



# G-Cloud 14 Service Definition Document

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As a multi-award-winning Microsoft Partner we recognise that each organisation's journey towards innovation, growth and productivity is different; each organisation is unique and each problem complex. We've worked for some of the world's biggest organisations for more than two decades, using innovative technologies to transform complex areas of your business to save time and reduce costs.

**Our Vision:** We inspire our customers to realise their business potential with joined-up solutions based on our extensive experience.

**Our Purpose:** We inspire you with what's possible with Microsoft technology. We engage with you throughout your journey, to ensure we make your aspirations a reality. We empower and support you to embed sustainable change within your organisation to ensure solutions are successfully adopted.

**Our Values:** Everything we do is driven by our six values. We take these values seriously. We live by them, and we bring them to life in every customer engagement.

**“We deliver business and technology consultancy to solve business problems using Microsoft Technologies.”**

Steve Adams – CEO

## Customer Focused

We focus relentlessly on you. We provide flexible, practical and value-added solutions and responsiveness. We deliver results by constantly taking the initiative.

## People

We empower our people to make a difference and are responsible for our actions. We succeed through the creativity and excellence of our colleagues and their desire to invest in each other's success; working as a team to exceed your expectations.

## Productivity

We are committed to delivering the maximum value we can to you. To always work ethically and to our maximum potential, delivering services that add value.

## Innovation

We challenge the status quo and approach working with you through with creativity, fresh ideas, lateral thinking and a commitment to continually innovate.

## Excellence

We aim to be the best partner a customer needs, taking leadership in Microsoft solutions, consultancy, implementation, and delivery.

## Environment

We are conscious of the environment around us. We seek to minimise our impact by providing sustainable solutions and supporting our local community.



# | Transformation

We are an organisation of passionate individuals with the common aim to excel in all that we deliver for our customers, clients and partners.

“

*Our mission is to help you achieve your business outcomes, through the delivery of solutions delivered on Microsoft Cloud technologies.*

”



# Driving Transformation



We have compiled this document to provide an overview across the available lots on the Digital Marketplace that are delivered by CPS. This is in addition to the individual services published on the portal which details the information regarding service and pricing. CPS' solutions are focused on delivering you a Modern Work environment that has all the components to support and deliver transformation across your organisation.





# Driving Transformation



## Modern Work

To keep up with the speed of modern business, organisations of all sizes are undergoing cloud transformation. Cloud services make it easier to deliver services, engage with customers and manage business operations.

In its simplest form, Cloud Transformation involves moving your technology to the cloud – be this apps, data, software, or your entire IT infrastructure.



## Data & AI

Data exists across your organisation, from sales to employee and customer information, systems performance, along with a growing number of connected devices gathering data.

Insights from this data is critical to your organisation, and when managed effectively, holds significant value that will help streamline your operational approach, and deliver your desired customer outcomes.



## Unified Communications

Effective communication is needed for demanding & fast paced enterprises, while hybrid working requires flexibility and confidence that technology can enable employees to work regardless of location.

A Unified-communications (UC) strategy integrates internally & externally across business applications and devices to deliver a great employee and customer experience.



## Digital Culture

Creating and sustaining a digital culture is a business imperative, and a connected and collaborative hybrid working environment is essential.

Digital culture is more than technology, process and mission statement. It is a state of mind that embraces being more connected, collaborative, flexible, data driven, transparent and open so you can achieve a stronger, more innovative, productive organisation, capable of reaching your goals.



## Cyber Security

Cyber security is how you reduce the risk of cyber-attack, through the protection of devices and the services – at work and outside of work.

Cloud presents unique risks that you need to manage to protect your organisation. With an increasing number of users, devices, systems and data (sensitive and/or confidential) there is a need for a defined cyber security posture.



## Work Management

Improving the management of work is fundamental to building a competitive edge, delivering products or services to market, and making the most your valuable resources.

It is the systematic approach to orchestrating your organisation's workflows, such as projects, programmes, operational processes and routine tasks and governance - while providing clarity to teams so they can achieve their goals.



# Project Delivery Framework

# Project Delivery Framework



Our five-phase Delivery Framework represents an effective & scalable method to enable our consultants to focus on collaboration with you in a long-term partnership ensuring a common understanding and agreed expectations.



## Understand

The goal for this phase is to identify the challenges your organisation is facing. Together we will work with you and your stakeholders to understand your vision, define your requirements and map out an approach for a successful engagement.

We approach this with a variety of techniques depending on the size/type of engagement ranging from 1-2-1 interviews to facilitated workshops, with topics ranging from Strategic Direction to specific product feature requirements and outcomes to ensure all involved reach a common understanding of what's required to achieve your goals.



## Envision

Once we understand the challenges you're looking to address; we create a vision for your organisation's new working environment providing a range of playback scenarios to help your stakeholders visualize the future, from 'simple user stories' depicting how users will interact with key features of the solution through to developed prototypes enabling stakeholders to envision the new solution.

