveraging platform's native cloud hosting. By hosting platform instances on platform's own servers, clients benefit from high reliability, automatic upgrades, and compliance with industry standards and regulations. Platform's native cloud hosting also provides scalability, allowing organizations to expand their footprint as their business grows without the need for additional infrastructure investments.

In addition to platform's native cloud hosting, Proventeq offers hybrid or private cloud hosting solutions for clients with specific security or compliance requirements. This approach allows organizations to host their platform instances on dedicated servers or private cloud environments, providing greater control over data governance, customization, and integration with existing systems. Proventeq works closely with clients to assess their hosting needs and recommend the most suitable hosting solution based on factors such as security, performance, and budget considerations.

Proventeq ensures that hosting environments are configured and optimized to meet platform's performance and availability requirements. Our team of experts manages all aspects of hosting, including provisioning, monitoring, and maintenance, to ensure uninterrupted access to critical business applications and data. We also offer 24/7 support and proactive monitoring to address any issues or concerns that may arise, ensuring that clients can focus on driving value from their platform investments without worrying about infrastructure management.

Overall, Proventeq's hosting options for platform implementation services provide organizations with the flexibility, reliability, and security they need to succeed in their digital transformation journey. Whether clients choose platform's native cloud hosting or opt for a hybrid or private cloud solution, Proventeq ensures a seamless and efficient hosting experience to support their platform implementations and drive business success.

11. ACCESS TO DATA (UPON EXIT)

Proventeq understands the significance of data ownership and access, particularly when clients opt to end our services. Upon termination, we ensure clients have efficient and secure mechanisms to access and retrieve their data.

- **Data Export Capabilities:**
 - Proventeq guarantees that clients can utilize data export capabilities within our solutions. This functionality enables them to extract their data in standardized formats compatible with various systems or platforms.
- **Data Migration Assistance:**
 - If required, Proventeq extends data migration assistance to aid clients in transitioning their data to alternative providers or platforms. Our team offers guidance, tools, and resources to facilitate a smooth data migration process.
- **Data Retention Policies:**
 - Adhering to data retention policies and regulations, Proventeq ensures that clients' data is retained for the necessary duration and securely deleted upon request or termination of services.
- **Data Portability:**
 - Proventeq supports data portability initiatives and standards, allowing clients to seamlessly transfer their data to and from our implementation services using open formats and protocols.

Overall, Proventeq's approach to data access upon exit is meticulously designed to empower clients with control over their data and ensure a seamless transition when discontinuing our services.

12. SECURITY

Proventeq places paramount importance on security throughout our implementation services, ensuring robust protection for clients' data, systems, and assets against a range of threats and vulnerabilities.

- **Data Encryption:**
 - We implement strong encryption protocols to safeguard data both in transit and at rest. Industry-standard encryption algorithms and protocols are utilized to uphold the confidentiality and integrity of clients' sensitive data.
- **Access Controls:**
 - Proventeq enforces granular access controls and permissions within instances, limiting access to sensitive data and functionalities. Through techniques such as role-based access control (RBAC) and multi-factor authentication (MFA), we enforce the principle of least privilege, thwarting unauthorized access attempts effectively.
- **Compliance Certifications:**
 - Adhering to industry-specific compliance certifications and standards such as ISO 27001, GDPR, HIPAA, and SOC 2, Proventeq underscores its commitment to security and regulatory compliance. Regular audits and assessments ensure that our solutions meet or surpass regulatory requirements and industry best practices.
- **Security Monitoring and Logging:**
 - Proventeq maintains robust security monitoring and logging mechanisms to promptly detect and respond to security incidents. Intrusion detection systems (IDS), security information and event management (SIEM) tools, and comprehensive log analysis techniques enable us to identify and mitigate potential threats in real-time.
- **Regular Security Updates and Patches:**
 - Our team diligently releases regular security updates and patches to address known vulnerabilities and fortify defenses against emerging threats. Rigorous patch management procedures guarantee the timely deployment of security updates without compromising service availability.
- **Secure Development Practices:**
 - Proventeq adheres to secure software development practices throughout the implementation lifecycle. From threat modeling and code reviews to security testing, we prioritize security from inception. Regular security assessments validate the effectiveness of our security controls, ensuring robust protection against evolving threats.

Overall, Proventeq's security features within our services instill confidence and assurance in clients, assuring them that their data and systems are shielded against security risks comprehensively. Our unwavering commitment to maintaining the highest standards of security underscores our dedication to safeguarding client assets and maintaining trust and integrity in our solutions.