



Microsoft Copilot for
Microsoft 365 Migration,
Implementation & Support
Service Definition

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1 About The Service

Lineal are a Microsoft Gold Partner with a specialism in cloud solutions. We are also a Microsoft CSP Direct reseller, able to resell Microsoft CSP licensing alongside our in-house professional services to both customers and other partners. We provide an extensive suite of services for Microsoft 365 in terms of support, migration and onboarding, initial and ongoing configuration, prioritised support response and consultancy, training and Microsoft 365 backup solutions, among other solutions. We are able to offer Copilot for Microsoft 365 workshops for Teams, remote working, security and compliance and several other areas of Microsoft 365.

The majority of our customers use Lineal not just for their licensing but also for their ongoing support. This usually takes the form of a support agreement with a competitive monthly cost, but can be packaged into individual projects with a handover to an existing customer team for tasks such as initial configuration, migration or training. Some clients choose to backstop their existing day-to-day IT department with our escalation service which gives access to expedited ticket responses and a team of experienced engineers who are available when the need arises. This allows our customers to leverage the best value from their existing staff while ensuring peace of mind in dealing with more complex or unusual technical issues within the Microsoft cloud environments you are using. For customers without an onsite IT team familiar with the Microsoft 365 environment, we provide a full support service from simple changes such as adding or removing users, right up to complex technical issues such as integration with third party software for single-sign-on.

This service is designed for Microsoft 365 customers who might want to have a managed service provider look after one or more aspects of their cloud services. It is also suitable for customers who are new to Microsoft cloud offerings and wish to know more about what is possible or are ready to onboard and who want to work with a Microsoft Gold Partner to support their Microsoft 365 deployment and improve the end user experience while reducing the complexity and improving efficiency for any in-house IT staff.

2 Onboarding Process

When purchasing services from Lineal, we offer a full onboarding process which begins with a relatively short discovery exercise to advise or confirm the services requested will meet the requirements of the project and identify any constraints that we will both need to be aware of. Our onboarding is then agreed with the customer but typically includes a fully managed implementation with project management from Lineal, ongoing and post-sales support and everything you would expect from an experienced managed services provider such as Lineal. Delivered during the project and built upon post-implementation if required is a programme of training for technical staff and/or end users to ensure the selected solution meets the agreed requirements and is easy to use. For support agreements, this also includes a thorough appraisal of how to raise tickets

and change requests, how to request escalation, our service levels and prioritisation process.

3 Implementation Plan

We begin engagements with a short discovery exercise which then leads to an agreed project scope with a timeline and milestones to be agreed as appropriate. For migration services, the first stage following discovery and scope agreement is configuration of the chosen products. For Software-as-a-Service (SaaS) products such as Microsoft 365, the next stage involves configuration of the SaaS environment according to our customer success plan and then further configuration of the Microsoft 365 tenant to ensure that we have captured baseline configuration for aspects such as security and compliance. Following technical testing, the solution is configured for live use and training provided if required. When going live, the agreed go-live methodology is prepared, activated and then monitored carefully with any anomalies identified and resolved. At this point, the service transitions to ongoing support either in a fully managed or self-managed capacity as agreed.

For customers just looking to work with Lineal for cloud support only and who have already successfully implemented and migrated to Microsoft 365, we will audit your existing SaaS environment taking account of yardstick metrics such as Microsoft Secure Score to quickly benchmark the environment and identify any initial areas of concern. The relationship is then as you would expect for raising support tickets, but combined with regular contact from our teams to advise of changes on the horizon and emerging threats that may need to be considered.

4 How to order and how you will be billed

Ordering is based on the number of licenses required and the support option chosen. Professional services are ordered based on the number of days required, or as an annual commitment monthly subscription in the case of support services. Please get in touch with us and we will work with you to create a solution to meet your requirements and budget. Billing is either monthly in advance for licensing and support, following milestone completion for professional services and monthly in arrears for consumption based services such as certain Azure add-ons. Annual and multi-year prepay is available for licensing, support and Azure-hosted services.