The aim is to have a clear understanding of the detailed requirements, priorities and to establish the likely impact points for users, these outcomes will set the direction for the design phase, from configuring the solution to designing the training approach.



## Design

For a successful design outcome, we must consider the business need and usability to create the right technical design, a balance between form and function.

Throughout this phase we will bring the design to life using Wireframes, Prototypes and the use of User Personas/User Stories to ensure the solution meets the balance of business need and usability.

We work seamlessly with your IT team to design the technical platform to support the solution confirms to best practice and your IT standards to ensure the user experience is not diminished through poor performance.

We consider your training needs and will design an approach to support user adoption of the solution.



## Build

Our goal is to guide you through the process by adopting 'Out of the Box' functionality to achieve your stated goals, it's an important path to follow to have a future-proofed and stable solution.

Our team apply industry best practice for software engineering, ensuring custom solutions are technically specified, before development, and once developed, they are tested and assured before release.

Depending on the overall implementation approach agreed during the initial envisioning phase an Agile, SCRUM or Waterfall method for building & implementing the solution would be used, all of which include the required quality assurance & control steps throughout the project to meet your stakeholder expectations.



## Launch

Finally, we plan for a smooth roll out that incorporates the business transformation you require and ensure the new solution engages end users, continuing to support your deployment with follow on services as required.

While a new solution builds on the foundations established in the earlier phases of an engagement, our experience shows that its failure can often be found in the launch phase, the most well developed solutions, deployed in the wrong way can have a catastrophic effect on an organization.

Our Consultants, during this phase, are here guide and lead you through from the early stages of User Acceptance Testing, through Data Migration and Training to ensure the adoption is successful.





G-Cloud Services for you

# Adoption and Change Management Services (ACM)

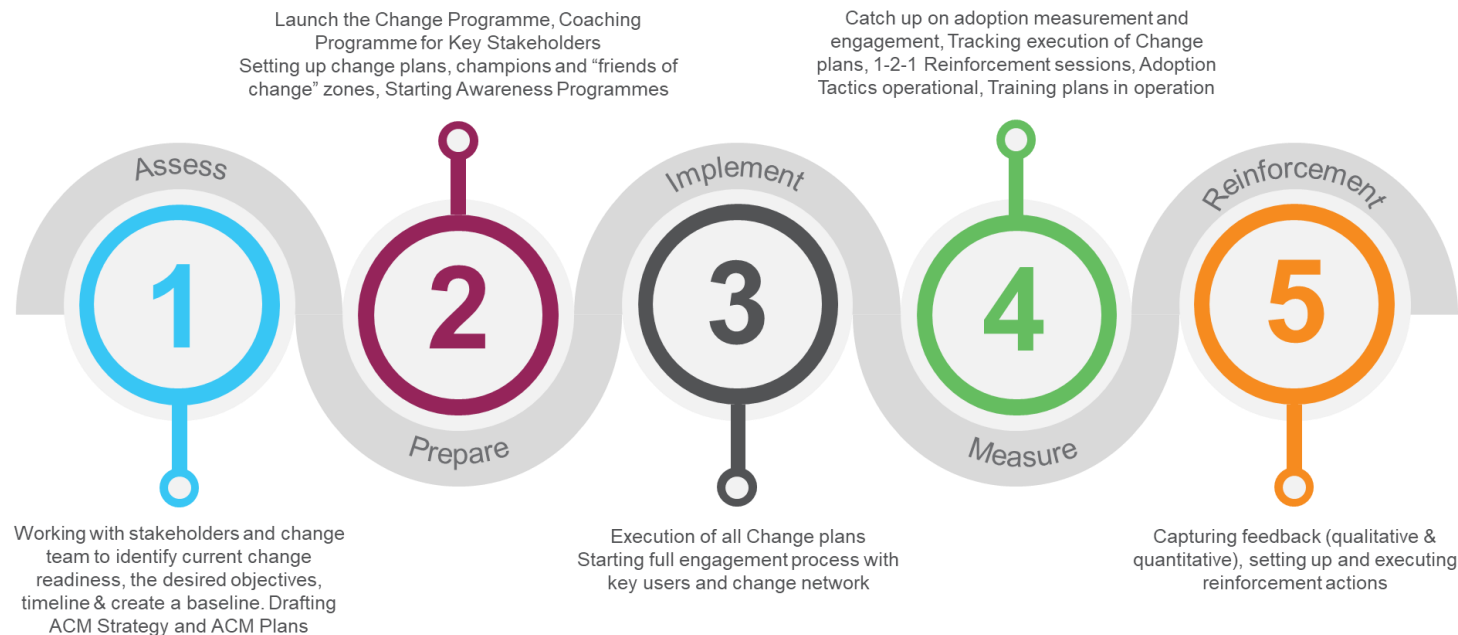


## Cloud Support

### Service Overview

Change Management practices underpin project delivery to mitigate and manage resistance, delivering a return on Investment, Prosci Change Management practitioners support during the initial assessment of change, making ready the organisation for change, managing the change, adopting the ADKAR Model for change management and seeing the reinforcement of change adoption.

