



G-Cloud Service Definition

Managed Service for Microsoft 365 (M365), Azure
and Custom Applications.

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Contents

Managed Service for Microsoft 365 (M365), Azure and Custom Applications	3
Description.....	3
Features.....	3
Benefits.....	3
Service Definition	4
Service Level Management	4
Service Desk	4
Incident Management.....	4
Reporting.....	5
Problem Management.....	5
Change and Impact Management.....	5
Platform and Code Maintenance.....	6
Service Catalogue Items.....	6
Proactive Monitoring	6
Health Checks.....	7
Capacity Management.....	7
Performance Management.....	7
Configuration Management	7
Governance.....	8
Adoption as a Service.....	8
Service Level Agreements	9
Incidents.....	9
Code Maintenance.....	10
About FSP	11
Client Feedback	16
Additional Services.....	18



Managed Service for Microsoft 365 (M365), Azure and Custom Applications

Description

FSP's managed service offers solution and platform support for Microsoft (M365)/Office 365, Azure, AWS, SharePoint, Teams, Viva, Dynamics 365 (D365), PowerApps, Power Automate and custom .Net applications. Our UK based service desk provides multiple support tiers to ensure the right level of managed service is delivered within the defined Service Level Agreement (SLA).

Features

- UK Service Desk providing 2nd to 4th line support
- Ability to provide flexible SLAs to meet client requirements
- Co-management and support of IT Environments
- Infrastructure monitoring, proactive remediation, and support
- Proactive Azure cost optimisation to drive down costs
- Backup monitoring and management
- Account management and service measurement and reporting
- Liaison with third parties to assist with incident resolution
- Development and support for legacy or modern applications
- Bespoke support plans available

Benefits

- Expertise across M365, Teams, Viva, Azure, AWS, D365, Power Apps, Data
- Follows ITIL aligned service management best practice
- Dedicated Service Delivery Manager with monthly service review meetings
- Trusted supplier of managed services centred on service excellence
- Service utilises our current Microsoft Partner Support Agreement
- Ability to onboard and support custom .net applications and products
- Any bespoke code/configuration will conform to Microsoft best practice
- Friendly, skilled, professional team who provide a quality service
- Access to FSP's engineers and consultants
- Incident, Service Request and Problem Management



Service Definition

FSP provide flexible solution and platform support. Clients can choose from a comprehensive range of service lines to form a unique support plan.



Service Level Management

Service Level Management manages the adherence to the support and platform service levels. We provide regular Service Level Agreement (SLA) reviews of response times, target resolution times and hours of cover to ensure the platform develops and increases its adoption. Service levels apply to incidents and can be applied to other service lines on arrangement. Escalation management is also included as required.



Service Desk

Provides call centre services, logging and management of ongoing activities of incidents, problems and changes from Monday to Friday 08:00 to 18:00 (excluding UK Bank Holidays). SLAs will be monitored throughout the lifecycle of the request. The Service Desk will also record and action agreed service catalogue activities as necessary.



Incident Management

Incident management ensures that all incidents are logged, managed and resolved to the satisfaction of the client in line with the agreed SLAs. Through our current Advanced Support for Partners membership, FSP have an enhanced level of support with Microsoft which allows direct access to localised Microsoft support representatives to process issues quickly and efficiently. FSP will also support third party products



installed in the farm or tenant by liaising with the vendors as necessary and updating system configuration to resolve problems with the products.



Reporting

Monthly reports to support the managed service will be issued. This service is also responsible for ensuring FSP and the client's own management systems remain aligned in terms of incidents, problems and changes.



Problem Management

This service line identifies trends in incidents, manages associated risks and raises problems when required. It addresses the underlying cause of incidents, establishes prevention arrangements to avoid reoccurrence, minimises impact and investigates the root cause of incidents (as opposed to incident management where the issue is fixed but it might not solve the root cause).



Change and Impact Management

Manages change requests to the environment and conducts impact assessments to ensure any change does not affect the platform or solution in the short or long term. Interfaces with governance and other steering groups and/or solution providers as necessary. FSP are happy to provide advice and answer questions to empower the client and assist them in becoming fluent in the platform.



Platform and Code Maintenance



Maintains the source code and manages the application of security hotfixes, service packs and minor cumulative Microsoft SharePoint updates to the platform (above the Operating System) along with any fixes required to custom code managed by FSP to enable this.

