

Intelogy G-Cloud 15 Service Offerings

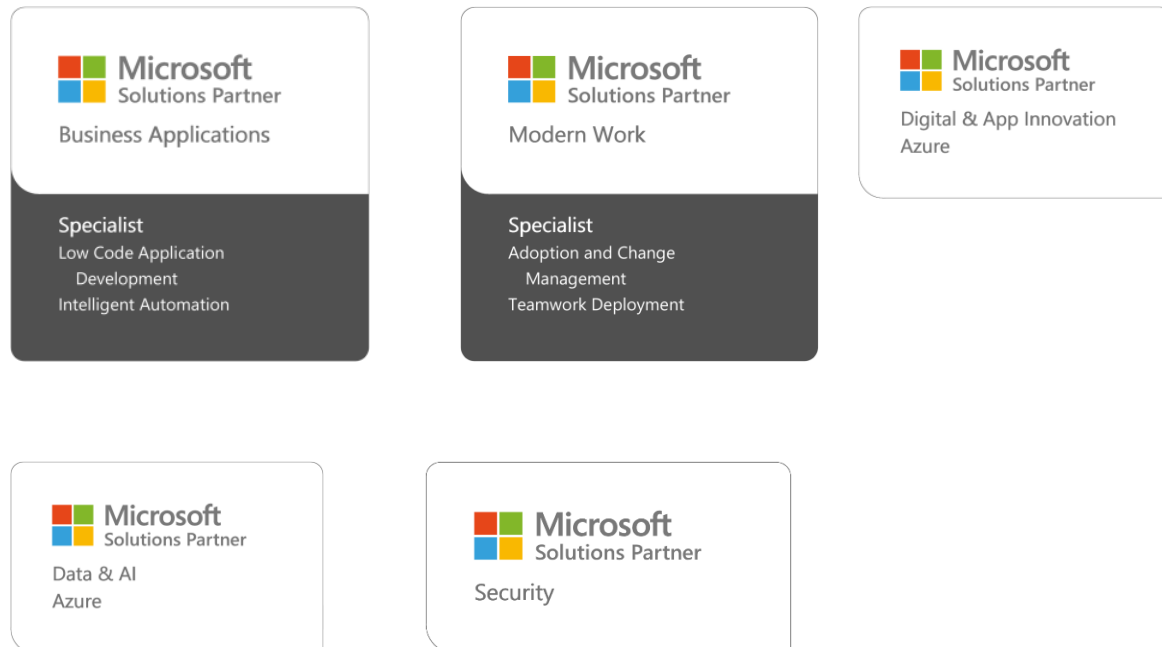
About us

Intelogy is an award-winning Microsoft Cloud solutions UK-based partner providing advice, planning, development, configuration, migration and change management services.

Our expertise spans Microsoft 365, Entra, SharePoint, Copilot, Purview, Intune, Viva, Teams, Power Platform, Fabric, Dynamics 365, and Azure. We also provide several product offerings, including our M365 governance tool: Orinoco 365.

We offer complete project lifecycle services: roadmap consultancy, licensing, transformative implementations including custom development, change management, adoption services and business-as-usual support.

Our credentials



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1. Teamwork & Employee Experience

Accelerate your intranet build with SharePoint Online

Overview:

Building a new intranet brings many more considerations than you may realise. Our SharePoint-based approach uses the best of out-of-the-box features available from Microsoft 365 to build your foundations, inspire best-practice management, and get you started on your communicative, collaborative, and cultural journey.

Features:

- Estate and cultural readiness evaluation
- Multi-site implementation catering for any areas of your organisation
- Best practice information architecture implementation
- Change Management and Adoption strategies
- Powerful search capabilities
- Training for site owners and admins
- News/announcements from across sites, with central feeds
- Clean and manageable security
- Access on any device, anywhere

Benefits:

- Rapid deployment time
- Future-proof your intranet with scalable architecture
- No third-party licensing required - uses your existing tenant
- No external hosting needed
- Rapidly upskill your staff to manage the intranet effectively
- Access to highly experienced industry professionals for advice and guidance
- Minimise security risks with a robust security and governance model
- Engage with audiences in a modern, delightful user experience
- Increased ROI for Microsoft 365
- Enhance your organisational culture

Streamline and centralise template management with OfficeAtWork

Overview:

A common challenge in any estate is to have consistently available, managed, and accessible templates. With OfficeAtWork, your templates can all be centrally controlled in SharePoint Online, but accessed directly from applications such as PowerPoint, Word, and Excel.