User adoption is key to maximising your return on investment, be it OneDrive, Teams, EM+S, Exchange, SharePoint, Power Platform or a Dynamics 365 solution. Regardless of the solution you are planning to implement, CPS can support with the planning and implementation of change management to ensure users embrace the new solution, and you get the most value from your investment.



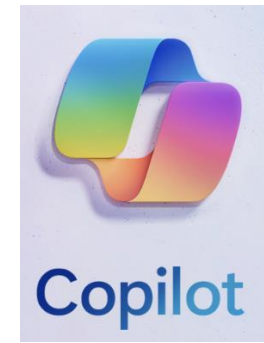
### Features

- Change management strategy design and delivery
- Stakeholder analysis (strength of the sponsorship coalition)
- Project Risk assessment (level of risk pertaining to the project)
- Integration of change management with project delivery
- Change management readiness assessments
- Change management plans: communication, sponsorship, resistance, coaching & training
- Change management & transition support: communications, resistance, coaching & training
- Business Integrated Governance (BIG)

### Benefits

- Objective assessment of your organisations readiness to change
- Objective assessment of your organisations ability to change
- Increased Return on Investment through increasing the speed of adoption
- Increased Return on Investment through increasing utilisation of change
- Increase in Adoption through awareness & need for change
- Increased workforce engagement from End-user to Sponsor
- Less disruption through proactive resistance management
- Risk Mitigation lost productivity, turnover, over running project
- PRINCE2 and Prosci™ Certified Change Management Professionals

# Copilot



CPS can deliver all Copilot capabilities across Microsoft 365 / Dynamics 365 / Azure

## Elevate Your Business with CPS' Microsoft 365 Copilot Services

We understand that integrating new technologies into your business operations requires consideration & planning. That's why we've curated a series of Microsoft 365 Copilot services, each designed to guide & support you at different stages of your adoption cycle.

Whether you're assessing readiness, seeking to accelerate Copilot usage, or aiming for a comprehensive deployment, CPS' Copilot offerings are tailored to guide you through every step with confidence and clarity.

Choose your path to innovation with CPS, and let's embark on this transformative journey together. Explore our offerings and discover how we can tailor Copilot to the heartbeat of your business.

<https://www.theguardian.com/advertiser-content/modern-work-and-surface/could-barnsleys-social-workers-be-among-the-first-to-benefit-from-an-ai-copilot>

### Copilot Readiness Assessment

- Begin your journey with our Microsoft 365 Copilot Readiness Assessment, the perfect starting point to prepare your landscape for change. We dive deep into your current infrastructure, ensuring you are primed for Copilot. Our experts will showcase the art of the possible, evaluate your environment, and provide a strategic roadmap to align your technical and operational prerequisites with Copilot's innovative features.

### Copilot Accelerator Programme

- Ready to take the leap? Our Microsoft 365 Copilot Accelerator is a dynamic engagement crafted to fast-track Copilot's integration. This rapid yet thorough programme bridges the gap between software acquisition and active utilisation. We'll guide you through initial assessments, change management, technical enablement, and effective training, culminating in a full-scale rollout designed for immediate impact.

### Copilot Advancement Programme

- The Microsoft 365 Copilot advancement programme offers extensive engagement for organisations seeking an all-encompassing solution. This program delves deeper, providing bespoke feature development, rigorous testing, and user experience optimisation. Post-deployment, we remain by your side with ongoing support, ensuring Copilot continues to evolve alongside your business.