Impact assessment, testing and change planning is included, as well as “functional” software defects, i.e. all defects found within the configuration or code delivered by FSP (on top of the in-scope environment) will be managed, updated, fixed and reported on. FSP will also be responsible for testing and re-deploying the fixes when they are resolved.

Service Catalogue Items



To support the managed service there are a range of ‘upon request’ items that are difficult to quantify. These items will be part of an agreed Service Catalogue which could be covered under the terms of the support service, capped or on-demand.

Proactive Monitoring



Proactive monitoring tracks the activity on the platform from an incident, log, capacity and performance perspective and responds accordingly, typically by raising an incident, problem or change.





Health Checks

Reviews of the platform twice per annum; designed to ensure continued best practice is used and refined over time and that persistent problems and incidents are actioned, rather than accepted. This service line is also used to check the service is performing well.



Capacity Management

Tracks the growth of the platform, necessary changes and planning processes to provide input into the future plans for the platform. Capacity planning and management for the future.



Performance Management

Performance management of the platform is high priority. This service line implements and monitors the overall platform performance, associated subsystems and end user experience by implementing automated and standardised tests on baselined environments. Performance problems will be diagnosed as required.



Configuration Management

Manages the configuration of the platform from two perspectives; the overall platform, and the associated code base and documentation. Responsible for baselining the platform at agreed levels and understanding the changes that have occurred from a temporal perspective. Will audit unauthorised configuration changes and remediate as necessary.





Governance

Governance of the overall platform will be managed by the client's Governance Group. FSP will ensure governance is actioned and remains in place throughout the duration of the managed service assisting with scheduling, coordination etc.



Adoption as a Service

As Business Change activities end, the run rate activities will be transitioned into managed service. The Business Change work-stream will have defined the activities, which could include monitoring of the adoption, satisfaction/adoption surveys, enhanced support for teams, ongoing communications, case studies etc. Analysis will be conducted on usage, i.e. which features are popular, which markets are getting the best return and adoption etc.



Service Level Agreements

Incidents

This service line provides a level of reactive support for issues and problems. It is designed to fix outages and configuration problems. This service line is not designed to provide access to consultancy advice on issues such as development, best practice, etc.

The severity of a support incident will be agreed when the FSP Managed Service Technician has completed an initial triage and contacts the client's incident initiator to commence support. The table below outlines the target response and resolution timescales which would be applicable during normal support hours (Monday to Friday 08:00 to 18:00).

Priority	Target Response Times	Target Resolution Times	Description
P1	1 hour	4 hours	Major: Complete loss of service with users unable to gain access.
P2	2 hours	8 hours	Service de-graded: Functionality is partially interrupted or degraded and affects multiple users.
P3	3 hours	5 days	Minor impact on functionality, e.g. certain pages are not functioning as expected for certain users. Usually affecting a small group or single users.
P4	4 hours	10 days	Incidents highlighted which have no impact on a user's functionality or the user's ability to work. Usually affecting a single user.



Code Maintenance

The severity of a Code Maintenance issue will be agreed when the FSP Managed Service Technician has completed an initial triage and contacts the client's incident initiator to commence support. FSP will attempt to find a resolution or a suitable workaround within the target resolution SLA, however to get users working again, support will be provided to 'restore from backup' when required. Any non-critical fixes will be schedule for deployment with the next monthly release or with the next project milestone deployment.

The table below outlines the target response and resolution timescales which would be applicable during normal support hours (Monday to Friday 08:00 to 18:00).

Priority	Target Resolution Times	Description
Critical	24 hours	Problems or issues related to custom code that cause a complete loss of business-critical applications or services.
High	48 hours	Problems or issues which have an impact to all users in the business.
Medium	2 weeks or deployed with the next monthly release/project milestone	Problems or issues which have an impact to a limited number of users in the business.
Low	Deployed with the next monthly release/project milestone	• Problems or issues which have a minor impact on the client's business. • Problems where a satisfactory work-around exists. • Problems or issues which do not materially impact day to day running.



About FSP

Enterprise Transformation delivered through integrated capabilities

FSP is a leading, trusted transformation partner helping organisations modernise, secure and scale with confidence. Through integrated Data & AI, Cyber Security, Cloud and Change Delivery capabilities, we enable organisations to unlock tangible value, turning strategy into action, and innovation into measurable outcomes.

