



# Microsoft Teams Design, Delivery and Operational Support.

## SERVICE DESCRIPTION

May 2024

# Who We Are

Visionist are industry leading experts in Digital Transformation of business capabilities, services and processes for UK Public Sector organisations, businesses, and not-for-profit organisations.

Our experts have over 20 years public sector experience both acting in senior positions, as client and supplier.

We understand your business and achieve deliberate and well-designed and user focussed business outcomes, whilst always ensuring a positive experience for our clients.



**20 Years'**

Digital Transformation Excellence



**60+**

Public Services Delivered



**100+**

World Class Industry Experts



**2 Offices**

Across the UK



**Experts**

In Government and Public Sector

# What We Do

Visionist offers first class leading services to digitally transform business processes and systems for any organisation.

We are leading experts in monitoring and tracking of assets with our real-time dashboard and global Orion IoT data network.

We are industry leading experts in the delivery of NCSC aligned Zero Trust Networking, across a range of government departments.



## Public Sector Specialists

Our staff are either from senior consultancy and service delivery backgrounds, or a Senior Civil Service CxO.

This gives us a broad sector experience and specialism in helping Public Sector become Digitally Transformed™

We know what good looks like!



## Aligned to Best Practices

We are UK leaders in harnessing the power of open standards to improve services, to innovate and reduce cost. We are aligned to the GDS Technology Code of Practice and deliver against NCSC best practice design principles.



## Specialist Divisions

With discrete divisions, we provide professional services, software as a service, DevOps, ServiceOps, real-time asset monitoring and reporting, and over 200,000 IoT devices on the secure global Orion IoT data network.

## Big Enough to Deliver – Small Enough to Care!

We offer the sharpness of focus and specialism that you would expect from a smaller organisation whilst drawing strength and breadth of capability from a large corporate supplier.

# Onboarding

Every assignment is different, but we have processes in place to bring our experts onboard quickly and effectively without disrupting your existing work programmes.

From understanding the requirements through to agreement and engagement should take no longer than a few days.

Our agile approach and multidisciplinary experts are on hand to hit the ground running.



## Properly Understand the Requirement

So that we provide the right resources with directly relevant experience at an appropriate level of seniority



## Protect Team Availability

Ensuring our team have committed time for the assignment and will deliver the outputs in the desired timescales



## Protect Team Availability

Based on our previous experience, we can often suggest alternative solutions or additional areas of scope which will deliver greater benefits (or low cost-Savings) over time.



## Service Scope

Ensuring that the scope of the service to be delivered is properly quantified. This means not only agreeing the logistics (e.g. deliverables, timescales, quality criteria, etc.), but understanding your constraints, sensitivities and key drivers to ensure the outputs we provide fully match your expectations.



## Review / Agree Engagement

After the initial discussions and planning, you will have the opportunity to review and amend the proposed engagement. This includes reviewing the proposed technical and non-technical consultants and, if appropriate, meeting for an initial discussion in order to feel comfortable that the chemistry works.

We adopt a similar philosophy when off-boarding members of our team. The process is highly consultative to ensure that you are fully aware of the exit plans. Ultimately, we want you to be satisfied all objectives have been met (including mentoring and transfer of knowledge to relevant stakeholders, where appropriate) before concluding the project. There are not usually any associated costs with offboarding to a new supplier, or to in house service teams.

# Ordering Process

By your side, at every step!

We have delivered similar services to many UK Public Sector organisations and are here to help and advise.

We can help you through the whole procurement process, in order to procure services in compliance with the Digital Marketplace Buyer's Guide.

## Ordering Process

We are an experienced Digital Marketplace frameworks contractor. Upon engagement, we will discuss and validate your requirement and scope of work and support you through the completion of the Call Off Agreement.

We will then set up a mutually acceptance start date and commence work.

Invoicing will either be based upon the SFIA rate card agreed, or the per unit cost of the agreed scope of service. Payment terms are 30 days and payable either by BACS or GPC card.

## Customer Responsibilities

For any given call-requirement, we will identify any dependencies on the customer (e.g. access to key stakeholders, inputs to critical review processes, etc.) and agree these at the start of the work.

# Service Description

Delivering a unified user experience for cross party collaboration. Integration, delivery and support of complex Teams solutions, delivering productivity enhancements and cost savings by exploiting your Office365 to ensure maximum ROI and VFM. Simplify your architecture and enable collaboration for your workforce, other departments, partners and suppliers.

## What Can It Do?

### Features

1. Collaborative knowledge transfer to in-house teams
2. Microsoft Partner / Okta Partner / Zscaler Partner
3. Outcome driven based on user and business needs
4. Proven Expertise in UC technologies and Systems
5. Full Migration and Deployment of Voice Services
6. Full Alignment of KIM and UC requirements
7. Training and user adoption
8. Ongoing support of Technology and Services
9. Zero Trust Solutions allowing staff to securely work anywhere
10. High level support and assistance

### Benefits

1. User needs-based development following GDS Standards/Guidelines
2. Collaborative working to develop capability
3. Proven methodology from experienced team in cloud technology adoption
4. Consistent user experience, improved user adoption Office 365 SharePoint
5. Enhance efficiency through collaboration and knowledge sharing.
6. Online meetings, web-conferencing, voice and video
7. Advanced compliance tools, including rights management services and information protection
8. Corporate social networking, analytics, PowerBI, power Platform, Teams
9. Phone System, PSTN
10. Highly experienced deployment teams

# Our Experience



## Where Have We Done It Before?



We have used these techniques with clients on varying projects focusing on emerging technologies and how they can be used to address user needs.

For example, a recent project with a large government department where we advised on the technical migration strategy for hosted IP telephony to an integrated Teams fully-managed service.

# Contact Details:

## The Principle Point of Contact is:

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