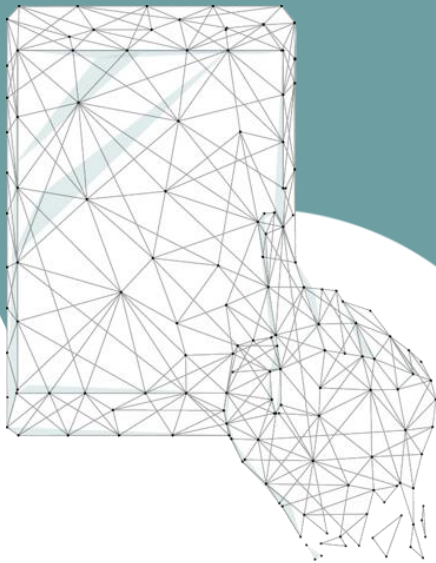


G Cloud - Support

Service Definition Document

Office 365 Adoption & Migration



SERVICE DESCRIPTION

As a Microsoft Solutions Partner in Modern Work and Security, Quorum offer a complete Microsoft Office 365 adoption and migration service. Delivered by Microsoft certified consultants and Office 365 subject matter experts, we securely integrate Office 365 public cloud services with your existing desktop and application environment.

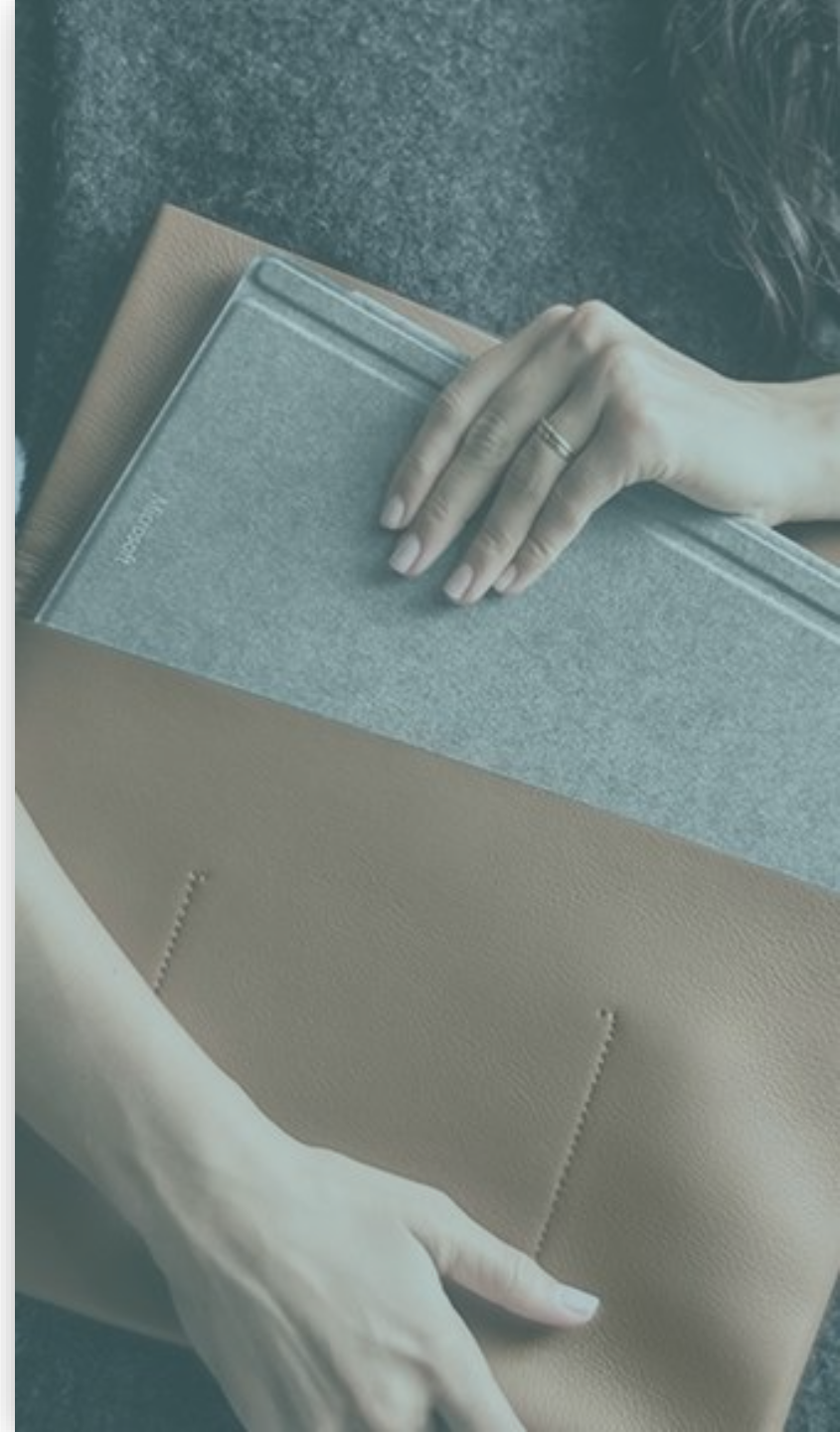
- Tenant Enablement
- Hybrid Azure Active Directory Integration
- Office 365 Packaging and Deployment
- Exchange Online migration
- Teams adoption and deployment
- SharePoint and OneDrive for Business deployment and migration
- Copilot for Microsoft 365