Our success is underpinned by an unwavering commitment to excellence, a people-centric culture, and best-in-class operations that deliver sustainable results. As a long-standing and highly accredited Microsoft Solutions Partner, with designations across Digital & App Innovation, Modern Work, Security, and Data & AI, we work alongside clients as one team to drive meaningful, lasting change.

We navigate the complexities of data sensitivity, confidentiality, governance and compliance with deep expertise, blending strategic insight with engineering-led delivery to meet the most demanding requirements across highly regulated sectors. Our security and quality credentials, including ISO27001, ISO9001, ISO20000, ISO14001, Cyber Essentials Plus, CREST-approved penetration testing and SOC capabilities, give clients complete confidence in resilience, maturity and operational integrity.

FSP is proud to have been recognised by Best Companies™ as a 3-star 'World Class' workplace (the highest level of accreditation) in 2022, 2023 and 2024, and to have been ranked as No.1 in the UK, No.1 in the South-East (Regional League Table) and Top 5 in the Technology sector. FSP has also been recognised three times as No.1 Best Workplace™ in the UK by Great Place to Work®.

Below is a detailed overview of the services and solutions we provide:



OUR CORE CAPABILITIES BY BUSINESS UNIT

DATA & AI

Data Discovery & Strategy

Data Management

Data Engineering

Data Products

Data Analytics

AI Strategy

AI Engineering

Microsoft AI

Change & Culture

Responsible AI

CYBER SECURITY

Advisory

CISO, VCISO

Architecture & Identity services

Pentesting & Attack Simulation

Audit and assessment

(ISO27001, DCC, CE,CE+)

Security Engineering

Risk Reduction

Threat Modelling

Security Operations Centre

Culture & Awareness

CLOUD

Cloud Strategy & Architecture

Software Engineering

Platform Engineering

QA Engineering

Modern Workplace

Business Applications

Omnishoring

Multicloud

App Modernisation

FinOps and GreenOps

Governance & Compliance

Azure / AWS

M365 / D365

CHANGE DELIVERY

Business Analysis

Change Consultancy

Delivery Management

Agile & Product Delivery

Programme Management

User Centred Design

Business Change & Adoption

Learning & Skills

Business Architecture

Service Architecture

Service Management



WHY FSP

Strategy and Change Through Delivery

A holistic, end to end approach to solving client challenges, guiding organisations from strategic planning to successful implementation. As a trusted partner driving transformation, optimised operations and resilience.

Deep Expertise of Offerings and Vendor Independent

Comprehensive solutions across digital strategy, cybersecurity, AI, cloud and data, enabling clients to meet diverse needs through a single trusted partner.

Extensive Experience in Regulated Environments

ISO27001, ISO9001, ISO2000, ISO14001 certifications, along with CREST-approved penetration testing and SOC capabilities, demonstrate a commitment to the highest standards of security and quality. Extensive experience & people security cleared to work in highly regulated and secure environments.

World Class Culture

Multi-award-winning workplace that promotes innovation, collaboration and excellence. Our people-first culture ensures that our team members are motivated, engaged and empowered to deliver their best work.

Best in Class Client Experience

Consistent high NPS scores and externally evidenced at +83. Providing positive experiences that drive long term loyalty and growth, which elevates our client experience to world class standards.

Industry Leading Operations

Operational excellence ensuring scalable, efficient and sustainable delivery. This enables growth, reduces costs and enhances agility, whilst empowering organisations to adapt quickly to market changes.

Our Purpose



Thrive & Succeed

Enable people and organisations to thrive for a successful future



Always Human

Role model human and responsible leadership



Future Impact

Actively contribute to a sustainable future



Unite & Inspire

Unite people and inspire future generations



Our Values



True Belonging

Demonstrating fairness, compassion and empathy

Ensuring a supportive and inclusive environment

Respecting everyone for being themselves



Excellence Everywhere

Operating with pace and consistent high standards

Driving continuous improvement and innovation

Delivering remarkable experiences and interactions



Creating Opportunity

Prioritising mutual success, growth and win-win for everyone

Engaging and impacting our communities

Committing to continuous learning and challenging ourselves



Client Feedback



Major Defence Contractor

"I would like to double down on the statement that they deliver, they are rocksteady, they do what they say they will do, and they are always a pleasure to work with." – *IT Manager*.



