



Service Description [Support Service]

- ✓ Microsoft Planner (Premium)
- ✓ Microsoft Project Server Subscription Edition
- ✓ Microsoft Project Operations
- ✓ Power Platform (Power Apps, Power Automate, Power BI)
- ✓ AtomSuite (AtomPPM / AtomGoals / AtomTime)

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1 About Wellington

About Us

We are a project & portfolio management consultancy, technology and training company with offices in Windsor (UK), Dublin and Madrid. We enable our clients to achieve transformational change to their project & portfolio management capability; in fact, we **guarantee** it.

Established since 2001, we work with organisations of all sizes and industries. We work with our clients as their trusted partner, increasing their ability to deliver projects, driving success for their organisation. Our services and capabilities are unique. Globally we are the only organisation that retains accreditation by both Microsoft and the Chartered Body for Project Management, the APM. We are also an Axelos P3M3 Consulting Partner and have authored more training courses that have been accredited by the APM than any other organisation.

Our ground-breaking courses, industry-leading publications, Microsoft technology expertise and reputation set us apart. Please see the About Us section at the end of this Proposal for further details and take a look at the +40 independently written client **case studies** on our [Website](#) 



Congratulations to all the winners and finalists of the 2025 Microsoft Partner of the Year Awards, said **Nicole Dezen**, Chief Partner Officer and Corporate Vice President at Microsoft.



1.1 Client Statements (Microsoft PPM Implementations)

"The whole experience with Wellington has been very positive. There is no hard sell, they are friendly, approachable, flexible, and happy to share their technical and project management expertise. I would not hesitate to recommend them to anyone considering a *Microsoft powered* PPM solution."

Programme Manager - Midlands Partnership University NHS Foundation Trust



Department
for Environment
Food & Rural Affairs

"They've done a really great job, both on the configuration, build and training, and through the committed, transparent advisory support they have given us," says Stephen Dines, the Project SRO. "They are industry experts who work in genuine partnership with their clients. For us, it is a huge achievement to get the campaign for business change successfully embedded across Corporate Services in just 10 months. Wellington have been instrumental partners for us on that journey."

Deputy CIO – Defra

"We spoke to a number of vendors and Wellington stood out for its expertise in the PMO and PPM spaces. Their well-aligned proposal recognised our desire to implement in phases, and their value-adding services such as their PMO assessment tool and Community of Practice reinforced the decision. We also consulted with some of Wellington's other clients, including another major council, who were very positive about their own experience. It felt like the right fit."

PMO and Performance Manager – Southampton City Council



1.2 Clients Include



1.3 Case Studies

A number of relevant case studies are available on the [Wellington Website](#)

1.4 Our Services Catalogue

Wellingtone is a specialist PPM consultancy offering a wide range of complementary services across three service areas: **Consulting, Technology** and **Training**. Globally we are the only organisation that is both a Microsoft Gold Partner with the PPM competency and an Accredited Training Provider with the Association for Project Management (APM). We are also an Axelos P3M3 Consulting Partner. This reflects our approach, combining best practice PPM & Work Management with the latest Microsoft technology and a focus on training & adoption to achieve transformational change. Our goal is to enable our clients make a step change in their PPM maturity.

Technology	Consultancy	Training
● Microsoft Project & Planner ● Wellingtone Accelerator+ ● Microsoft Project Online ● PPM Support 	● Project Management Maturity ● PMO Setup & Transformation ● OKR's & Benefits Realisation ● Project Assurance	● Customised Training ● APM Accredited Training ● Microsoft Technology Training ● eLearning Academy
wellingtone.co.uk/technology	wellingtone.co.uk/consultancy	wellingtone.co.uk/training

2 Cloud Services Description

Microsoft PPM solutions will allow your organisation, PMO or other department(s) to improve project management consistency, better track resources, increase collaboration and automated & standardise reporting. As a leading Microsoft Gold Partner, our experts can help you [design, implement and support](#) various solutions that are available within Microsoft 365, including:

- [Microsoft Planner / Project for The Web](#)
- [Microsoft Power Platform](#)
- [Wellington AtomSuite](#)
- [Microsoft Project Server Subscription Edition](#)
- Microsoft Project Operations
- Microsoft SharePoint
- Microsoft Teams



3 Post Implementation Support Service

First 30-Days

Once training starts then you will have active users. At an agreed point we will commence our 30-day complimentary PPM Support Service for ALL users. Some organisations like to triage questions through their own PMO or IT support function, knowing that any problems can be escalated immediately to our Support Team. Other clients enable all users to raise tickets directly with us. It is entirely your choice.

