



Microsoft Modern Workplace Services

G-Cloud 15 — Lot 3 (Cloud Support)

Supplier: Inetum Digital Services UK Ltd

Services overview

End-to-end Microsoft Modern Work services covering strategy, readiness, identity and security, collaboration (Teams, SharePoint, OneDrive, Exchange), endpoint management (Intune), compliance, migration, adoption, and operations. We place special focus on Microsoft 365 Copilot enablement—readiness, tenant hardening, data grounding, role scenarios, Copilot Studio extensions, pilots-to-scale, and managed support.

Service scope and activities

- Modern workplace strategy and roadmap; solution architecture and assurance.
- Identity and access: Entra ID, Conditional Access, MFA, lifecycle.
- Collaboration modernisation: Teams, SharePoint/OneDrive, Exchange Online, Viva.
- Endpoint management: Intune provisioning, compliance baselines, patching and app lifecycle.
- Security & compliance: DLP, eDiscovery, retention, Insider Risk—aligned to Buyer policy.
- Copilot enablement: readiness, data grounding, plugins via Copilot Studio, governance.
- Migrations: mail, files, voice/telephony, tenant-to-tenant and legacy platforms.
- Adoption & change: role-based training, playbooks, communications and champions.
- Operations: monitoring, incident/request handling, service reviews and improvements.
- Documentation: runbooks, architecture, release notes and knowledge base.

Data backup, restore and disaster recovery

Modern Workplace workloads run on Microsoft 365 SaaS with built-in data resiliency, geo-redundancy and retention/versioning features. We define and evidence restore procedures for each workload (e.g., Exchange, SharePoint/OneDrive, Teams) aligned to Buyer policies. Where required, we integrate third-party backup solutions under change control and runbooks.

Onboarding and offboarding

- Onboarding: kick-off, RACI, access and controls, toolchain setup, discovery/baselining.
- Offboarding: artefact handover, documentation, knowledge transfer, access revocation, exit report.

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Service constraints

Microsoft service limits and licensing apply. Features depend on Buyer subscriptions and regional availability. Third-party systems may constrain scope or non-functional requirements. Buyer SMEs, timely decisions and environment access are required to meet targets.

Service levels (performance, availability, support hours)

- Essential: UK business hours; L2/L3 across M365 and Copilot; portal/email/Teams; monitoring and monthly reporting.
- Enhanced: adds L1 triage, extended hours; release management; test-environment support; named Service Manager; weekly stand-ups, monthly reviews.
- Premium: 24x7 P1/P2; on-call engineering; telemetry-driven alerts and runbooks; quarterly roadmap and AI-safety reviews; optional co-managed CoE.

After-sales support and governance

A named Service/Platform Manager runs governance, KPI reporting, risk/issues, roadmap and continuous service improvement. Includes release notes, knowledge updates and enablement refreshers.

Technical requirements

- Buyer tenant(s) and Microsoft 365 licences; Copilot licensing where applicable.
- Administrative access model; break-glass accounts and audit logging configured.
- Connectivity for hybrid or third-party integrations; verified domain and DNS access.
- Access to ticketing/CMDB for integration and traceability.
- Optional pipelines (Azure DevOps/GitHub) for configuration-as-code and ALM.

Outage and maintenance management

Planned changes follow change control with maintenance windows and defined rollback. Emergency changes use expedited approvals with post-implementation review. Microsoft advisories are monitored; regressions are tested in non-production before phased deployment.

Hosting options and locations

Microsoft 365 and Copilot are Microsoft-hosted SaaS; no customer infrastructure to manage. Data residency follows tenant region. Commercial and government cloud options are available subject to Buyer eligibility.

Access to data (upon exit)

Buyer retains ownership of data and configurations. We support structured exports (mail, files, configuration and reports) using Microsoft-supported methods and provide handover of documentation, scripts and runbooks. All Inetum access is revoked with evidence.

Security

- Least-privilege RBAC and MFA; Conditional Access and Just-In-Time elevation.
- DLP and information protection policies; secure collaboration controls.
- Auditing and compliance center reporting; logging and alerting integrations.
- Encryption in transit/at rest; Customer Lockbox (where enabled).
- Personnel screening aligned to Buyer requirements; supplier management of sub-processors.

Roles, responsibilities and support levels

Service delivered by L1 Service Desk (optional), L2 Functional/Technical Engineers, L3 Architects, and a named Service/Platform Manager. Responsibilities are defined in the onboarding RACI and Call-Off.

Service reporting and continual improvement

Monthly/quarterly reviews covering SLAs, incidents, change success, adoption/usage, security posture, and a prioritised improvement backlog (automation, resilience, usability, value realisation).

Accessibility

Buyer-facing artefacts are available in accessible formats. Our templates follow WCAG 2.1 AA guidance where applicable; we promote inclusive Microsoft 365 usage and training.

Assumptions and dependencies

- Timely Buyer decisions/approvals and SME availability.
- Access and licences granted on schedule; domains and DNS manageable.
- Non-functional requirements (security, DR, performance) agreed and reviewed annually.

Pricing model

Projects: fixed-price based on scope, deliverables and timeline. Managed services: time & materials against the G-Cloud rate card, with optional reserved capacity and SLAs. Expenses and VAT follow Framework rules.

Contact and ordering

Available via the Digital Marketplace under G-Cloud 15. Framework Agreement and Call-Off govern, with service-specific terms applied as applicable. For queries, contact your Inetum account manager or the assigned Service/Platform Manager.