Defence Organisation

"FSP impressed me from the very beginning in terms of their approach, knowledge, expertise and output. They are a very versatile organisation with good subject matter expertise and service delivery." – *Head of Programme Management*.



"I have nothing short of a perfect experience working with FSP. The workforce has partnered with me to deliver exceptional service and products to benefit our firm. FSP deliver a stellar service that embeds themselves within the department seamlessly, to the extent that the assumption is they are employees of the firm. They go above and beyond expectations and have personally assisted me in understanding technology offerings." – *Dominic Rodney, Business Relationship Manager*.



Financial Services
Organisation

"FSP continually demonstrate experience and value by providing guidance during the process on best practice. The team are always on hand to support the process, and the feedback from the portfolio companies is always very positive. They are always consummate professionals and deliver on their commitments." – *Chief Technology Officer*.





"FSPs strengths are that feeling of partnership, we worked well collaboratively, and I could feel that. They were always approachable." – *Group Digital Workplace Manager.*



"We have been delivering a multi-year digital transformation programme across all aspects of our organisation, moving to a cloud-native architecture and undertaking a complete application transformation. FSP worked with us to define our vision, plan our programme and have been our strategic delivery partner providing invaluable expertise and commitment." – *Head of IT & Transformation.*



Strategic Advisory Digital CxO Leadership Target Operating Model Consultancy Digital & Data Strategies & Roadmap Requirements Discovery & Solution Design Enterprise & Solution Architecture Governance Design & Implementation Focused Innovation & Concept Labs	Cloud Engineering Cloud Consultancy for Microsoft Azure and AWS Cloud Readiness Assessment On-Prem to Cloud Application Assessments Cloud Migration Strategy DevOps Strategy Cloud Solution Architecture Custom Application Design & Build Integration Services Messaging Bus Based Integrations Complex Web Applications Mobile Applications Cost Analysis and Optimisation	Modern Workplace Microsoft 365 Maturity, Strategy & Roadmap Microsoft 365 Audit & Migration Microsoft 365 Config & Custom Development Microsoft 365 Intranet Microsoft Power Platform App Development Microsoft Teams Consultancy Microsoft Viva Suite Consultancy & Deployment Microsoft Copilot Readiness & Rollout Microsoft Dynamics 365 Solutions Microsoft Dynamics 365 Maturity Strategy & Roadmap Microsoft Dynamics 365 Design & Development Microsoft Dynamics 365 Config & Custom Development Microsoft 365 D365 Implementation & Maintenance Information Protection, Data Governance & Compliance	Data & AI Microsoft Azure Data Services Consultancy Big Data Solutions Data Proof of Concept Apache Spark Development Azure Databricks Configuration Data Platform Build & Configuration Data Visualisation Master Data Management Machine Learning Model Definition Artificial Intelligence Proof of Concept Data Governance Generative AI	Attack & Defend Managed Operations Centre Attack Surface Review Red Teaming Pentesting Vulnerability Management Cyber Advisory Services Cyber Incident Management Security Strategy Security Due Diligence CISOaaS Strategic Consultancy	Governance, Risk & Compliance Policy & Standards Security Controls Framework Cyber Security Programme Security Assessments Security Reporting & KPIs Security Risk Management Data Governance Services Security Incident Planning Certification Support Third Party Security	Managed Services Application Support Incident & Problem Management Change & Impact Management Platform & Code Maintenance Service Request Management Application & Performance Monitoring Service Reporting Platform Health Checks Configuration Management Capacity Management
Products & Programmes Business Analysis Business Process Mapping & Improvements Digital Project Management Project & Programme Delivery Project Change Delivery Consultancy PMO Consultancy	Change & Adoption Business & Cultural change User Research & UX Prototyping Training e-Training (for Technical & Organisational change) Technology Adoption & Support		Security Architecture & Technology Strategy & Operating Model Design & Assurance Deployment & Operation Security Leadership Optimisation & Innovations	Respond & Recover IT Due Diligence Review Cyber Team as a Service M365 Security Review Cyber SOC Support ISO27001 Audit Support Cyber Essentials Assessment	Identity Identity Programme Management Identity Governance & Administration (IGA) Identity Strategy Consulting Identity Access Management (IAM) Privileged Access Management (PAM) Active Directory Reviews	Service Management Service Strategy Service Design Service Management Tooling Service Management Maturity