Features:

- Secure, accessible repositories of templates in SharePoint
- Direct access through a dedicated panel in Word, PowerPoint, Excel and more
- Additional components such as images, content blocks, slides etc. can be made available
- Automatically refresh existing files when source content has been updated
- Secure templates so they are only accessible to appropriate staff
- Include Dynamic fields to better manage your content (document owner, publish date, etc.)

Benefits:

- Confidence that staff are using the most up-to-date content and templates
- Consistent branding and content across all areas
- Minimal adoption and training, as staff access templates directly through native applications such as Word, Excel, and PowerPoint
- Greatly reduce the time required for staff to find or re-use templates
- Seamless integration with Microsoft 365

Centralise and revolutionise your communications strategy with Viva Amplify

Overview:

Is your approach to communication failing to hit the mark? Are your messages disjointed or too heavily focused on email?

We can guide you towards revolutionising employee engagement with Viva Amplify.

Features:

- A central place for teams to work collaboratively on communications
- Reach multiple audiences with the same post, automatically reaching out through SharePoint, email, Teams and Viva Engage
- Review and approve communications before they are sent
- Schedule posts to go at a later time or date
- View rich analytics to gauge audience reach and interaction

Benefits:

- Remove communication silos and boost employee engagement
- Create a centralised, cohesive approach to communications
- Gain actionable insights into the effectiveness of your communications through rich analytics
- Boost adoption of Microsoft 365 tools and capabilities

Microsoft Teams governance, provisioning and lifecycle management with Orchestry

Overview:

Enable, adopt and govern your Microsoft 365 environment with Orchestry by empowering both Administrators and end-users.

If you have already deployed Teams and are unsure how Orchestry might help we can run a discovery engagement and demonstrate the immediate and ongoing value

Features:

- Governance, risk management and compliance (GRC)
- End User provisioning under controlled conditions of Microsoft Teams
- Microsoft Teams life-cycle management with automated notifications and archival actions
- Microsoft Teams navigation and usability enhancement
- Create Teams templates with predefined settings, channels and tabs
- Prevent Teams duplication with approval workflows and enforce naming conventions
- Update published Team templates seamlessly in one click
- Reporting; Track all activity from the administration dashboard

Benefits:

- Offer a simplified experience and boost adoption
- Control Teams onboarding and growth while minimising Microsoft Teams Sprawl
- Optimize provisioning processes and avoid the existence of redundant workspaces
- Full overview of your Teams with at a glance monitoring
- Promote moderation and support employee adoption
- Control your Teams infrastructure with integrated approval workflows
- Optimise employee use with insight reporting and activities tracking
- Maintain good housekeeping with archiving processes
- Promote a meaningful usage of Teams
- Drive adoption with pre-built templates, features and apps

Microsoft Teams Environment Report & Health Check

Overview:

The Microsoft Teams Environment Report & Health Check will give you an understanding of how your organisation is using Microsoft Teams.

You'll receive key information related to many aspects including governance, security, efficiency, compliance and general housekeeping. We will propose strategies to get your Microsoft Teams estate back on track.

Features:

- Identify inactive and orphaned Microsoft Teams
- Report on and manage teams with external user access
- Find teams that have no owners
- Get an overview of Microsoft Teams workspace memberships
- Identify how many test and/or demo workspaces you have
- Receive a report containing recommendations and follow up steps

Benefits:

- Regain control and put an end to user-created teams sprawl
- Clean up abandoned and orphaned Microsoft Teams workspaces
- Set up a long-term Microsoft Teams Governance plan
- Improve Microsoft Teams User Adoption
- Define recommended ways of working with Microsoft Teams
- Align your environment with Microsoft Teams Governance best practices
- Optimise your Microsoft Teams environment for security, efficiency and compliance
- Implement automated archiving practices on teams

Digital Transformation using a Modern Workplace

Overview:

A successful Digital Workplace brings employees together in a consistent and collaborative environment that combines efficiency, productivity and effectiveness.

By making the most of Microsoft 365 for teamwork, meetings, task management, communications or external collaboration you can bring about a truly transformative and culturally enriched working environment.

