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Modern Endpoint Solution Service

G-Cloud 14 – Service Definition

Lot 3, Cloud Support

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1   Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a strong reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2   Overview of Modern Endpoint Solution service

The cloud is having a profound impact on how technology is being delivered. Having the right cloud strategy has become a must have for every organisation. However, understanding how to maximise the opportunity is a common challenge.

Agilisys's Modern Endpoint Solution Service enables organisations to understand the status of their desktop and end user computing environment and to plan their successful migration to Windows 11.

Part of our Modern Endpoint Solution Service is a Readiness Assessment specifically tailored to serve organisations planning a migration to Windows 11, and discovers their current environment, identifies areas that require remediation and presents a health check and series of recommendations on the best way forward.

Agilisys specialises in helping organisations maximise the cloud opportunity. We have extensive experience migrating organisations to Windows 11. We have mature discovery, analysis and planning tools and processes that support our Modern Endpoint Solution Service, that form part of our full-lifecycle transition services for Windows 11 and O365, based on our phased migration approach, outlined below.

Figure 1 - Agilisys' Modern Endpoint Migration Approach

Please note – Third Party Services:

Third-party services are provided on a passthrough basis to clients. service details (such as capacity, quantities, services levels, commitments, conditions and contract terms) are correct at the time of writing but may change, in which case, Agilisys will passthrough any changes made by the third-party providing the service.

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3 Detailed service description

When considering a Modern Endpoint deployment, it is important to consider this in the context of a Modern Workplace, covering enterprise mobility, security (threat protection), and identity and access management.

For most organisations migration to Windows 11 is likely to be one step in a wider journey to enable collaboration and ultimately, digital service delivery, and therefore a more holistic approach needs to consider the building blocks that need to be in place to ensure a successful deployment and ongoing management.

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Readiness Focus	Product Alignment
End User Productivity	M365 Apps for Enterprise (O365) / Office 2019
Collaboration	SharePoint Online, OneDrive for Business,
Messaging & Communications	Exchange Online, Teams
Operating System Build, Deployment and Management	Windows 11
Mobility and Remote Working	Enterprise Mobility & Security
Device Management	Co-Management & Modern Management (Cloud)
Connectivity across LAN & WAN	ExpressRoute, AutoVPN & Point-to-Site (P2S) VPN
Device and User Security	Active Directory, Federation Services, Entra ID, Entra ID Connect, Conditional Access, MFA

Our engagement will assess and health-check the status of your desktop environment. From this, we will present a set of recommendations on the best way forward for the deployment of Windows 11 and its foundation services across the organisation.

Our Modern Endpoint architects and engineers are highly skilled and experienced resources, with a proven track record of delivering complex and large-scale Windows deployments. This has enabled us to form dedicated '*Centres of Excellence*' for areas such as:

- **Modern Endpoints – Desktop and devices, with a focus on cloud management for the endpoint**
- **Content Services and Automation –** Email/data migrations, classifications and information governance, and the Power Platform, for rapid apps development
- **Security and Compliance –** For all threat protection capabilities, products and services included in M365

Our strategic partnerships with Microsoft allow us to stay ahead by getting advanced and detailed insights into product roadmaps, changes, and new functionality. This is all fed back into our method and approach, which is continually being refined to best practice standards and processes.

The Modern Endpoint Readiness Assessment service will focus on:
- Baseline "As-Is" Architecture
- Technical, Applications and Data (on-premises and Cloud)
- "To-Be" Architecture

- Remediation Planning
- Strategic roadmap

3.1 Readiness Assessment

The focus of the Readiness Assessment will be conducted in the following stages:

Stage	Activities
Project Initiation	The assignment will start with an initiation meeting with the sponsor and key stakeholders to: • Confirm objectives & scope. • Identify the key stakeholders. • Agree the project management and reporting approach. • Confirm any key issues to be addressed. • Receive relevant supporting documentation and information. • Agree the approach for access to customer systems. • Schedule technical discovery and review workshops. Through this approach, we will ensure a common understanding to the main objectives, approach, level of collaboration and assignment outcomes.
Discovery	In this stage, we will review your existing Windows build and management services through workshops and investigations, in collaboration with your technical leads. These workshops will cover: • Review of current Windows build, end-point security tooling and management • Review of the Workplace End-Point Management tools and approaches, threat protection posture, and remote access solutions • Review of the Active Directory, in relation to a Windows 11 deployment, assessment of Identity & Access Management solutions, authentication solutions and the setup and principles for permissions and access • Review of the current desktop application inventory, covering applications, deployment, and management methods • High-level review of end-point devices, end-point management and asset management solutions • Deployment options and approaches for rolling out Windows 11

Stage	Activities
	• Exploration of your medium-term objectives, plans and intended outcomes for End-User computing and Modern Workplace for staff
Draft Assessment and Validate findings	Following the discovery workshops, we will draft the Readiness Assessment report and replay our findings to your technical leads to confirm understanding, build consensus on recommendations, and identify the next steps. This stage will involve follow-up meetings to the workshop to develop recommendations in collaboration with the technical leads, to ensure our recommendations and findings cover essential areas and provide an opportunity to ask follow-up questions.
Final Briefing	Following the validation meetings, Agilisys will finalise and present the Readiness Assessment Report and hold a follow-up meeting with key stakeholders to review the findings and recommendations and agree next steps.