Continuous Support

This is much more than a mechanism to raise tickets. Our **Support Service** takes a holistic view, enabling you to benefit from our expertise for the longer term. You will have a dedicated Account Manager and the following services:



PPM Maturity Assessment

Review your maturity progress with this in-year assessment, comparing with the dataset from your initial Envisioning Workshop



User Support for All

Our helpdesk is operated by our UK and internationally based team of Technical Engineers



Technical/Consulting Hours*

Receive a quota of banked hours to use as you wish through the 12-month period

- ✓ **Significantly more cost effective than recruiting FTEs to undertake this role internally**
- ✓ Wellington work as an extension of your PMO & IT Support teams
- ✓ Allows you to focus on your core role(s) rather than becoming Helpdesk operators
- ✓ Gain access to certified experts from your trusted Microsoft Gold PPM Partner

Our Support Service is provided on a 12-month contract basis and scales to suit your user community size.

3.1 Service features and benefits

3.1.1 Features

- UK Based Microsoft Certified Technology Specialists
- 24/7, 365-day access to support portal
- Dedicated PPM Support Consultant per Ticket
- Email and Phone Based Responses
- Proactive & Reactive Support
- 1 Hour Initial Response Time
- Monthly KPI Reporting
- Regular Support Newsletter
- Guidance on Best Practice

3.1.2 Benefits

- Reduced Burden on Internal IT Support Desk
- More Cost-Effective vs FT System Administrator(s)
- Significantly Reduced Risk
- Expert Guidance
- Improved Resolution Times
- Escalation & Resolution Tracking Directly with Microsoft
- Best practice approach to Change Requests
- Access to Expert Knowledge Base
- Spend Increased Time on Project Management not System Administration
- Dedicated Account Management

3.2 Issue Severity Levels

Severity Level	Description
Severity A (Urgent)	One or more services aren't accessible or are unusable. Production, operations, or deployment deadlines are severely affected, or there will be a severe impact on production or profitability. Multiple users or services are affected.
Severity B (High)	The service is usable but in an impaired fashion. The situation has moderate business impact and can be dealt with during business hours. A single user, customer, or service is partially affected.
Severity C (Medium & Low)	The situation has minimal business impact. The issue is important but does not have a significant current service or productivity impact for the customer. A single user is experiencing partial disruption, but an acceptable workaround exists.

3.3 Response Times

Severity Level	Response Times
Severity A (Urgent)	Available Mon-Fri / 09:00 – 17:00 (excluding Public & Bank Holidays) Response time: one hour
Severity B (High)	Available Mon-Fri / 09:00 – 17:00 (excluding Public & Bank Holidays) Response time: 8 hours
Severity C (Medium & Low)	Available Mon-Fri / 09:00 – 17:00 (excluding Public & Bank Holidays) Response time: 24 hours

3.4 Service Pricing

Support costs vary based upon the level of service required; however, basic service pricing starts from £495 per month. VAT is not included and will be charged at 20% or the prevailing rate at the time-of-service delivery

4 APM Accredited Project Management Training

Wellington are uniquely placed to enable your organisation to make a step change in your PPM Maturity as we are the ONLY organisation that is both a **Microsoft Gold status PPM Partner** and an **APM Accredited Training Provider**. The APM being the Chartered body for the Project Profession. In addition to your Microsoft PPM implementation, Wellington can also offer a number of Accredited courses to ensure that your users have a robust understanding of Project Management and their role and responsibilities. We also deliver customised training to suit specific training needs.



APM Accredited Delivering Successful Projects with Microsoft Planner

This 1-day course combines an introduction to best practice project management with the practical use of Microsoft Planner. [Read more](#)

APM Accredited Project Management in the Public Sector

This 2-day course is designed for people working in the public sector who deliver projects. Aligned with APM best practice, the course brings to life government guidance, including the Five Case Model, the Orange Book, and the Green Book. [Read more](#)

APM Accredited PMO Practitioner

This 2-day course focuses on the complexities of the PMO world and shines a light on the mechanics of successful PMOs. The syllabus covers the PMO context and introduces delegates to the Wellington PMO Competence Framework and Maturity Mode. Bring your unique and best in class PMO to the forefront of your organisation. [Read more](#)