# Microsoft Azure Implementation & Support Services



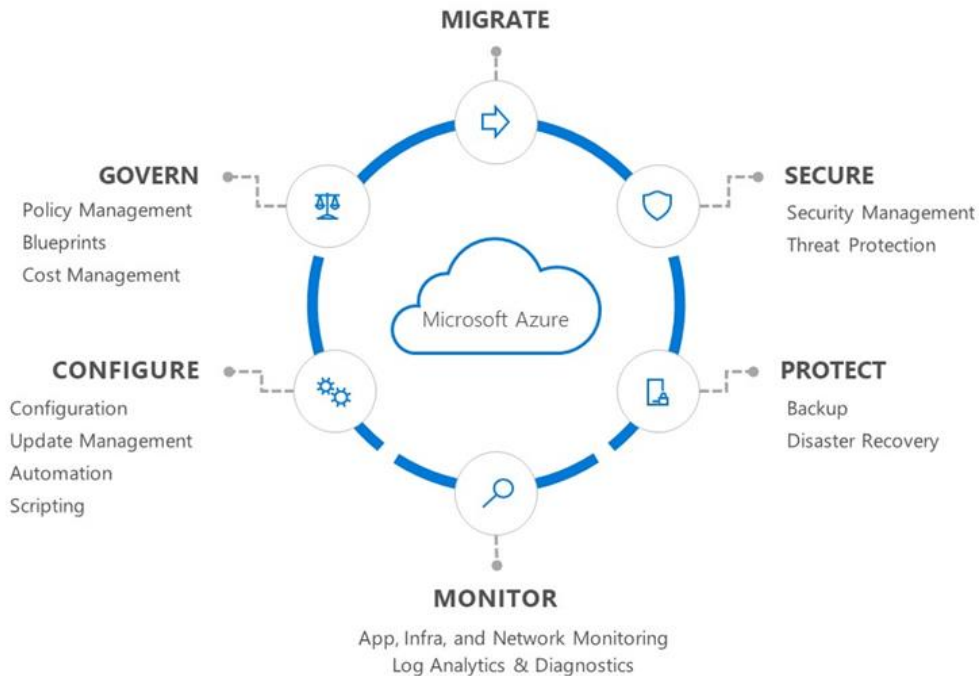
## Cloud Support

### Service Overview

Azure allows you to build on a platform that you can trust, that will grow with you, and that provides the flexibility to design a solution around your specific capabilities and business objectives.

This all happens regardless of your company's approach to the cloud: on-premises, cloud-only, or hybrid

CPS support organisations in their transition to the Public Cloud. Our consultants work alongside internal teams to undertake controlled migrations of workloads to Azure. CPS experienced consultants work to Design & Configure Azure tenancies as-well-as provide Identity, Infrastructural & Network components and undertake the migration of workloads and Line-of-Business apps.



### Features

- Microsoft Partner Cloud Platforms
- Workload Migration
- Disaster Recovery (Azure Site Recovery)
- Network (VPN/ Express Route)
- Enterprise Storage
- Data Analytics & Big Data
- Enterprise Architecture Documentation
- Migration Strategy
- Tenant (expenditure) Management
- Cloud Readiness Assessment
- Microsoft Cloud Adoption Framework for Azure
- Azure Landing Zone

### Benefits

- Efficient migration of workloads to Azure
- Assured configuration of core tenant according to Best-Practice guidelines
- Knowledge transfer and engagement of internal resources through migration approach
- Right-sized approach to scaling cloud workloads, ensuring cost optimisation

# Business Consultancy Services

## Cloud Support



### Service Overview

Change Management practices underpin all transitions that organisations need to make. Allowing organisation to mitigate and manage resistance, delivering a return-on-investment, Prosci™ Change-Management practitioners support during the initial assessment, making ready the organisation for change, managing the change, adopting the ADKAR®-Model for change management and seeing the reinforcement of change adoption.

#### Business Integrated Governance BIG

Business Integrated Governance for Projects, Programmes and Portfolios (BIG) is a framework that connects strategic drivers to the operational parts of the organisation, to those that focus on implementing change. It explains the importance of regular reviews and a logical approach to managing the underlying data that supports decision-making processes.

#### Technology Adoption

From advancing Digital Culture to stronger differentiation of products and services through greater analytics and data realisation, technology adoption drives change and innovations across an organisation.

The key to driving value and successful technology adoption is aligning with an organisation's needs and future aspirations.

#### Project & Programme Delivery

Harnessing potential from your Programme, Project, Portfolio and Change Management strategy requires delivery processes that are fit for purpose, end-to-end. There is no shortcut to achieving that goal.

#### Gaining improvements with PPM Consulting

It requires careful evaluation of each component in the delivery cycle to identify weaknesses and gaps and a plan for resolving them. It assumes a commitment to excellent portfolio management and programme delivery at Board level, ensuring alignment with strategic objectives

#### PPM Improvement

Managing your projects, programmes, and portfolio strategy effectively is a vital insurance policy for business success.

Whether your projects are large and complex or point solutions to specific business challenges, your PPM requires meticulous planning and constant improvement so that project delivery keeps on meeting highest expectations.

PPM improvement is about more than just timelines and deliverables. Each project is unique and building a solid and continually improving base for developing and delivering those projects – no matter how different in type and demands – is critical to successful delivery.

### Features

- Change management strategy design and delivery
- Stakeholder analysis (strength of the sponsorship coalition)
- Project Risk assessment (level of risk pertaining to the project)
- Integration of change management with project delivery
- Change management readiness assessments
- Change management plans: communication, sponsorship, resistance, coaching & training
- Change management & transition support: communications, resistance, coaching & training
- Business Integrated Governance (BIG BIG2)

### Benefits

- Objective assessment of your organisations readiness to change
- Objective assessment of your organisations ability to change
- Increased Return on Investment through increasing the speed of adoption
- Increased Return on Investment through increasing utilisation of change
- Increase in Adoption through awareness & need for change
- Increased workforce engagement from End-user to Sponsor
- Less disruption through proactive resistance management
- Risk Mitigation lost productivity, turnover, over running project
- PRINCE2 and Prosci™ Certified Change Management Professionals



# Microsoft Dynamics 365 Implementation & Support Services



## Service Overview

Microsoft's first-party business applications built on Dynamics 365 are intelligent solutions that deliver a comprehensive view across your business. These solutions are connected by data and intelligence and supported on Microsoft's Power Platform.