3.2 Design

The design phase builds on the findings in the Readiness assessment.

The design phase for Windows 11 involves the creation of a comprehensive plan that outlines how the new system will be integrated into the organization's existing infrastructure. This phase is divided into several sub-phases, such as the development of new standardized policies.

Stage	Activities
Agree Policies	Taking the discovery of existing policies (GPO or Intune) • a new standardised set will be curated. • Secure by Design • Policies will be split into 2 disciplines (Security and customisation
Security Policies	• Security policies based on relevant security bodies such as NCSC and MS Best practice. • Policies will be grouped into feature sets
Customisation policies	• These policies affect user experience and will be produced in a collaborative effort with the local teams. • In a similar methodology to security the policies will be grouped around features.
Patching/Updates	A schedule will be created that allows for patch/update testing in predefined windows
Additional Security measures	The design phase will also identify and recommend other changes needed. These may also cover areas such as Identity and access management
End User device design	A design that can be used to build a build environment using modern deployment techniques such as Autopilot. This will also cover the specification needed for devices to ensure great user experience

3.2.1 Security by Design

In designing the solution, security should be integrated into every aspect of the system. This is known as 'security by design'.

To achieve this, the design phase considers the guidelines and recommendations provided by the National Cyber Security Centre (NCSC) and Microsoft (MS) baselines. These provide a framework for building a secure system, covering areas such as data encryption, access controls, and system monitoring. In addition to these guidelines, the design phase also

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incorporates best practices in IT security. This includes measures such as regular system updates, user training, and the use of strong, unique passwords.

3.3 Build and Test

Once the designs are completed, the next stage is the build of the end user device(s) to ensure that the vision for delivery is as expected.

Stage	Activities
Build	The build activities will cover the various agreed build methods. • Ensures devices build as expected. • Build is as expected including asset name. • Build joins the correct authentication service
Test	The device will undergo multiple test cycles these cycles will concentrate on • Security policies are as expected. • Customisation is as expected. • Patching process is linked and activated. • Holistic system test

3.4 Deployment (Implementation/transition)

This phase will be executed with effectiveness and efficiency, minimizing any inconvenience to end users. It will consider the geographical location of the user base and using our experience will aim to build a deployment plan that causes the least amount of disruption to the end users. As an organisation we have multiple deployment models that can be used as a baseline to assist in building an efficient plan for your deployments that meets your needs.

3.5 Scope and Options

The scope of the Readiness Assessment can be tailored to your individual needs and aspirations but will typically cover the following:

- Review of your existing Windows build for the user population
- Review of your Workplace End-Point Management tools and approaches, principally covering device management, patching and update/deployment approaches. It will also cover security management and authentication methods.
- Review of your Active Directory, in relation to a Windows 11 deployment, and a high-level assessment of existing identity & access management solutions and approach

- High-level Review of your desktop application inventory, covering applications, deployment and management methods, and approaches for delivering and managing legacy applications to users on Windows 11
- High-level review of end-point devices (e.g. laptops, PCs)
- Assessment of deployment options and approaches for rolling out Windows 11 across the estate (e.g. use of Windows AutoPilot)
- Exploration of your medium-term objectives and intended outcomes for End-User computing and Modern Workplace, so Agilisys can align our recommendations for Windows 11 to deliver maximum benefit and usefulness to the organisation.

3.5.1 Exclusions

The following items are specifically excluded from scope:

- Cloud-based hosting and Infrastructure is outside the scope of the review.
- Redesign of the existing Active Directory setup or Group Policy structure.
- Detailed Application Discovery and vendor engagement.
- Detailed review of your end-user devices for re-use in Windows 11.
- Mobile Device Management
- Office 365 deployment readiness assessment
- Detailed Microsoft licencing review.
- Network bandwidth review.
- Detailed deployment planning.

The aim of the solution Service is to gather as much data to provide a view of the key activities and approach to conduct a successful Modern Endpoint migration programme.

3.6 Information Assurance

As detailed below:

- All core infrastructure and system data pertaining to Windows 11 readiness assessment is located within the United Kingdom
- All architects and engineers have had the appropriate training and have gained the necessary vendor certifications
- We ensure that our staff are approved to work up to OFFICIAL SENSITIVE, with SC and NPPV3 cleared staff available, subject to client requirements.