Our team of experienced professionals can work with you to define each package of work that can be delivered as outcomes, or we can embed our team within your existing internal project teams to support and educate your own staff and lead you through the adoption and migration to Microsoft Office 365.



SERVICE FEATURES

- Office 365 engineering and deployment
- Hybrid Exchange adoption and user/mailbox migration
- SharePoint and OneDrive for Business adoption and deployment
- Teams enablement and deployment
- Conditional Access for secure access to Office 365
- Enable Multi-Factor Authentication (MFA)
- Training, support and advice on Office 365 deployments
- Copilot for Microsoft 365



SERVICE BENEFITS

- SFIA or Fixed Price to meet customer business requirements
- NCSC security compliance
- Leverage Quorum experience deploying across Public Sector organisations
- Rapid deployment of Office 365 into production
- Improved user productivity
- Secure integration with Office 365 services



The diagram consists of two circles on a light blue background. The top circle is labeled 'USERS' and is associated with the benefits 'Simplicity', 'Flexibility', and 'Mobility'. The bottom circle is labeled 'IT' and is associated with the benefits 'Manageability', 'Security', and 'Compliance'.

USERS

Simplicity
Flexibility
Mobility

IT

Manageability
Security
Compliance

SERVICE PROVISION

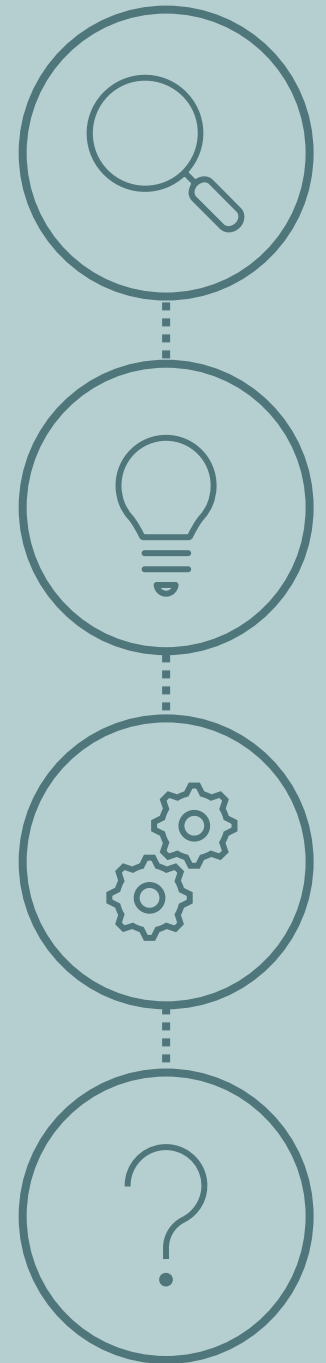
Onboarding

Our project and professional services consultants will require access to:

- Agreed business and technology stakeholders
- Environments, systems and platforms with appropriate rights and privileges
- On-site or remote access identities and operating environments
- Client security policies and standards
- Internal PMO processes and templates (can be provided if not available internally)

Key Roles

- Programme & Agile Project Manager(s)
- Modern Workplace Architect(s) & Engineer(s)
- Security & Identity Engineer(s)



SERVICE SUPPORT

Quorum provide different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service

Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

IT Director as a Service

Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User and Infrastructure Support

As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.

