

Microsoft 365 Strategy & Technology Exploitation Assessment

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.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective 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 and transform public services.

2 Overview of Microsoft 365 Strategy and Technology Exploitation Assessment

The Agilisys Microsoft 365 (M365) Strategy and Technology Exploitation Assessment is designed to assist our customers on their journey to realise the rewards and benefits of a best of class deployment and ROI of the M365 platform within a Modern Workplace context.

M365 is a large suite of products that has the potential to become a business critical, strategically aligned investment. To get to that position is it essential to create a well-defined roadmap to measure success.

Aligning the M365 product suite with an organisation's roadmap and alignment with business strategy can be a challenging and daunting task with so many touchpoints, personnel, political and cultural challenges and ever decreasing budgets.

The M365 Strategy and Technology Exploitation Assessment aligns your M365 platform deployment and adoption with your strategic goals and objectives.

Our approach measures quantitative and qualitative data across 5 core verticals of your organisation within the context to M365:

Shared Services – Infrastructure, security, devices, stakeholders, training etc.

Information Management – Content lifecycle, governance, communication, creation culture etc.

Collaboration/Productivity – Sharing culture, connected employees, remote meetings, task management, enablement etc.

Identity/Community – Staff engagement, empowerment, personas, location, knowledge sharing etc.

Business Process/Service Automation – Manual tasks, RPA, AI, analytics, low code / power user enablement etc.

3 Detailed Service Description

As the data collected combines differing perspectives and methodologies, we combine the disparate data sources into an easily digestible view on your entire M365 ecosystem, identifying multiple perspectives per vertical. This model provides a multi discipline view on actions, insights, and opportunities for improvement. The overall output of the assessment provides a score based on current data analysed and qualitative data collected.

Our approach is complimented using M365 inbuilt data tools and analysis including secure score, productivity score, usage reports, content packs and heavily enhanced with custom data collection tools (PowerShell, Microsoft Graph, PowerApps, Power Automate and Forms) to build a unique perspective of your organisation.

This provides additional maturity assessment data to identify key vulnerabilities in the configuration, usage patterns, adoption rates with recommended best practice and an action plan.

One of the key deliverables of the Strategy and Technology Exploitation Assessment is interpretation of the data, aligning this with key stakeholders and sample testing to ensure the data matches the true shape of your organisation's architecture and culture.

Data	Comments
Live Analytics & Insights	All data collected throughout the assessment is stored locally. This can be designed to be periodically refreshed to reflect the changing shape of your organisation's M365 journey. Live Analytics only applies to data collected via automated means. Data collected via interviews, surveys and qualitative means will be collected manually.

Data	Comments
Action Plan	Provides a practical action plan of activities that could be performed to increase the organisation's maturity score. Agilisys can provide detailed project plans to carry out remediation and proactive activities.
Maturity Score	The maturity score is expected to improve over time, based on activities that are performed because of the assessment and the changing nature of the M365 platform.
Service Support Integration	Agilisys can integrate the findings of the assessment into a full M365 managed service to provide continuous support and improvement models to enhance your M365 strategy and technology exploitation on an ongoing basis.

4 Outputs and Outcomes of the Service

At the end of the M365 Strategy and Technology Exploitation Assessment, you will have:

A comprehensive overview of the organisation's level of M365 business and operational maturity.

Identification of the desired future state and the creation of a set of options for M365 future state.

A translated view of the selected future state ambition into an action-orientated roadmap.

At the end of every project, we ensure that we provide the project documentation. This includes documents that were developed as part of the work but may not appear in the final report, 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.

Key stages of the assessment will include:

- Vision and strategic roadmap
- Delivery vehicle design
- Benefits realisation plan
- Impact assessments
- Opportunities catalogue
- Change adoption framework
- Learning pathways

5 Inputs

Customer responsibilities include:

- Ensuring acceptable controls are in place to manage access.
- Responsibility for all end user actions.
- Responsibility for implementing reasonable requests for change if Agilisys identifies that an element of the solution does not meet good practice guidelines.

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 complexity, enabling our customers to focus on the outcomes that matter.

We put strategy before technology and deliver the skills, experience and capacity needed to make the right decisions, deliver innovation and provide a value-for-money service.

Our cloud and IT services have been 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.

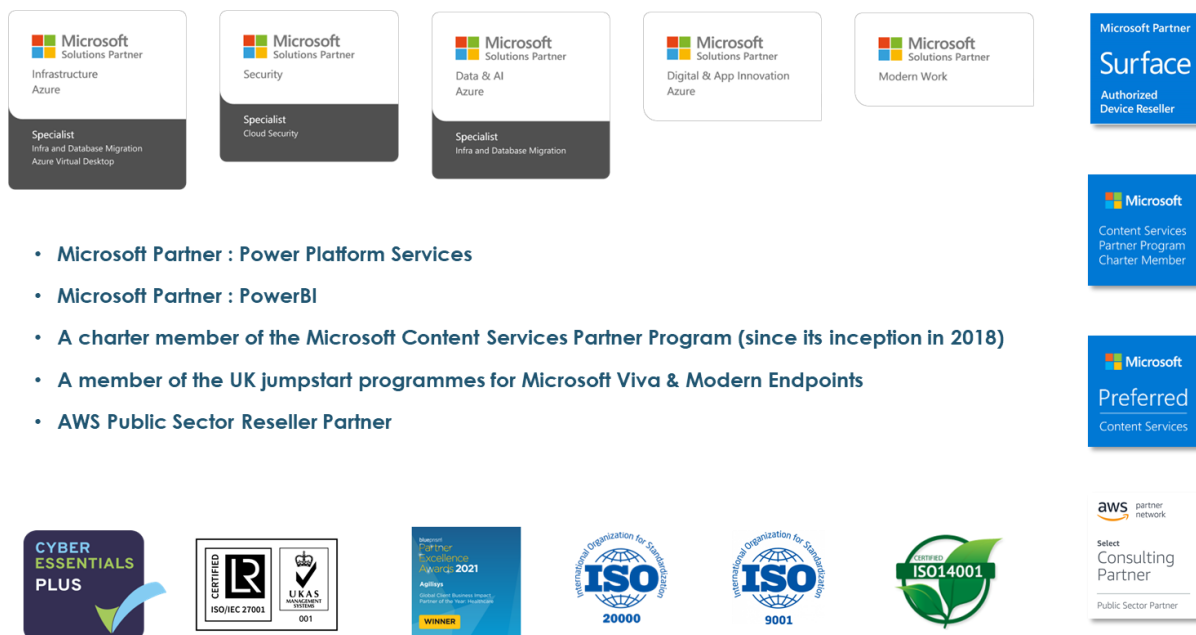


Figure 1 - Agilisys Certifications

7 Pricing

See attached pricing document.

8 Ordering and Invoicing

As detailed below:

Orders can be placed by contacting info@agilisys.co.uk

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

Payment terms are 30 days from invoice, invoices will be dated from the date the client started using the service.

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 with 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.

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.

Third-party funding or discount programmes, where offered, are subject to the third-parties terms and conditions and funding or discount programme availability. The third-party supplier may withdraw or alter these programmes at any time, in which case, where appropriate, Agilisys may offer the services via the Agilisys rate card or provide pricing on request.

Should the client wish to terminate any third-party services, the client will remain liable for payment of the charges in accordance with the passthrough terms and conditions.

10 Trial Options

A trial service is not available as part of this service.

Agilisys

Agilisys provides Generative 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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