CPS Consultants understand the vast capabilities of Dynamics 365 and have years of experience delivering tailored solutions that address specific business needs. We have deployed large- and small-scale solutions (Sales, case & service management systems etc..) across a range of industry sectors. We understand it's more than just technology.

### Sales

Dynamics 365 Sales enables salespeople to build strong relationships with their customers, take actions based on insights, and close sales faster.

Use Dynamics 365 Sales to keep track of your accounts and contacts, nurture your sales from lead to order, and create sales collateral. It also lets you create marketing lists and campaigns, and even follow service cases associated with specific accounts or opportunities.

### Customer Insights

Create engaging experiences by uniting customer data with real-time journeys and Copilot in Customer Insights.

Unify transactional, demographic, and behavioral data with AI-powered identity management for a holistic view of customers.

### Service

Transform your service operations, deliver exceptional service, and improve customer experiences.

### Business Central

Connect finance, sales, service, and operations. Transform business operations, improve financial performance, boost sales and services, facilitate project success and optimise your supply chain.

### Project Operations

Dynamics 365 Project Operations can connect sales, resourcing, project management, and finance teams in a single application to win more deals, accelerate project delivery, and maximise profitability.

It provides a single repository for you to understand the current state of your portfolios, programmes and projects. Manage your pipeline of requests and understand costs and resource requirements.

## Features

- Intuitive Full Suite of Dynamics 365 Functions
- Choice of Deployment Platform
- High Availability 99.9% uptime with SLA back guarantees
- Process Driven Interface
- Real Time Insights
- Customer Centric and Customisable
- Large Scale Integration
- Cross browser compatibility and free Dynamics 365 mobile
- Scalable Architecture
- Copilot

## Benefits

- Leverage familiar application to ensure strong user adoption
- Supports entire business process encompassing, Sales, Marketing and Customer Services
- Customer flexible choice to select deployment online, on-premise or combination
- Business critical information always available anytime and from anywhere
- Provides a guided clear process using pre-defined steps, best practice
- Delivers real time business intelligence providing visibility of key performance
- Designed to meet customer specific requirements ensuring business operational synergy





# Power Platform Implementation and Support Services

## Cloud Support

### Service Overview

Give everyone the power to quickly build and share low-code apps with the Microsoft Power Platform.

At CPS, our experienced consultants and developers will support you every step of the way – whether you're evaluating your organisation's needs, looking for packaged industry solutions, or just need help getting started with the Power Platform.

CPS' specialist Power Platform Architects and Developers support organisations drive process improvement and automation leveraging the maximum value from Microsoft Power Apps, Power Automate, Power BI and the Common-Data-Service.

Services include Governance, Design, Development and Support across the Power Platform with accelerator solutions for speedy return on investment.



#### Power Apps

Empower your team to start building and launching apps right away using pre-built templates, drag-and-drop simplicity, and quick deployment.



#### Power Automate

Automate processes to make your business more efficient with the design and implementation of bespoke automation.



#### Power BI / Fabric

Easily display and consume your companies' data using Power BI reports and dashboards while discovering insights into your business.



#### Copilot Studio

Respond rapidly to your customer and employee needs at scale, using intelligent chatbots.

### Features

- Power Platform Art of the Possible - Solution Overview
- Power Platform - Centre of Excellence Design & Installation
- Power Platform - Governance, Architecture, Strategy
- Business/ End-user Requirements Capture, Definition, Workshops
- Solution Design (Apps, Flow/Automate, BI)
- Solution or portfolio Build (Apps, Flow/Automate, BI)
- Solution integration
- Support, Solution Administration and improvement
- Training, Adoption Planning, Communication
- Power Apps - Application Development

### Benefits

- Drives automation of Business Processes
- Improves business efficiency/ productivity
- Enhanced auditability of process and approvals
- Encourages and Supports improved decision making
- Improves accessibility within the organisation
- Accelerated time-to-value through Low-Code/ No-Code adoption
- Streamlines/ standardises cross/inter departmental application portfolios

