

Service Definition – Contents	
Content	Description
Service name and identifier	Microsoft Software Consultancy – Version 1.0, 26 <sup>th</sup> March 2024.
Service owner	Nabra Tech Ltd
Service type	Cloud support
Service status	Projected
Service description	Nabra Tech are a Microsoft partner specialising in Microsoft 365 and Modern Workplace consultancy services. We provide consultancy services to enable organizations to meet their short and long term goals.
Value proposition	Nabra Tech adds value to customers by seamlessly integrating Microsoft 365 into their workflows, enhancing collaboration, productivity, and innovation. Our tailored solutions, coupled with expert implementation and ongoing support, ensure optimized operations and data security. With Nabra Tech, organizations can focus on their core objectives while we handle their digital transformation, enabling them to thrive in today's competitive landscape.
Utility	Our service helps empower organisations to maximise their potential through the seamless integration and utilisation of Microsoft's suite of productivity tools. Service overview listed below: <ul style="list-style-type: none"> <li>• Consultation and assessment services</li> <li>• Microsoft 365 implementation and migrations</li> <li>• Customize and configuration</li> <li>• Collaboration and communication solutions</li> <li>• Productivity enhancement</li> </ul>
Warranty	Warranty details listed in the Nabra Tech Terms & Conditions document. ( <a href="http://www.nabratech.co.uk/termsandconditions">www.nabratech.co.uk/termsandconditions</a> ).
Service interface	N/A
Customer / user support	The following customer / user support is defined below: <ul style="list-style-type: none"> <li>• Support following project implementation for customer I.T admins.</li> <li>• Support following project implementation for end users.</li> <li>• Support available Monday-Friday (09:00-17:30).</li> </ul>
Reporting and communication	Service provider and customer communication defined below: <ul style="list-style-type: none"> <li>• Customer satisfaction survey supplied at the end of each delivered project.</li> <li>• Service review meetings between the service provider and the customer.</li> <li>• Service reports to be produced by Nabra Tech as the service provider.</li> </ul>
Service locations	United Kingdom
Service variations and packages	<ul style="list-style-type: none"> <li>• Daily consultant rate (defined in the charging scheme) for project delivery.</li> <li>• Time &amp; Materials (T&amp;M).</li> </ul>
Charging scheme	Daily consultant rate (£1050)
Dependency on supporting services	N/A
Limitations to service scope	Scope will be defined in the Statement Of Works (SOW).
Security and compliance	Data protection details listed in the Nabra Tech Terms & Conditions document. ( <a href="http://www.nabratech.co.uk/termsandconditions">www.nabratech.co.uk/termsandconditions</a> ).
Service changes	V1.0 (No changes to date).
References to other related information	N/A
Additional information	N/A