

Microsoft 365 Transformation Services

G-Cloud 14 – Service Definition

Lot 3, Cloud Support



Table of Contents

- 1 Introduction 2**
- 2 Overview of Microsoft 365 Transformation Services 2**
- 3 Detailed Service Description 3**
- 4 Outputs and Outcomes of the Service 8**
- 5 Inputs..... 9**
- 6 Why choose Agilisys? 9**
- 7 Pricing 10**
- 8 Ordering and Invoicing 11**
- 9 Termination Costs and Terms 11**
- 10 Trial Options 12**

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 Transformation Services

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 make the most of the opportunity is a common challenge for many organisations.

Agilisys's Microsoft 365 Transformation Service enables organisations to adopt M365 services to provide a modern, flexible, and highly secure workspace, empowering employees to be creative and collaborate, enabling the transformation of operations to succeed in providing digital services in the modern world.

Microsoft 365 (M365) Enterprise is a complete, intelligent solution, which brings together the best of Modern Workplace Collaboration solutions (Office 365 (O365)), Modern Desktop solutions (Windows 11 Enterprise) and Enterprise Mobility Services + Security (EMS). It empowers all staff to be creative and work together securely, leveraging cloud services for secure mobile collaborative working.

M365 services cover the following areas:

- Windows 11 as the operating system.

- Office 365 for productivity and collaboration.
- Device management services, including management consoles, Self-service PC deployment with Windows AutoPilot and automatic Office deployment, Active Directory (AD) including Microsoft Entra ID joins where required, Application Virtualisation (App-V), User Experience Virtualisation (UE-V) and Analytics tools.
- Enterprise Mobility Services, including the Intune platform for physical and virtual devices/desktops and Mobile Device Management (MDM) capabilities.
- Productivity, mobility and security solutions, covering encryption tools (i.e. BitLocker), device access tools, Anti-Virus (i.e. Microsoft Defender) and universal Windows platforms.
- Security and Compliance for advanced threat protection and data governance services.
- User experience, using adoption analytics from the M365 tenancy to demonstrate usage patterns.

This service includes the Agilisys Office 365 Transformation service.

Agilisys specialises in helping organisations maximise cloud opportunities. We have extensive experience transforming organisations with M365 and O365, transforming their business productivity and collaboration services across their userbase. We have proven, mature migration and transformation services, which are covered in this service.

We also offer Office Accelerated Adoption services in G-Cloud 14, which help organisations embed M365 in their ways of working and facilitate rapid adoption of best practices of exploiting the benefits of M365.

We put strategy before technology, so organisations can make the right decisions that not only solve today's problems but those in years to come. We are one of the largest public sector cloud advisory and implementation partners, working with over 35 organisations on their journey and moving thousands of servers into the cloud.

3 Detailed Service Description

Our experience and expertise has allowed us to develop effective, mature, and standardised methodologies to transform organisations with M365 and O365. Our approach reduces migration risk and complexity, accelerates delivery, and allows the benefits of M365 and O365 to be realised quickly. Whilst standardised, our approach is tailored to the customer, so to ensure the implementation of M365 which is optimised to meet their needs.

Our M365 architects and engineers are highly skilled and experienced, with a proven track record of delivering highly complex and large-scale M365 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.

We support our methodology and people with proven migration tools. Our strategic partnerships with Microsoft allow us to stay ahead through advanced and detailed insights into product roadmaps, changes, and new functionality. This is incorporated into our method and approach, which is continually being refined to best practice standards and processes.

Our M365 migration and transformation methodology is outlined below:

