

G-Cloud

Microsoft Project PPM Solution Support Service



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Project Portfolio Management with Microsoft Project Solutions

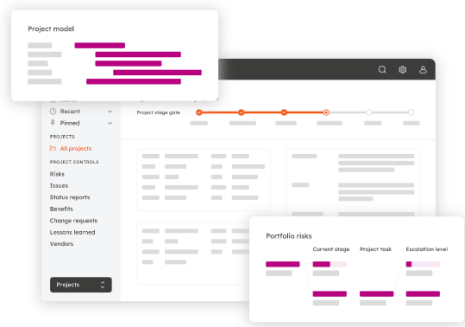
Microsoft Project offers the following applications to help meet your organisation's needs for project and work management:

- [Project for the web](#)
- [Project Online](#)
- [Project Online desktop client](#)

Deployed in the Microsoft Cloud through services in the Power Platform, SharePoint and Azure, these tools provide powerful capabilities for all aspects of Project Portfolio Management.

As a Microsoft Gold partner specialising in Microsoft PPM cloud solutions, Program Framework offers helpdesk support services to ensure the smooth operation of your Microsoft Project solutions.

Power Framework



If you are interested in a complete highly functional PPM solution out-of-the-box built on these technologies that is delivered with full support, check out www.powerframework.com (see also our separate G-Cloud Lot-2 offering for this solution).



Support Service Description

The support service for your Microsoft Project solution is designed to give you full peace of mind. It is provided by the Program Framework support team and will be the first point of call for any query or issue relating to the solution.

Service Scope

The support service covers the specific configuration of your Microsoft Project solution, including Project for the Web, Project Online and related services delivered through Power BI, SharePoint, Power Apps and Power Automate.

This will include the following:

- Unlimited support calls
- Logged by email with our helpdesk 24 x 7
- Assistance will be provided remotely
- Active during normal business hours (9 am to 5 pm)
- Implemented as 2nd or 3rd line support

The support service excludes:

- Onsite consulting
- Application user training
- Deployment of solution upgrades
- Support for Microsoft Cloud platform issues unless they cause malfunction of the Project solutions features

Microsoft Cloud Platform Issues

Microsoft Project solutions are deployed within your own Microsoft cloud tenant. Your Microsoft Cloud services are assured by your own Microsoft technical support.

Microsoft Cloud platform issues may cause Project solution features to malfunction. These will be diagnosed by our support team but may require escalation to Microsoft. Our support team can assist your own IT team with raising the Microsoft support request and compiling the evidence.

Client Internal First Line Support

Our standard support service is implemented as 2nd or 3rd line support. Clients will nominate a group of internal staff who will provide first line support and validate any requests prior to escalating to the Program Framework helpdesk.

These authorized individuals will be registered with the Program Framework helpdesk and requests from any other individuals will not be accepted.

This is to ensure that due process is followed, client in-house expertise is built up and can be applied where possible, and support requests can be tracked effectively.

Submitting and Tracking Support Requests

Requests are submitted via email or directly in our online service desk portal, where they can also be tracked and reviewed (detailed instructions will be supplied).



Standard Response Times

The following table indicates the maximum time periods for a Program Framework support analyst to commence work on a support request received. These are associated with the severity level assigned by the client:

Severity Level	Functionality Loss	Users Impacted	Response Time
1	Major	Many or All	4 Business Hours
2	Minor	Few or None	16 Business Hours
3	None	Any	4 Business Days

Service Cost

Program Framework's standard Microsoft Project PPM Solution Support Service will be charged at £7,200 excl. VAT per annum (M-F 09.00 to 17.00, up to 50 users, unlimited calls subject to fair use policy).

Upgrades and variations to this service are quoted on request.



About Program Framework

Program Framework is a consulting firm specialising in the deployment of Portfolio, Programme & Project (PPM) control solutions powered by Microsoft technologies. Our background of experience is unsurpassed, having implemented Microsoft PPM systems for organisations in most private and public sectors.

Public Sector Customers

Our public sector practice has delivered many successful projects, with pioneering solutions such as:

- Capital programme governance solution for Environment Agency
- EU Exit planning for central government agency
- Wide variety of Microsoft Project PPM deployments for local councils and health authorities
- Large scale deployment and hosting of Microsoft PPM for a Dept. of Health national programme
- Estate maintenance planning and collaboration solution for Parliament
- IT portfolio governance at Ministry of Justice
- Numerous successful deployments for a variety of NHS organisations.

Public sector customers also benefit from our vast experience in the private sector, with customers from all industries. We have deployed some of the largest and most complex project delivery and collaboration solutions in the UK.

Please visit our website www.programframework.com/public-sector to find out more.

Microsoft Recognition

We are members of the Product Advisory Council for Project on invitation by Microsoft US, thereby contributing to the future direction of the product.



We are proud to have been awarded Microsoft Partner of the Year 2016 Finalist for Project and Portfolio Management in recognition of our Microsoft Project PPM implementation excellence.

We are equally proud to have won the Microsoft Partner of the Year accolade for Cloud Productivity in 2017.

The quality of our processes is proven and certified



Our ISO 9001 certification demonstrates that processes and systems we have in place meet the high standards set out by the International Organisation for Standardisation (ISO).