



SMART WORKSPACE

Consultancy, Implementation & Support

Service Definition Document

S

Secure

M

Manageable

A

Agile

R

Responsible

T

Technology

Service Overview

To help organisations secure and engage their workforce, XMA maintain an ecosystem of digital partners including but not limited to Salesforce, Microsoft, Google, Riverbed, Cisco, and Checkpoint.

Our SMART Workspace Consultancy, Implementation & Support Services are designed to help public sector organisations formulate forward-looking innovation blueprints and optimise service delivery.

Assessment Services

Seamlessly transition to end-user device OS platforms of your choice.

- Windows Assessment Services
- Apple Assessment Services
- Chrome & Android Assessment Services

Safeguard users, devices, and data in productivity platforms.

- Intune Security Assessment
- M365 Security Assessment
- M365 Copilot Security Assessment
- Email Health Assessment
- Active Directory (AD) Assessment

Evaluate end-user device environmental impact and the employee experience.

- End-User Device Carbon Impact Assessment
- Digital Employee Experience Assessment

Advisory Services

Modern Management Advisory: Adopt efficient end-user device management processes.

- Endpoint Protection ▪ Endpoint Management ▪ Identity & Access Management ▪ Software & IT Asset Management ▪ Device Lifecycle Management

Smarter Working Security Advisory: Transition from network-centric to identity-centric protection.

- Zero Trust Network Access ▪ Secure Access Service Edge (SASE) ▪ Mobile Threat Defense (MTD) ▪ Endpoint Detection & Response (EDR) ▪ Identity Governance & Lifecycle Management

Smarter Working Experience: Create work environments that are intelligent, connected, and efficient.

- Business & Productivity Applications ▪ Unified Communication & Collaboration ▪ User Experience Platforms ▪ Digital Experience Monitoring ▪ AI & Automation

Features

- Executive Briefing, technical discovery, and definitions workshops with customer stakeholders.
- Recommendations, remediation, high-level architectural plans, and execution timelines.
- Resource mobilisation aligning to SFIA and DDaT frameworks.
- Low-level design, technical implementation, integration, and deployment.
- Flexible project approaches including Agile, Waterfall, or Hybrid.
- Accountability models including Sole Responsibility or Self-Directed Teams.
- Meticulous test strategy to ensure precision, reliability, and security.
- Intelligent Service Desk offering remote or on-site IT support.
- Customer Success Reviews for continuous improvement and evolving customer needs.

Benefits

- Remove the guesswork with unbiased advice and meaningful data.
- Seamlessly transition to end-user device OS platforms of your choice.
- Adopt efficient end-user device management processes.
- Safeguard users, devices, and data in productivity platforms.
- Transition from network-centric to identity-centric protection.
- Evaluate end-user device environmental impact and the employee experience.
- Create work environments that are intelligent, connected, and efficient.
- Improve user experience through system and process optimisation.
- Implement a data-driven approach to streamline IT operations.



Why XMA?



Homegrown

We are a private, family run UK-based business.



Award-winning

We are a national award-winning IT reseller.



Public sector approved

We support public sector organisations to achieve cost savings with choice and compliance.



Right-sized

We can provide and tailor service solutions for any size project, while maintaining a personal experience for every customer.



Established

We have served thousands of customers over 35+ years in business.



Partner accredited

We have an unrivalled partner accreditation portfolio that means customers have access to best-in-class solutions, always.

With XMA's outcomes-focused philosophy we can make sure that every solution you implement is in alignment with your organisation's goals, and that you have the support you need at every stage of the process.

Find your headspace with XMA Services. Let us take care of your day-to-day so you can focus on your future.

Get in touch to discuss your IT service needs.

0115 846 4000

outcomes@xma.co.uk

www.xma.co.uk



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