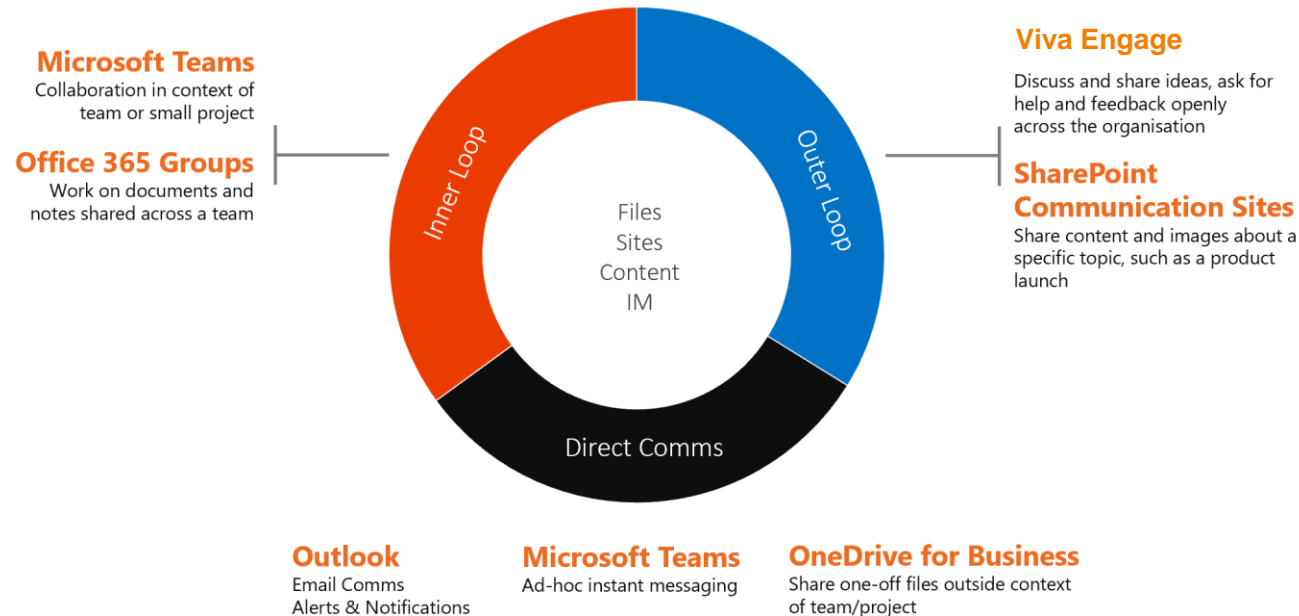
# SharePoint Online Implementation & Support Services

## Cloud Support

### Service Overview

CPS consultants understand the vast capabilities of SharePoint Online and have years of experience delivering tailored solutions that address specific business needs. We have deployed both large and small-scale solutions (intranets, document/knowledge management systems etc..) across a range of industry sectors. We understand it's more than just technology.

CPS offer expertise to support organisations in their adoption of all Office 365 based workloads. CPS work with organisations to Design & Build engaging Intranet solutions, aligned to well defined business requirements, to encourage and promote the corporate identity and messaging within the organisation and encourage greater collaboration between users.



### Features

- Demonstrate what SharePoint can be used for
- Discover what your business objectives are and their benefits
- Technical reviews and systems architecture design
- Configuration, development and installation
- Integration of Microsoft SharePoint with other Databases, Platforms etc.
- Business case and benefit realisation planning
- Best practice advice and guidance
- Process and strategy definition
- Train and support
- Either help or run the deployment and rollout

### Benefits

- Develop a practical approach
- Address your key business objectives including user adoption and sustainability
- Understand how you could unlock the power of Microsoft SharePoint
- Access to the benefits of SharePoint (Collaboration, Mobile access, Search)
- Find out how cloud can benefit your organisation
- Understand how to realise a return on investment
- Access to specialist knowledge
- Cost reduction and risk mitigation
- A cost and benefit understanding

# Microsoft 365 Implementation & Support Services



## Cloud Support

### Service Overview

CPS understand the vast capabilities of the Microsoft 365 platform and have years of experience delivering tailored solutions that address specific business needs. We have deployed both large and small-scale solutions (Teams/ Skype for Business, EM+S, Exchange or SharePoint Online) across many industries. We understand it's more than just technology.

A Vision and Strategy will explore how you can unlock the full potential of your Microsoft 365 deployment. CPS Consultants will work with you to provide a high-level overview and next steps that outlines the business changes, costs and benefits involved to implement the proposed roadmap for deployment and rollout.

Migration Planning activities are undertaken during the Understand & Design phases. CPS Consultants and Architects work with key stakeholders to capture business requirements and design appropriate target solutions with robust phased and costed Implementation and Migration Plans. CPS Consultants and Architects can work as part of a blended and/or stand-alone team, to undertake tactical or strategic end-to-end Workload Migrations, aspects including:

1. Workload/Application Migration Design (Dev, Test and Prod)
2. Migration Planning
3. Test Migration
4. Workload Cut-over
5. Legacy Decommissioning

CPS Consultants ensure that knowledge is effectively transferred to nominated client resources to enable clients to take ownership of the solution and/or continue migrations internally

### Features

- Demonstration of the Microsoft 365 capabilities
- Strategy & Vision workshops to define your adoption roadmap
- Deep experience from numerous migration projects to Microsoft 365
- Established migration methodologies and repeatable process
- Consultancy, configuration, implementation and training services
- Focus on leveraging Out of the box functionality
- Experienced developers to create custom features and integrations
- Copilot

### Benefits

- Leverage familiar application to ensure strong user adoption
- Supports entire business operation enabling agile working
- Provides Business critical information always available anytime and from anywhere
- Reduce run costs by migrating core capabilities to Microsoft 365
- Maximise the value you get from your investment in Microsoft 365
- Run Office 365 effectively and maintain it
- Automatically receive all the latest updates to online services
- No need for on-premise service infrastructure
- PRINCE2 and Prosci™ Certified Professionals



# Microsoft Teams Implementation & Support Services



## Cloud Support

### Service Overview

Microsoft Teams provides a unified way for you and your teams to communicate. More than ever, you need to work in flexible, agile ways across all your work and projects, meaning you need tools that allow you to move between communication methods with ease.