Features:

- Estate and cultural readiness evaluation
- Roadmap generation
- Opportunity identification for Microsoft 365 benefits
- Implementation of Microsoft 365 (SharePoint, Microsoft Teams, Planner, Viva etc.)
- Change Management and Adoption strategies
- Technology awareness campaigns
- Information architecture strategies
- Governance and compliance strategies
- Migration from legacy sources (file shares, historical SharePoint versions etc.)
- Continuous improvement and user engagement through Managed Services

Benefits:

- Increased employee adoption and engagement
- Cultural improvements through collaboration, communication and sharing
- Improve organisational cohesion, building communities across the board
- Significantly improved access to content, information, resources and people
- Streamlined and automated processes, improving efficiency and saving time
- Reduce information silos and make content more accessible
- Minimise security risks with a robust security and governance model
- Easy and secure collaboration both internally and with external partners
- Increased ROI for Microsoft 365
- Future-proof your organisation with M365 evergreen strategies

Microsoft 365 - Team Working, Collaboration and Document Management

Overview:

Intelogy provides powerful team working and collaboration solutions within SharePoint and Microsoft 365. We work with you to introduce efficiencies using the features available from Microsoft through informative, engaging, structured, and governed solutions.

Coupled with intelligent automation and streamlined processes, we enhance productivity and enrich the lives of your staff.

Features:

- From light collaboration to governed compliant document management (DMS)
- Microsoft Teams and Groups automated governance and provisioning
- Automated site collection request, approval and creation processes
- Personalised, targeted content and navigation. Robust permissions modelling
- Integration across Microsoft Stream, Planner, Engage and other workloads
- Centralised managed taxonomy definition, full information lifecycle management
- Advanced navigation, delivering flexible information architecture and structure.
- Migrate historical content: file shares, legacy SharePoint or other DMS
- Reporting services on Microsoft 365 usage, compliance and auditing
- Full skills and knowledge transfer, collateral production and training services

Benefits:

- Architecture and processes that align with your way of working
- User adoption and engagement, from certified Change Management specialists
- Prevent leakage and secure content via Data Loss Prevention (DLP)
- Reduced ongoing effort to support and govern your CMS
- Automated tagging: minimise impact without compromising classification
- Microsoft Content Services Charter Member - aligned with M365 roadmap
- Intuitive information recovery and discovery, with optimised search and filtering
- Helps comply with: General Data Protection Regulation, Data Protection Act
- Tailored blend of M365 services: Groups, Teams, OneDrive and SharePoint
- Easy future extension into Electronic Documents and Records Management (EDRM)

2. Knowledge and Information Management

Orinoco 365: Automated Records Management and Governance tool in Microsoft 365

Overview:

The easy way to manage records in Microsoft 365, Orinoco 365 automates the creation of SharePoint Sites, Microsoft Teams and Viva Engage Communities while applying your default retention labels and policies to them.

Orinoco 365's provisioning process allows you to take advantage of the rich retention capabilities in Microsoft Purview.

Features:

- Immutable records management within SharePoint Online and Microsoft 365
- Expert translation of your file plan into retention labels
- Automated site and team request, configuration and provisioning processes
- Dynamic application of SharePoint metadata to your content
- Automatically apply sensitivity labels across your Sites & Teams
- Avoid need for bespoke scripting or development to apply retention
- Harness the value of E5 licenses; extend E3 license capabilities
- Significantly improved ability for Sites/Teams understanding and governance
- Automatically apply retention to new private/shared channels and libraries

Benefits:

- Records Management by-stealth: automated application of retention
- Enable your staff, by minimising need for ongoing manual classification
- Ensure contextual retention labels are applied to content by default
- Expert-led adoption; work with leading Microsoft 365 retention specialists
- Easy onboarding and offboarding process - don't get locked in
- Flexibility to safely extend the service to meet specific objectives
- Improved return from your existing investment in Microsoft 365
- Simplified records management in SharePoint Online / Microsoft Teams
- Quickly align with Microsoft allowing old systems to be decommissioned
- Understand the purpose, ownership and value of your organisation's sites

Orinoco 365: Microsoft 365 Guest Management

Overview:

The easy way to manage guests in Microsoft 365, Orinoco 365 automates the process of requesting, approving and granting access to external users.

Orinoco 365 additionally enables automated removal of guests if invitations aren't accepted or after periods of inactivity.