APM Accredited Change Management Practitioner

This 2-day course addresses the growing need for Project Managers, PMO teams and PPM practitioners to bring change management principles and best practice to their delivery processes. [Read more](#)

APM Accredited Sponsoring Successful Projects

This 1-day course is designed for project & programme Sponsors. This practical course provides comprehensive guidance on project sponsorship and the importance this role plays both for the project and the organisation. [Read more](#)

APM Accredited Agile Project Management

This 3-day course provides a thorough understanding of Agile best practice and how they can be applied. This innovative course is itself run using Agile principles enabling delegates to live the approach for themselves. [Read more](#)

APM Accredited Project Assurance Practitioner

This 2-day course is aimed at individuals who have exposure to a P3CM setting (Portfolio, Programme, Project, and Change Management), and want to gain additional knowledge and experience on the discipline of project assurance. [Read more](#)

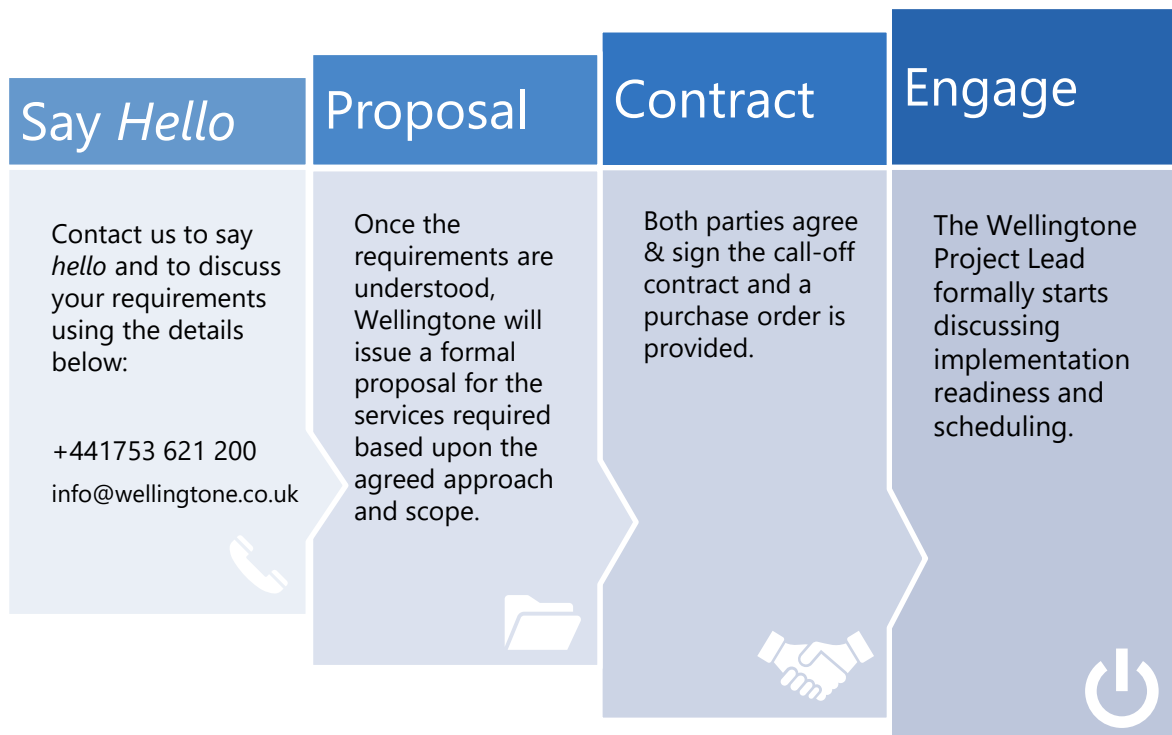
APM Qualifications and Customised Training

If you are looking for **APM Project Fundamentals Qualification (PFQ)** or **Project Management Qualification (PMQ)** we deliver both as part of our public schedule and our customised project management training services for individual clients.

We also create custom courses from ½ a day to 5 days aligned with your PPM Delivery Framework, training needs and key messaging. [Read more](#)

5 Next Steps

If you would like to engage with Wellington to **take you to the FUTURE of work management**, the process is very straightforward:



If you have any queries regarding our services, our approach, or the benefits of Microsoft PPM solutions then please do contact me.



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