- Simplify communication and unify your employees and customers
- Connect existing phone services to Microsoft Teams - make & receive telephone calls
- Benefit from a single integrated platform

CPS will project manage and deliver your unified communication solution, ensuring you benefit from a single, consistent managed services approach - increasing productivity and reducing your operational costs.



### Features

- Teams Unified Communications Art of the Possible - Solution Overview
- Telephony/ Unified Communications Legacy/ As-Is Discovery Workshops
- Teams PBX Solution Design
- Teams PBX Pilot
- Teams PBX Configuration/ Deployment/ Integration
- Teams Voice Interoperability with legacy PBX
- Teams Voice Support/ Managed Service
- Teams Contact Centre Solution Design & Implementation
- Teams Direct Routing with ISDN or SIP
- Full Microsoft Teams Hosted Voice solution
- Copilot

### Benefits

- Reduce OPEX for PBX Hardware, Maintenance & line-rental
- Cloud-based High-Availability Solution - inbuilt Disaster Recovery
- Integration/ Interoperability with legacy PBX
- Complementary Teams Based Communication & Collaboration Platform
- Microsoft 365 Security full features
- Potential to extend-life/ sweat current investments in UC hardware



# Microsoft Project / Planner Premium Implementation & Support Services



## Service Overview

Organisations often have disparate solutions and systems in place to manage work. This includes Excel, Project, PowerPoint, Word and any number of other disconnected tools all used in different ways by different people.

At CPS, we help organisations improve the way they manage their work through a combination of people, process, tools and governance.

This encompasses more than “project management”, and we use the term “modern work management” to describe task management for individuals, traditional and agile project management, all the way through to full portfolio and programme management.

CPS engage organisations to develop problem-solving visions, alongside creating strategy to deliver achievable, fit-for-purpose & sustainable solutions within their Portfolio Office. We improve clients' capability to deliver P3M and Change initiatives to time, cost and quality, by improving governance, planning & demand management, benefits management and resource management standards.

## Features

- Current State Assessment, what's good and bad, what needs change
- Vision and Strategy, how to sensibly, sustainably improve change
- Governance framework, how to make better decisions on the portfolio
- Process and Roles, to do things better within the portfolio
- Technology – how to enable governance from the process
- Invigorating Project Support – making the portfolio work better
- Originating Project Support, embedding and sustaining P3M within business cycles
- Project Office Services, providing external expertise and manpower where needed
- Training and mentoring – reviewing capability, creating development pathways
- Critical Friend, external viewpoint to support key designs and decisions
- Copilot

## Benefits

- Consensus on the problems and priorities before solution design
- Spend change funds on the right change initiatives
- Drive benefits in the solution bottom to top
- Optimisation of your P3M model to deliver more strategic objectives
- Avoided cost of imperfect manual solutions, investment exploited and sustained
- Connect strategy to delivery, improve reputation
- Spend less collecting less data and creating the wrong reports
- Plan more predictably, encounter less issues, and deliver greater benefits
- Consider more options, avoid internal politics, make better decisions
- PRINCE2 and Prosci™ Certified Change Management Professionals

# Microsoft Viva Suite Implementation & Support Services



## Service Overview

The Microsoft Viva suite is an employee experience platform that brings together communications, knowledge, learning, resources, and insights in the flow of work. Powered by Microsoft 365 and experienced through Microsoft Teams, Viva fosters a culture that empowers people and teams to be their best from anywhere.

The employee experience is at the heart of every organisation and is key to business growth.

Creating a people-first culture drives engagement, commitment and enables colleagues to be their best.

The employee experience is measured by how people express themselves physically and cognitively. These behaviours reflect employees as individuals and transcend motivation and job satisfaction.

Employees who have good quality jobs, work environments and are managed well are more likely to demonstrate:

CPS will help you put your organisation's employee experience into action with Microsoft Viva



### Viva Connections

Connect employees with tools, news, and resources through this customizable app in Microsoft Teams.



### Viva Engage

Bring people together across the organization to connect with leaders, coworkers, and communities.



### Viva Insights

Improve employee productivity and well-being through data-driven insights and recommendations.



### Viva Glint

A "voice of the employee" solution helping organizations understand and improve employee engagement to drive business outcomes.



### Viva Learning

Bring enterprise learning into the flow of work by connecting content from your organization with other sources



### Viva Goals

Align teams and employees with your organization's strategic goals and priorities.



### Viva Pulse

Empower leaders and managers to seek and act on feedback when it matters.