4 Outputs and outcomes of the service

At the end of the Modern Endpoint migration stages, you will understand:

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- Current state of your End User Computing Environment
- Suitability of this environment for migration to Windows 11
- Recommendations for remediation and other preparatory activities required to enable this migration.
- Working Design that covers your estate with emphasis on security by design
- A working device that has passed agreed tests
- A recommended deployment strategy

At the end of every project, we ensure that we provide all project documentation. This includes artefacts that were developed as part of the assessment, including working documents, spreadsheets, or interview notes.

The outputs of all activities will be provided in PowerPoint report format, along with any associated supporting documentation. The key outputs from each individual stage of the Modern Endpoint Readiness Assessment will be:

1. Project Initiation
   a. Confirmed assignment plan for the Modern Endpoint Readiness Assessment
2. Discovery
   a. Notes from the discovery workshops
   b. All other outputs, such as reports or recommendations, produced from the workshops.
3. Draft assessment and validate findings.
   a. Individual sections of the Readiness Assessment, with draft findings and recommendations, for review
   b. Validation meetings following the workshops.
4. Analysis of data gathered during Discovery, including:
   a. User Identities
   b. Devices
   c. Applications
   d. Health Assessments, etc.
5. Final Briefing
   a. Playback and review of the complete Readiness Assessment
   b. Finalised version of Readiness Assessment Report, with our findings, recommendations and proposed next steps.
6. Design
   a. A set of documents that can be used as create the deployment/build environment.
7. Build/test.
   a. A process that can be used to build/deploy the end user device in the modern management style, e.g. Autopilot.

      b. A fully agreed test plan that ensures all expected outcomes are satisfied.

  8. Deployment strategy

      a. An overview of the deployment methodology to minimise disruption and risk, while ensuring a costs effective implementation/transition

5   Inputs

You will provide the following inputs:

- Active participation and sponsorship of the Modern Endpoint Readiness Assessment
- Attendance of key stakeholders at, and participation in, initiation, review and briefing sessions
- Information required to assess the environment
- Engagement of technical stakeholders to contribute to Discovery Workshops and clarification sessions
- Access to technical resources as agreed during Initiation.

6   Why choose Agilisys?

Agilisys has been an established partner for both the public and private sector for over two decades. We have earned a strong reputation for high quality, solution focused and hold deep domain expertise delivering change and innovation, particularly within local and central government.

We support our customers through a network of offices and centres of excellence throughout the UK. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions.

Our cloud and IT services are designed to accelerate cloud adoption and enable transformation. We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions.

Our teams have extensive experience, achieving highly successful outcomes for our public sector customers who enjoy the reassurance of partnering with an ISO9000, ISO14001, ISO27001 and Cyber Essentials Plus UK based organisation. We also hold multiple Solutions Partnerships with Microsoft as detailed in the diagram below.

Figure 2 - Agilisys Certifications

7 Pricing

See attached pricing document.

8 Ordering and Invoicing

- Orders can be placed by contacting info@agilisys.co.uk
  - o If there are any additional queries, please contact info@agilisys.co.uk indicating your area of interest and a member of the Agilisys team will contact you to discuss how we can meet your requirements

- All services are invoiced monthly in arrears
  - o Payment terms are 30 days from invoice, invoices will be dated from the date the client started using the service.

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9 Termination Costs and Terms

The minimum term for the service will be stated on the Order Form.

When the client requires the service to be ceased or cancelled, the client must contact info@agilisys.co.uk, providing at least 30 days notice of termination to coincide no earlier than the end of the minimum term as stated on the Order Form.
Where no notice is provided, the contract will continue in accordance with the Order Form until 30 days after a notice of termination is received.

Third-party services are provided on a passthrough basis to clients.
Should the client wish to terminate any third-party services, the client will remain liable for payment of the charges in accordance wth the passthrough terms and conditions.

Where termination is requested before the end of the minimum term, Agilisys will conduct an impact assessment and provide a quotation to cover Agilisys' reasonable costs due to the client's early termination of services which will be due immediately on termination of the contract.

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Agilisys delivers AI solutions, Digital transformation services and IT Managed services to the UK public sector, focussing upon Local and Regional Government and Health. Agilisys is the leading Microsoft partner to Local Government in the UK, bringing significant domain, technical and delivery expertise, coupled with over 20 years' experience of working in strategic partnerships with Local Government

Through our extensive knowledge in decision intelligence, advanced analytics, automation, and Artificial Intelligence (AI) solutions, we enable our clients to empower citizens and enrich their lives.

As part of Blenheim Chalcot, a renowned digital venture builder, our ambition is to be the preferred digital transformation partner for the public sector by driving efficiency, cost savings, and improved services with innovation, passion, and integrity at the core of our operations.

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