



Microsoft Cloud Software – Licensing & Enablement

G-Cloud 15 – Services Definition, Lot 2

Supplier: Inetum Digital Services UK Ltd

1. Service summary

Inetum offers a single Cloud Software service that provides the procurement, activation and configuration enablement of Microsoft online services across all major product families. The software itself is delivered by Microsoft within the customer tenant; Inetum supplies licensing, activation, policy packs and configuration templates, plus optional enablement and support. This Service Definition applies to Cloud Software listed under G-Cloud Lot 2; optional Cloud Support (Lot 3) can be procured for 24x7 operations and advanced SOC/MDR.

- One catalogue covering Microsoft 365, Dynamics 365, Power Platform, Microsoft Fabric/Power BI, Defender XDR & Sentinel (SaaS components), Entra ID Premium, Intune, Viva, Project/Visio Online, Windows 365
- Rapid activation and policy baselines aligned to government best practice and Zero Trust
- Release & change guidance to remain compatible with evergreen Microsoft services
- Telemetry & security integration options using customer SIEM/SOAR
- Microsoft 365: Business, E3/E5 suites; Exchange/SharePoint/Teams; Intune; Entra ID P1/P2; Viva modules
- Dynamics 365: Sales, Service, Finance, Supply Chain, Customer Insights (Data & Journeys), Field Service
- Power Platform: Power Apps, Automate, Pages, Power BI Pro/Premium (also Fabric capacity), Copilot Studio/AI Builder
- Security & Compliance: Defender for Endpoint/Identity/Office 365, Microsoft Defender XDR, Microsoft Sentinel (SaaS), Purview Information Protection/Records/DLP/eDiscovery
- Data & Analytics: Microsoft Fabric capacities, Power BI, Dataverse
- Windows 365 Cloud PC and Azure Virtual Desktop (control plane SaaS components)

Exact SKUs, quantities and terms are defined in the Call-Off; Microsoft platform availability, SLAs and service descriptions apply to each product family.

2. Onboarding & activation

- Licence provisioning via CSP/Partner Center or as specified in the Call-Off
- Tenant readiness checks (domains, identity, security baselines, data residency)
- Activation & assignment: suites, add-ons and capacity (e.g., Fabric, Power BI Premium, Windows 365)
- Baseline configuration templates: MFA/CA policies, DLP, Safe Links/Attachments, Teams/SharePoint governance, device compliance, data loss and record policies
- Service runbook & handover pack; optional user communications and quick-start guides

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3. Using the service

- Admins manage services in Microsoft 365 admin portals, Power Platform admin center, Entra, Security and Compliance portals
- End users access software in the customer tenant; no third-party hosting by Inetum
- Role-based access via Entra groups; optional approval workflows for licence assignment

4. Availability & service levels (software)

Service availability and incident SLAs for the Microsoft online services are governed by Microsoft's product terms and online services SLAs. Inetum provides a release/support cadence for enablement artefacts (policy packs, templates) and first-line guidance under the support option selected in the Call-Off.

- Security hotfix to configuration templates: 24–72 hours target after validated issue
- High-priority fix: next maintenance release (≤ 7 days)
- Routine enhancements: monthly release train
- Compatibility tested against current and n-1 service behaviour where applicable

5. Protective monitoring & incident response (integration)

Where the customer enables telemetry export, signals from Microsoft 365, Defender XDR, Sentinel and Power Platform can be ingested by the customer SIEM/SOAR for monitoring. For service incidents related to licensing/activation or configuration artefacts, Inetum acknowledges and engages per the support tier in the Call-Off; Microsoft handles platform incidents.

- P1 (blocking activation/critical misconfiguration): acknowledge ≤ 15 min; workaround/contain ≤ 4 h
- P2: acknowledge ≤ 1 h; containment ≤ 8 h
- P3/P4: business-hours engagement; plan into release

6. Vulnerability & patch management (software context)

For Microsoft online services, vulnerability remediation is delivered by Microsoft. Inetum monitors advisories (MSRC, CISA KEV, vendor PSIRTs) and, where our policy packs/artefacts are affected, we deliver out-of-band updates with guidance. Compensating controls (e.g., temporary connector blocks, CA hardening) are advised as needed.

7. Security & access controls

- Entra ID SSO with MFA and conditional access; RBAC least-privilege roles
- JIT/PIM elevation for privileged roles; monitored break-glass accounts
- DLP/record retention and information protection baselines; connector governance
- Administrative actions audited in the tenant; signed release pipelines for artefacts

8. Data protection & residency

Buyer Data remains in the customer's Microsoft tenant; data residency follows customer region settings per Microsoft. Inetum acts as Processor only where explicitly documented in the Call-Off (e.g., support). Standard DPA provided; no Buyer Data is exported by Inetum without authorisation.

9. Accessibility & technical requirements

- Supported browsers and clients per Microsoft product documentation (Edge/Chrome current)
- No client install required for most services; Teams/Office apps optional
- WCAG 2.1 AA approach for customer-facing components produced by Inetum; accessible report formats on request

10. Exit & deprovisioning

- Provide licence & assignment inventory, policy pack versions and configuration documentation
- Transfer ownership of app registrations/automations where applicable
- Remove Inetum access; rotate credentials; disable support channels
- Optional shadow period for knowledge transfer

11. Commercials

- Pricing model: subscription/licence pass-through per SKU with partner discount where applicable; enablement artefacts included; optional support tiers
- Minimum term per Call-Off; scaling by user counts/capacities
- Invoicing monthly in arrears via G-Cloud; detailed usage/licensing report provided

12. Support & contact

- Tickets via customer portal or support email/phone; priorities aligned to business impact
- Status updates per SLA; PIR within 5 business days for P1 enablement issues
- Monthly release notes and adoption/usage snapshots (where enabled)

13. Dependencies & constraints

- Active Microsoft tenant(s), verified domains and required licences/capacity
- Admin permissions for activation and policy configuration; change approvals
- Connectivity to Microsoft services; third-party connector terms apply

Note: This Service Definition is tailored for G-Cloud Lot 2 (Cloud Software) across all major Microsoft product families. Optional Lot 3 Cloud Support can be procured for 24×7 operations, SOC/MDR, and managed run services.