Features:

- Capture details of external users before invitations are sent
- Automatic check to establish whether guest already exists in Entra
- Checks whether guest's domain is on Entra's allowed list
- Flexible approval options: global, departmental or disabled
- Populates user properties in Entra, allowing management throughout lifecycle
- Automated removal of guests if invitations are unaccepted after duration
- Automatically disables guests if they are no longer active
- Admin tool to apply your preferred configuration
- Fully accessible and secure: all data retained in your tenant
- Ability to influence roadmap with three product updates annually

Benefits:

- Securely and safely allow staff to onboard new external guests
- Reduces potential for oversharing of Microsoft 365 content
- Configure SharePoint to only allow guests already in Entra ID
- Capture contextual information when guests are requested
- Enables informed decision making when managing guests in the future
- Collects details of requester, sponsor and purpose for each guest
- Integrated with Orinoco 365's SharePoint site / Microsoft team provisioning tool
- Determine the users who will oversee guest approvals
- Improved ongoing management of guests in Microsoft 365

Microsoft 365 - Information Rights Request Facilitation

Overview:

It can be a challenge to facilitate Information Rights requests, including Subject Access Requests (SAR) and Freedom of Information requests (FOI) in Microsoft 365.

Our Purview experts use Microsoft's eDiscovery, Content Search and Microsoft Priva capabilities to help you rapidly identify information to include within your response.

Features:

- Define Content Search queries to identify relevant information
- Assistance with exporting information rights request results from Microsoft 365
- Technical execution services. Our team conduct your request in Purview
- Skills-transfer to empower you to undertake future requests internally
- Facilitate Data Subject Access Requests in your Microsoft 365 tenant
- Configure Sensitive Information Types for Microsoft Priva
- Apply legal holds through expert-led Microsoft 365 eDiscovery
- Promptly and successfully undertake Freedom of Information (FOI) requests

Benefits:

- Information Rights Request overseen by Microsoft Purview experts
- You define the query we use to find your information
- Reduce risks associated with facilitating information rights requests
- Flexible definition of Content Search query parameters
- Gain robust understanding of the capabilities of Microsoft Purview
- Make use of Microsoft Purview's rich compliance capabilities
- Improved return from your existing investment in Microsoft 365
- Ensure litigation holds are applied to retain information

Microsoft 365 Records Management & Retention

Overview:

At the heart of records management in Microsoft 365, Intelogy's team define and deliver best practice retention solutions.

Using the latest Microsoft Purview Records Management capabilities, and site provisioning for consistent workspaces, our compliance solutions apply contextual classification, reducing staff effort. Perfect for supporting your GDPR, FOI and DPA adherence.

Features:

- Scaled around your compliance needs: BS10025; ISO15489; Moreq 2010
- In place, immutable records management within SharePoint Online and M365
- Automated site and team request, approval and creation processes
- Legal Holds, Advanced e-Discovery case configuration in Office 365
- File plan and retention schedule definition and integration services
- Centralised, managed taxonomy definition, full information life cycle management
- Advanced navigation, delivering flexible information architecture and structure
- Migrate from anywhere: file shares, 2007, 2010, 2013 and 2016
- ECM 2.0 reporting services on usage, compliance and auditing
- Full skills-transfer, collateral production and training services

Benefits:

- Cost effective knowledge management, without expensive third-party toolsets
- User adoption and engagement, from User Experience (UX) professionals
- Prevent leakage and secure content via Data Loss Prevention (DLP)
- Reduced ongoing effort to support and govern your EDRM/CMS
- Automated contextual labelling: minimise impact on staff without compromising compliance
- Robust permissions model, with secured external sharing
- Microsoft Content Services preferred partner - aligned with M365 roadmap
- Comply with: General Data Protection Regulation, and Data Protection Act
- Tailored blend of O365 services: Groups, Teams, OneDrive and SharePoint

Microsoft 365 Information Management Services

Overview:

Underpinning successful information architecture is effective information governance. Our expertise can help you develop a robust information governance framework - strategies, policies, procedures, guidance and tools such as an information asset register - that will help not only with Microsoft 365 implementation but developing any system managing information and records.

