

# Flexible Cloud Expertise

## G-Cloud 14: Service Definition Document

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## 1. Service objectives

Microsoft Industry Solutions provides a range of professional services relating to the provision of Public, Private and Hybrid Cloud environments. This document relates to the G-Cloud Catalogue and provides descriptions on the following service offerings:

- Flexible Cloud Expertise for Azure
- Flexible Cloud Expertise for Microsoft Cloud Services for Dynamics 365
- Flexible Cloud Expertise for Microsoft Cloud Services for SharePoint Online
- Flexible Cloud Expertise for Microsoft Cloud Services for Teams
- Flexible Cloud Expertise for Microsoft Cloud Services for Hyper-V Cloud
- Flexible Cloud Expertise for Microsoft Cloud Services for the Office 365 Suite

Microsoft offers a range of Flexible Cloud Expertise for services relating to all aspects of Azure, Dynamics 365, SharePoint Online, Teams, Hyper V-Cloud and Office 365 suite (whether in public, private or hybrid configurations). This includes strategic guidance, custom development, design, technical implementation and support, and is provided as a T&M advice and guidance service.

This service has an element of agility and flexibility in terms of scope based on the Contracting Authority's environment, infrastructure, skills and desired outcomes. As such, an initial scoping and discovery activity will be undertaken to determine resource profiles required and pricing for any given requirement. Please refer to our GCloud SFIA rate card which will be used to determine a Time and Materials delivery price.

Specific requirements and Fixed Price arrangements may be subject to a specific quotation.

For more details on pricing, please consult the attached pricing document and SFIA rate card.

## 2. Why Microsoft Industry Solutions

Advanced technology is only useful if it helps you succeed, which is why we're focussed on helping you to create unique business value and deliver business outcomes for your organisation, customers and employees. We challenge convention, reimagine the art of the possible and deliver uniquely differentiated services for our customers. With results that demonstrate our ability to lead and deliver the promised value of cloud for customers, Microsoft Industry Solutions are accountable, invested in your success over the long term and focused on helping you address critical, complex business challenges using disruptive technology in innovative new ways for faster realisation of your digital ambitions.

**World Class Expertise:** We are proud to be a world leader with decades of experience – not just in our technologies but also the Services that support them. Our knowledge, expertise and proven practices underpin the delivery of our consultancy and support services.

**Connection with Microsoft Product Groups:** At any stage of the design or implementation process, Microsoft Industry Solutions can connect with specific Product Groups and technical communities at the heart of Microsoft. This means we have unique access to the latest developments surrounding our own Microsoft technologies to resolve issues quickly and assist in planning and strategy.

**Distinctive Intellectual Property (IP):** Microsoft Industry Solutions can draw upon unique IP including frameworks and accelerators developed through hands-on use of our own technology and many worldwide deployments, to accelerate and de-risk the delivery of your solution.

**Strong Customer Relationships:** We are committed to long-term customer success and have close, intimate relationships with our customers that enable us to support their projects and wider business goals. All our projects are monitored and measured in terms of customer satisfaction, which is a key metric for our delivery teams.

**A Relentless Focus on Driving Customer Impact:** Through architecture, deployment, adoption and support, ensuring our customers do and achieve more with their investments in Microsoft to help them please their own customers.