

G-Cloud15

Access Legal Hosting Service Definition

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1 Service Overview

Access Legal Hosting, delivered as Cloud PC Lite, is a modern, cloud-native virtual desktop solution that grants secure, continuous access to your Access Legal software. Each user receives a dedicated, secure Windows environment hosted in the Access cloud, accessible from any authorised device (Windows, Mac, iOS, Android, or web browser). This approach replaces legacy RDS infrastructure, providing:

- Consistent user experience across devices and locations
- Seamless integration with Microsoft 365 and other business-critical applications
- Enhanced security, compliance, and performance
- Flexible, scalable provisioning for hybrid and remote workforces

2 Onboarding

- Our onboarding process ensures a smooth transition to Cloud PC Lite:
- Discovery & Planning: Assessment of current user environments, applications, and data.
- Provisioning: Assignment of Microsoft 365 licenses, creation of Cloud PCs, and configuration of user profiles and security policies via Microsoft Endpoint Manager (Intune).
- Data Migration: Migration of user data to the cloud, leveraging OneDrive and other Microsoft 365 tools for seamless access.
- Device Enrollment: Support for enrolling user devices, including BYOD scenarios, with secure authentication (Azure AD, MFA).
- Training & Go-Live: User training, go-live support, and post-migration review to ensure adoption and satisfaction.

3 Additional Service Options

We offer a range of value-added services to complement Cloud PC Lite:

- Scoping workshops and requirements confirmation
- Endpoint Security
- Microsoft 365 & Azure consultancy
- Bespoke consultancy (e.g., custom integrations, analytics, reporting)
- Enterprise documentation creation

4 Service & Support Management Details

We provide comprehensive support for Cloud PC Lite:

- Support Channels: Portal, phone, and live chat

- Scope: User provisioning, device enrollment, troubleshooting, integration with Microsoft 365, escalation to Microsoft if required
- Knowledge Base & Community: Access to extensive self-service resources and peer support

5 Account Management & Customer Success

Our Customer Success and Account Management teams:

- Provide ongoing education (webinars, e-learning)
- Advise on best practices and new features
- Prepare business, technical, and financial briefings
- Collaborate to ensure you benefit from the full breadth of Access and Microsoft cloud technologies

6 Outage and Maintenance Management

- Outage Reporting: Email alerts and live dashboard for scheduled maintenance and outages
- Maintenance Windows: Minimal downtime, scheduled outside business hours, with advance notice to minimise disruption
- Service Availability: 99.9% uptime SLA, backed by Microsoft's Online Services SLA

7 Backup and Disaster Recovery

Cloud PC Lite leverages the Access Group's built-in backup and disaster recovery features:

- Automated Backups: Regular point-in-time restore points (every 24 hours), with long-term retention
- Geo-Redundancy: Data stored in multiple, geographically diverse locations
- Disaster Recovery Plus: Optional cross-region replication for rapid failover (Aggressive RPO & RTO)
- User Data Resilience: Integration with OneDrive and SharePoint ensures user files are always recoverable

8 Business Continuity

- Business Continuity Plan: Full plan available on request
- High Availability: 99.9% uptime, automated failover, and rapid recovery
- Data Portability: User context and data preserved via Microsoft 365 integration, even in the event of device or Cloud PC failure

9 ISO27001 Accreditation

The Access Group holds ISO27001:2022 accreditation across the entire organisation. This independently verified certification demonstrates our commitment to protecting your data. Maintaining this accreditation requires us to demonstrate effective security controls, regular staff training, and documented processes that are tested through independent annual audits.

10 Development Life Cycle

Access Legal Hosting (Cloud PC Lite) benefits from a continuous improvement roadmap, with quarterly updates and enhancements driven by customer feedback and Microsoft's innovation cycle. All changes are managed under strict change control and communicated in advance.

11 Technical Requirements

End-User Device Requirements:

- Supported OS: Windows 10/11, macOS, iOS/iPadOS, Android, Linux (web client)
- Hardware: Any device capable of running a modern browser or Citrix Workspace App Client
- Network: Minimum 10 Mbps per user recommended; stable internet connection required
- Authentication: Azure Active Directory (with MFA support)
- No on-premises server or RDS infrastructure required

Cloud PC Specifications:

- Configurable vCPU, RAM, and storage (e.g., 2vCPU/4GB/128GB for standard users; higher specs available)
- Microsoft 365 Apps and line-of-business applications supported
- Device and application management via Microsoft Endpoint Manager (Intune)

12 Service Constraints

- Customisation: As a SaaS solution, deep customisation is not available, but extensive configuration options exist to meet standard requirements
- Maintenance Windows: Minimal, scheduled outside business hours
- Availability: 99.9% per calendar month
- Data Residency: Data stored in Microsoft's UK/EU data centers (configurable)
- Security: All data encrypted at rest and in transit; compliance with Cyber Essentials and ISO27001