Features:

- Expert information governance advice – what works for your organisation
- Assessment of your organisation's records management (RM) maturity
- Establish a comprehensive information governance framework
- Develop an information strategy and supporting policies and procedures
- Create an effective information asset register (IAR)
- Understanding how business systems (applications) integrate into the IAR
- Seamlessly integrating legal requirements (eg ROPA) into the IAR
- Identify key information and records management risks
- Ensure policies support business continuity and disaster recovery
- Introduce rigorous controls for information sharing

Benefits:

- Bespoke information and records management policies, procedures and tools
- Sustainable solutions that can be embedded across the organisation
- Clear identification of accountability for information and records management
- Customised description of roles to implement an IG framework
- Maximising the potential of technical solutions such as M365
- Effective enablement of organisational policies required for compliance
- Holistic approach to managing information and records across the organisation
- Easily integrate data protection and FOI compliance obligations
- Buy in from staff able to see the benefits
- Future proofed information and records management

3. AI

M365 Copilot and Copilot Chat - get started on your organisation's journey with AI

Overview:

AI is taking the world by storm, bringing with it significant improvements to our daily lives, both personally and professionally.

Microsoft Copilot is at the forefront of business AI, and we're here to help you embrace it, and reap the rewards.

Features:

- Focus on M365 Copilot, Copilot Chat, or both
- Estate and cultural readiness evaluation
- Roadmap generation
- Content preparation strategies
- Opportunity identification for key organisational use cases
- Implementation of a structured, managed, release of Copilot
- Change Management strategies (incl. training programmes)
- Information Architecture strategies

Benefits:

- Successfully deploy Copilot in a managed fashion
- See tangible, quantifiable benefits realisation from AI
- Enhanced user adoption and engagement
- Significant time savings across staff
- Set the stage for better content management
- Reduced monotony through AI assistance

Automated Document Processing Consulting Services

Overview:

Harness AI to classify, tag, and secure content with SharePoint Automated Document Processing.

Enhance value, search and insight into files. We'll support you with using AI for processing your content along with automation opportunities to optimise your organisational content efficiently.

Features:

- Expert Content AI advice – Understanding capabilities and limitations
- Create no-code document processing models to identify/classify documents
- Extract values from inside documents or apply sensitivity/retention labels
- Custom & prebuilt models: unstructured, freeform, structured, contracts, invoices, receipts
- Autofill columns: describe to AI how to populate columns
- Optical Character Recognition (OCR) on PDF/Image files in SharePoint
- Taxonomy tagging: auto tag documents using existing taxonomies
- PII detection/redaction: identify sensitive information in documents
- Document translation of documents performed within a library

Benefits:

- Work to understand your content & where AI would benefit
- Identify & tag content: at scale, reliably & efficiently
- Less time spent searching for documents or re-creating documents
- With better knowledge employees can make better decisions/be more efficient
- Empower employees who know their documents best to build/maintain models
- All models configured through the UI and no code/development needed
- Evaluate different technical approaches; understand which approach suits you
- Clear understanding of successful approaches, and potential roadblocks to avoid
- Enables informed decision making before investment in content processing
- Copilot works better with identified/more authoritative/tagged/secured content

4. Business Applications & Insights

Power Platform Adoption & Governance Services

Overview:

Intelegy offers an end-to-end service that will define your strategic direction for Microsoft Power Platform, plan the implementation to align with your business objectives and ensure that your low-code application development strategy and platform is efficient and secure.

Features:

- Adoption strategy planning, guidance, and delivery support
- Power Platform license guidance
- Citizen development nurture programme
- Center of Excellence deployment & configuration
- Fusion development team augmentation
- Readiness assessment
- Awareness campaigns (e.g., App-in-a-Day / Dashboard-in-a-Day) workshops
- Resistance management techniques
- Platform configuration, role assignment & security control guidance

Benefits:

- Builds apps faster and cheaper
- Provide cloud-based mobile ready apps for staff
- Leverage existing license value
- Reduce IT support and maintenance costs
- Improve long organisational processes
- Implementation plan tied to SMART success criteria
- Clear vision for the organisation/individual to adopt
- Integrate modern user experiences with legacy systems without rip-and-replace
- Automate manual processes to reduce inefficiencies

Power platform Development Services

Overview:

Simplify complex processes with custom applications built on Power Platform, using Power Apps, Power Automate, and Power BI.

Whether it is mobile apps, business-critical data management, or enterprise systems integration, we will design, develop, and support Microsoft Power Platform solutions that leverage the cloud and run on any device.