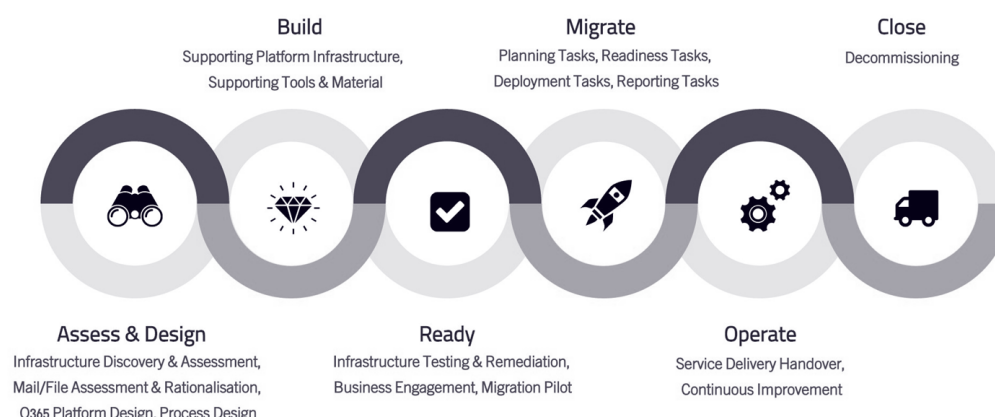


Figure 1 - Agilisys Microsoft 365 Migration Methodology

Phase	Deliverable
Assess & Design	<ul style="list-style-type: none"> • Detailed Infrastructure Discovery and Assessment • Windows 11 Upgrade Assessment • Active Directory (AD) Review and Rationalisation • Windows Management and Mobile Management Assessment and Design • Enterprise Mobility Services and Security Design • Desktop application discovery, analysis, and rationalisation • Mail and File Assessment and Rationalisation • O365 Platform Design • Process Design
Build	<ul style="list-style-type: none"> • Windows 11 Builds • Deployment and Management Tools and Platforms Build • Supporting Platform Infrastructure Build • Enterprise Mobility + Security Services Implementation • SharePoint Online and/or Exchange Online FastStarts (optional) • Supporting Platform Infrastructure Build • Tenant enablement and Active Directory (AD) integration with Microsoft Entra ID • Migration Support Tools Build • Application repackaging • Supporting Material Build
Ready	<ul style="list-style-type: none"> • Image Build Testing and Piloting • Infrastructure Testing and Remediation • Management Tool Training and Handover

Phase	Deliverable
	<ul style="list-style-type: none"> • Application testing and Handover • Business Engagement – Planning business change required, training plan, communication plans. • Deployment planning and business change enablement • Migration Pilot
Migrate	<ul style="list-style-type: none"> • Planning • Readiness • Deployment • Reporting • Upgrades • Migration to new management tools • Business change – training assessment, support with change in the organisations, communication support
Operate	<ul style="list-style-type: none"> • Service Delivery Handover • Continuous Improvement
Close	<ul style="list-style-type: none"> • Decommissioning

3.1 Scope and Options

The scope of the service is individually tailored to your organisation's needs and aspirations and may include the following:

- Deployment/upgrade of Windows 11 to the organisation's end user compute environment.
- Deployment and migration to Enterprise Mobility and Security solutions, including Microsoft Endpoint Manager (MEM Intune) and Remote Access tools.
- Integration into Microsoft Cloud Services, such as Microsoft Entra ID.
- Migration or deployment of M365 Apps for Enterprise Productivity suite, including Microsoft Word, Excel, Outlook, PowerPoint, Access, OneNote (plus Project, Visio and other tools as required).
- Migration of the client's mailboxes to Exchange Online and deployment of advanced email services (such as archiving, Exchange Online Protection, legal hold, data loss prevention and secure email/email encryption services).
- Microsoft Teams, including Audio and Video conferencing, telephony integration (where feasible – this has dependencies on the client's telephony services) and calendar integration.

- SharePoint Online, including migration of shared drives, existing SharePoint sites and Intranet to SharePoint online.
- OneDrive for Business, including data migration from users' personal drives to OneDrive.
- Collaboration and Insight tools, such as Viva Engage, Delve, Sway.
- Deployment and access to M365 services from mobile devices.
- Service Management support can be provided through a service desk arrangement if required.
- Training and Business Change services to support the migration and transformation.

Agilisys also offer Microsoft Accelerated Adoption services in G-Cloud 14, which help organisations embed M365 into their ways of working and facilitate rapid adoption of best practices of exploiting the benefits of the platform.

3.2 Service Exclusions

The following elements are excluded from the migration and subsequent implementation of M365:

- Upgrade of devices such as legacy Blackberry devices, laptops and workstations.
- Upgrade of network infrastructure or bandwidth.
- Migration of legacy/inactive archived data.
- Migrating files that reside on a file share that are used in dedicated line of business applications.
- Migrating files that are prohibitive and will provide a bad end user experience in SharePoint.

3.3 Information Assurance

As detailed below:

- All core infrastructure and system data pertaining to M365 and O365 is located within the United Kingdom.
- All architects and engineers have had the appropriate training and have gained the necessary vendor certifications.
- All IT staff are approved to work up to OFFICIAL SENSITIVE, with Security Check (SC) and NPPV3 cleared staff available on request, to architect solutions for the most secure networks and environments.

4 Outputs and Outcomes of the Service

Service features include:

- New desktop (Windows 11) and collaboration features.
- Enterprise Mobility Services, including MEM Intune and mobile collaboration services, including remote access services.
- Social media collaboration capabilities using Viva Engage.
- Business-grade email (up to 100GB mailbox), calendaring and scheduling functionality via Exchange Online.
- Documents collaboration via SharePoint Online.
- Microsoft Teams for instant messaging, presence, voice and videoconferencing, depending on network bandwidth availability.
- Online versions of the Microsoft Office applications suite, via the Office 365 web portal.
- 1TB of storage using OneDrive for Business (per user).