5 Data Protection

Aside from billing and support contact details, and solution configuration notes which are stored securely in Microsoft 365 (GDPR compliant) we do not store any of your data on Lineal owned systems. Microsoft data centres are ISO 27001 compliant and based in the UK. Our support services leverage the Microsoft Partner APIs, secured by the strict

Microsoft Partner security requirements including conditional access and multifactor authentication. Additionally, customer lockbox for escalations is available subject to the appropriate licensing being in place.

6 Pricing Overview

Onboarding and configuration is charged per day when purchased as a one-off service. A typical configuration for a 500 user Microsoft 365 environment would require ten days' professional services at £600+VAT per day. However, if Lineal are the licensing reseller and also delivering ongoing support, both technical training and onboarding will be discounted in order to support our goal to develop a long-term support relationship with you. Licensing is priced at RRP for low volume with up to 10% discount for larger numbers of users when purchased with ongoing support. Please contact us with your requirements for more details including any promotions or additional onboarding support that may be available at the time.

7 Support

Lineal has a full support team trained in Microsoft products and technologies, including Microsoft 365 and associated cloud services such as Azure. We operate a service desk for support queries available via email or over the phone. Our support agreements include industry standard SLAs for responsiveness and you will find our staff both friendly and helpful as we want your use of Microsoft 365 and its associated services to be as simple and pain free as possible. We are incredibly proud of our team and we think you will love working with us.

8 Technical Requirements

To use our support, migration or implementation services for Microsoft 365, you will need or agree to migrate to a Microsoft 365 tenant for one or more workloads to be delivered across Copilot, Exchange (online or on premise), SharePoint and/or OneDrive, or Teams. You will also need to have appropriate licensing in place to meet your needs, which we can advise on and supply if required. Someone will need to be authorised for approving change requests and there needs to be a key decision maker to assist with any prioritisation or escalation requests that may occur from time to time.

9 Previous Experience

Lineal has many customers using Microsoft 365 and we regularly advise public sector clients on gaining the best value from Microsoft cloud services and moving to the cloud in general. Our existing clients include both commercial and public sector organisations such as councils and housing associations, in addition to schools. Please contact us for more details of customer use cases.

10 Ongoing Service Considerations

Microsoft 365 and companion services are customer-owned solutions which can be customised to suit changing needs or requirements. For managed services customers, we ask that a change request is submitted that can be agreed and approved at both ends prior to any changes being made to live environments in all but emergency situations. We want you to enjoy using and owning these solutions so are always ready to hear what can be done to improve the service.

11 Service Levels

Service levels are dependent on the product chosen but are typically 24x7x365 with maintenance windows not affecting end user service availability. Most of our support customers request support services during core business hours with a best effort approach for out of hours support to reduce costs. We are happy to discuss your requirements and create a solution tailored to your needs and budget.

12 How to stop using the service

If you have purchased licensing from us as part of the service, there is usually a minimum 12-month term, although you may have chosen to prepay for this or a longer term, e.g. on a 36-month agreement. You may give us two months' notice at any time to cease or reduce the services you are using once the initial term has completed. You may vary licensed quantities up or down flexibly each month provided the total licenses do not fall below the initial order during the minimum term. We contact you before each renewal period to advise of future costs and to check whether any changes are required. For customers not entering into an ongoing service agreement, you may terminate our professional services at any time, with any professional services fees then becoming due from you.

13 Offboarding Process

We want you to be successful and have a pain free experience when it comes to cloud services. So if you decide it's time to implement a different solution or move to a different provider, or if your budget means a change is needed, we are here to discuss any concerns and assist with that transition. Your environments are yours so you have the option of shifting your spend to another partner or taking on the commitment to manage and support the solution yourself. Please talk to us early if you encounter any problems – we are here to help.



Certificate Number 21446



Gold Small and Midmarket Cloud Solutions
Gold Windows and Devices
Gold Data Analytics
Silver Application Integration
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