Features:

- No-code application development and out-of-the-box configuration
- Business process analysis, workflow automation, business forms
- Process design, architecture, development, and deployment
- Re-platform existing business applications (e.g., Access databases)
- Rework and transformation of existing failing or clunky processes
- Low-code development using Power Apps or Power Automate
- Power BI dashboard generation and Power Virtual Agent chatbots
- Custom development (e.g., Azure Functions) to supplement complex processes
- Support services
- Microsoft 365 (Teams, SharePoint, Office, Planner, Viva) integration

Benefits:

- Drive productivity, efficiency, and automation
- Identify and eliminate inefficient processes
- Gain insights into bottlenecks in your organisation
- Aligned with best practices to deliver robust, reliable, maintainable solutions
- Free up your staff's time
- Reduce risk and errors resulting from following many manual steps
- Audit your processes and utilise information management
- Modernise existing business applications to be cloud and mobile ready
- Ensure all necessary processes and procedures are consistently followed
- Realise quick benefits through rapid prototyping and iteration

Power Platform Centre of Excellence Implementation & Recommendations

Overview:

Our Centre of Excellence Implementation and Recommendations service analyses your Power Platform technical landscape including the installation of the Power Platform CoE Starter Kit, a tailored Findings & Recommendations report, and collaborative sessions for devising an effective strategy to introduce governance, administrative controls, and citizen developer empowerment on Power Platform.

Features:

- Installation of the Power Platform CoE Starter Kit
- Technical landscape analysis
- Tailored recommendations report
- Guidance for design of Environment Strategy and DLP Policies
- Awareness and guidance for Power Platform Governance
- Awareness and guidance for Power Platform Admin Controls
- Citizen Developer Empowerment
- Power Platform governance educational knowledge sharing sessions
- Review options to extend CoE Starter Kit for your needs

Benefits:

- Enhanced governance and control
- Environment Strategy
- Increased productivity and innovation
- Empowered citizen developers for efficient and governed platform utilisation
- Expert guidance and support
- Identify potential risks in your Power Platform landscape

Full-stack web and mobile app development

Overview:

Exceptional cloud delivery services, providing advanced, scalable solutions in Microsoft Azure and Amazon AWS.

Intelegy's end-to-end cloud custom development includes consultancy, design, architecture, development, and migration. Our expertise ensures the delivery of high quality and secure solutions, from simple web forms to powerful, feature-rich enterprise cloud applications and AI integration.

Features:

- Custom solutions tailored to fully meet business requirements
- Front-end development (ReactJS, VueJS and Aurelia)
- User Experience (UX) expertise
- Web and line-of-business application development (Azure)
- Cross platform mobile development (React)
- API and Systems Integration
- AI Integration with leading Large Language Models
- Copilot (AI Assistant) development and integration
- Agile (Scrum) or Waterfall development lifecycle
- Azure DevOps (or GitHub) CI/CD (Continuous Integration/Continuous Deployment)

Benefits:

- Open and extensible – easily accommodate future change
- Flexible architectures – integrate cloud, on-premises and hybrid applications
- No additional license fees - reduce long-term operational cost
- Compliant with latest accessibility and security standards
- Experienced team building custom software applications for over 20 years
- Control access - IDAM, Azure Key Vault and federation services
- Enable digital transformation. Integrate with existing systems and cloud applications
- AI integration and Copilot development to maximise value of information assets and drive productivity.

Data and Analytics with Microsoft Fabric & Azure

Overview:

Exploit the value your business data with our Microsoft Data and Analysis services for Microsoft Fabric and Azure.

Complete end-to-end data lifecycle services from ingestion, transformation and storage, to modelling, analysis and visualisation.

We deliver secure, scalable data strategies and solutions.

Features:

- Microsoft Fabric: unified data storage, processing, and analytics services
- End-to-End Management and Analytics covering the full data lifecycle
- Cloud-Based Solutions (Azure) ensuring scalability, security and accessibility
- Data security with encryption, monitoring and restricted network access
- Scalable cloud architecture for growing processing and storage needs
- Extract, transform and load data with Data Factory
- Design and develop data warehousing and analytics solutions with Azure Synapse
- Design and develop secure, scalable storage with Azure SQL and Cosmos DB
- Insight and Visualization with Power BI
- Build predictive analytics models with data science

Benefits:

- Data driven decision making with actionable insights and visualization
- Elastic compute, Improved cloud-based efficiency and scalability for your data platform
- Integrate data tools and data sources seamlessly with Microsoft Fabric
- Enhanced security including encryption and advanced access control
- Cost-effectiveness data storage and processing
- Faster construction of visualization and insights with Power BI
- Diverse data sources can be integrated and analysed at scale
- Prepare your data for AI innovation

Innovate with Artificial Intelligence and AI Integration

Overview:

Experienced AI integration and development services helping you maximise the value of your business data, increase productivity and improve customer experiences.