Service benefits include:

- Improved support and lifecycle management of business productivity applications and end user computing platforms across the organisation.
- Improved collaboration and communication of staff across the organisation through access to new collaboration and productivity tools.
- Greater flexibility and mobility of staff and staff collaboration, enabling greater productivity and support of flexible working.
- Improved intelligence and insight into data for the organisation from improved data visualisation and data monitoring tools.
- Windows 11 provides continual development through new features and services.
- All O365 plans are based on the latest version of Microsoft Office. Also included is an automatic updates feature, managed centrally by Microsoft, so the Office suite will always be up to date.
- If all services are run using Microsoft's SaaS products, there is limited need to manage on premises servers and tasks such as needing to regularly apply server patches, perform appliance firmware upgrades, and similar are all managed as a part of the service and is included in the monthly subscription fee.

- A key benefit of M365 is its ability to enable rapid deployment of new users via license assignment and automation tasks.
- O365 enables greater uptime, features such as Office for the web, coupled with built in mobile platform support, ensures that these services can be accessed in a variety of ways. This enables multiple devices and multiple locations to enjoy the same access to information and collaborate equally.

5 Inputs

It is expected the client will provide the following:

- Provision of suitable Microsoft licensing to support the desired M365 and O365 services.
- Adequate technical and executive leadership in the organisation to enable the changes required.
- Adequate end user computing services and equipment to support the rollout and adoption of M365 (this may be covered in conjunction with an end user compute hardware refresh).
- Suitable Internet network connections and bandwidth for end users to use M365.
- Service transition and service management support to enable the required changes needed to provide M365 services in the client organisation.
- Agreement from the client organisation's security, legal and compliance teams for M365 and O365 migrations and transformation in respect of information and technical security approval, legal and contractual agreement for data migration and compliance (e.g. Data Protection and GDPR compliance) agreement.

6 Why choose Agilisys?

Agilisys is 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 innovation and hold deep domain expertise delivering change and service transformation, 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 out 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.

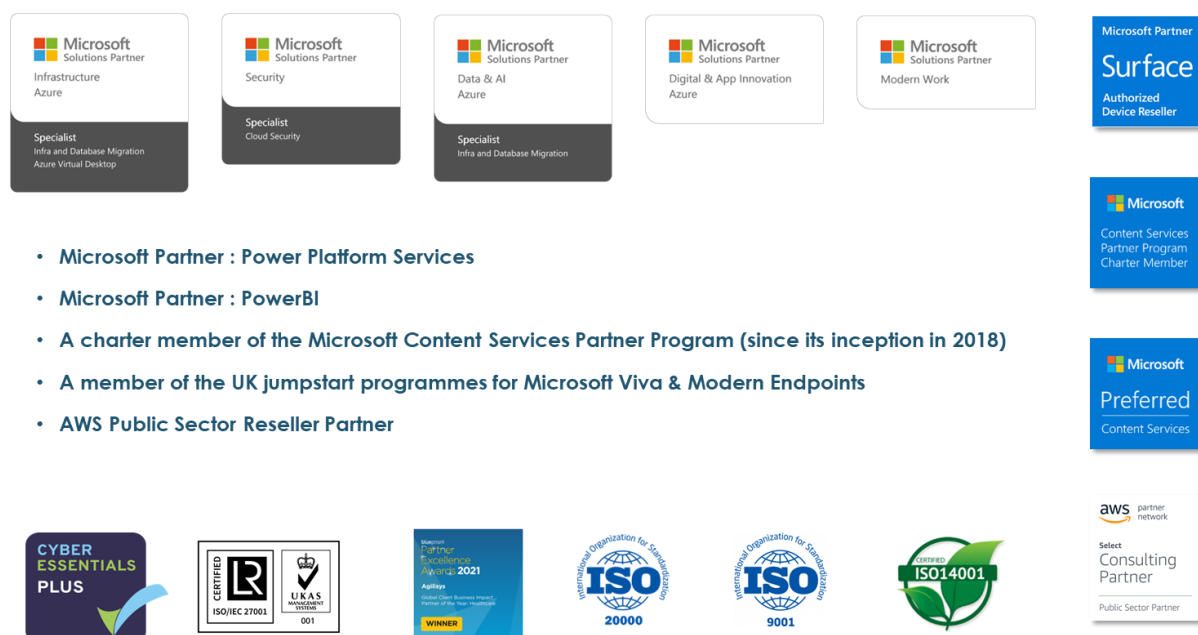


Figure 2 - Agilisys Certifications

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.

Scale Space, Imperial College, White City Campus, 58 Wood Lane, London W12 7RZ

Mail: info@agilisys.co.uk

Website: www.agilisys.co.uk