## Features

- Microsoft Viva - Art of the Possible
- Microsoft Viva – Maturity Assessment
- Microsoft Viva – Assessment / Design
- Microsoft Viva - Data Augmentation & Analysis
- Microsoft Viva - Business Change/ Intervention Support
- Microsoft Viva Suite – all apps

## Benefits

- Increased employee engagement - workplace analytics
- Employee productivity analytics and business improvement / efficiency gains
- Employee engagement for remote users / flight risks
- Reduced costs associated with staff illness/ despondency / churn
- Discover your working habits and work smarter
- Employee engagement
- Employee learning and development
- Reduce employee fatigue

# Security, Compliance & Identity - Implementation and Support Services



## Service Overview

As an organisation, it is your responsibility to keep your data, identities and devices across your digital landscape protected. While Microsoft is responsible for keeping your Microsoft 365 environment protected, you need to have a handle on device management, risk management and access management to aid the safeguarding process of your cloud environment.

Security, Compliance, and Identity (SCI) are the three critical pillars of cybersecurity and need to be top of mind for organisations across the planet. Using Microsoft 365 Security as your modern identity trust fabric, you can simplify and enhance the management and protection of your data and endpoints with services and tools that put you in control but don't compromise employee experience.

With Microsoft 365 and Enterprise Mobility + Security (EM+S) you can achieve the appropriate levels of protection for your organisation using the most effective tools available. This allows you to action the best security and protection for your resources and data across your cloud and on-premises environment

## Features

- Build Zero Trust principles into your organisation
- Protect identities and manage access
- Stop threats with integrated, automated protection
- Secure your apps and resources across clouds
- Identify and remediate risks
- Protect and govern sensitive data
- Endpoint Manager / Intune
- Microsoft Defender
- Microsoft Information Protection
- Microsoft 365 Security & Compliance Centre Configuration
- Identity and Access Management (IAM) Implementation Services

## Benefits

- Safeguard your entire organisation with integrated security, compliance, and identity solutions built to work across platforms and cloud environments.
- Prioritise the right risks with unified management tools created to maximise the human expertise inside your company.
- Leading AI, automation, and expertise help you detect threats quickly, respond effectively, and fortify your security posture.
- With the peace of mind that comes with a comprehensive security solution, you're free to grow, create, and innovate your business.

Microsoft  
Security  
Experts



Security



Compliance



Identity



Management



Privacy



# Managed Services Provider (MSP)

## Cloud Support

### Service Overview

CPS provide dedicated Manage Services where you get a member of the CPS support team as your primary point of contact. Our support consultants are backed up by our network of business and technology consultants, giving you access to the best Microsoft 365 and Office 365 knowledge and advice.

Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution today, and insights to help you plan for tomorrow. CPS' Managed Services enables you to keep costs in check, while maintaining flexibility across your cloud, app, network, data and voice services.

- Microsoft 365 Platform Support
- Azure Infrastructure Support
- Application Support
- Managed IT Services
- Teams & Unified Communications
- Managed IT Service
- Power Platform Support
- Device as a Service
- Managed Desktop Service
- Backup as a Service

### Cloud Solution Provide (CSP)

Microsoft's Cloud Solution Provider (CSP) program enables CPS to offer cloud services (licenses / SKUs) to your company on a monthly, pay-as-you-go basis. The CSP model allows CPS to add more value to your cloud experience with support, billing flexibility and expert advice built-in.

#### Flexible Licensing

A Microsoft Enterprise Agreement (EA) requires a seat count of 2500 (SKU) that must be met and maintained for the life of the contract (3-years). This means that for many organisations, an EA is not an option. The benefit of CSP is that your users and license numbers can be changed at any time, with costs adjusting accordingly. CSP provides licensing from one user upwards, though some licenses have a minimum level.

#### Inclusive Support

CPS provides a standard level support contract with your licensing. CPS can provide additional levels of support at cost, which is more proactive, including resource monitoring and security management. Your CSP also includes a built-in escalation agreement with Microsoft for additional support.



### Features

- Exclusively UK based Service Desk
- ITIL compliant Service Desk
- 24x7 access to client portal
- A dedicated account manager
- A dedicated service desk representative
- Product experts in all implemented solutions
- Telephone and email access to the Customer Service Centre
- 2-hour initial response time
- ISO 20000-1:2018 (ITSM); ISO 27001:2013; Cyber Essentials Plus

### Benefits

- Faster response times
- The right solution is delivered the first time
- Reduced reliance on us, through knowledge share
- Improved business continuity
- Ensures dedicated responds to system outages
- Enhance and evolve your solution based on specialist knowledge
- Empowers the user to interact with us 24x7
- Access to specialist knowledge
- Cost reduction and Risk mitigation
- ITIL certified professionals and fully compliant with ISO Standards

# Find out how CPS can help your journey to the cloud

## Contact us today



[hello@cps.co.uk](mailto:hello@cps.co.uk)



[cps.co.uk](https://cps.co.uk)



+44 (0)1628 321 321



Gold Datacenter  
Gold Data Analytics  
Gold Project and Portfolio Management



Gold Security  
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Gold Cloud Productivity  
Gold Application Integration  
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Gold Messaging  
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Gold Collaboration and Content  
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Specialist  
Low Code Application  
Development



Specialist  
Adoption and Change  
Management