Using our team of Microsoft certified developers, with decades of experience, we can infuse the latest AI features into your organisation's applications whilst maintaining the security of your data.

Features:

- AI Strategy and Consulting services
- Generative AI App Development
- Custom Copilot development and integration
- Chatbot development and integration
- Automation and Workflow integration
- AI Data Analytics and Insights
- AI Integration with leading Large Language Models
- Utilise Azure AI services (OpenAI, Search, Vision, Speech, Document Processing)

Benefits:

- Increased productivity, automating repetitive tasks, replies and content generation
- Informed decision-making with analytics and insights from large data sets
- Customized user experience improves customer satisfaction and productivity
- Reduced operational costs and increased efficiency
- Analyse data to identify opportunities and mitigate potential risks
- Optimize operational processes, leading to improved efficiency and cost savings
- Innovation with new services and improvements to existing services
- Scalable services that adapt to business growth and changing needs

Dynamics 365 Consultancy & Development Services

Overview:

Built on the Power Platform, Microsoft Dynamics 365 provides a set of applications targeted to core standard business activities (sales, marketing, operations, customer service & finance). Our team of experts can help you plan, design, implement, extend and support your implementation of Dynamics 365.

Features:

- Dynamics 365 product overview and suitability assessment
- Analysis, design, implementation of Dynamics 365 based business solutions
- Full lifecycle project engagement, governance & support
- Data migration from legacy systems
- Integration with existing line-of-business / system-of-record data
- Customisations to meet your business needs

Benefits:

- Determine benefits of Dynamics 365 products
- Avoid custom development activities for common business needs
- Benefit from continued investment and product development by Microsoft
- Minimise risk to key operational areas
- End-to-end support from established Microsoft partner
- Improve operational efficiency
- Deliver both internal and external user experiences
- Cloud-hosted secure modern platform

5. Cloud Platform & Security

Microsoft 365 Planning and Deployment Services

Overview:

Intology offer an end-to-end service that will define your strategic direction for Microsoft 365 cloud services, plan the implementation to align with your business objectives and ensure that your cloud productivity platform is efficient and secure.

Features:

- Deployment planning services for new or enhancing existing deployments
- Strategic consultancy to understand and translate your objectives for Microsoft365
- Licence fulfilment for all requirements in your Microsoft 365 tenancy
- Proof of concept construction to visualise key elements and services
- Readiness preparation to achieve highly performant and organised deployments
- Microsoft Entra configuration to create and manage user identities
- Microsoft Azure cloud platform planning and implementation
- Microsoft 365 platform and productivity tool configuration and customisation
- Enterprise Mobility+Security implementation for governance and compliance
- Network analysis and performance testing

Benefits:

- A complete, intelligent solution that empowers everyone to be creative
- Boost productivity and work together, securely
- Secure and compliant platforms for productivity
- Latest version of Office desktop software across all devices
- Discreet Mobile Application Management for BYOD
- Mobile Device Management for corporate devices
- Full protection for a secure productive enterprise
- Office Applications, Email & Calendar tools, Chat-based workspaces
- Voice and video meetings, Threat Protection, IDAM, Information Protection
- Advanced Compliance, Analytics

Endpoint Management with Microsoft Intune

Overview:

Microsoft Intune is one of the most powerful tools for managing your devices, apps and endpoint security.

Whether devices are owned and managed by your organisation or personal devices with access to organisational content, Intune provides the capabilities to achieve greater flexibility and efficiency while enforcing secure and compliant access.

Features:

- Streamlined device enrolment strategy
- Simplify management and configuration
- Evaluate compliance to maintain secure access
- Automatically apply updates
- Deploy applications at ease with the option of self-service
- Leverage app protection policies for corporate and personal mobile devices

Benefits:

- Ship new devices directly to employees with zero-touch endpoint provisioning using Windows Autopilot, Apple and Android enrolment.
- Deploy configuration changes and apps without the need for the device to be on the corporate network.
- Gain endpoint visibility for health, compliance, and security management.

Microsoft 365 Identity & Access Management Assessment

Overview:

With identity attacks on the rise, we will show you how to stop tomorrow's data breaches by securing identities today.

We will help you find identity risks happening now in your environment, gain insights on your application landscape, and improve your identity security posture.

Features:

Our tailored 2-day maturity assessment is designed to help you:

- Gain an understanding of your identity security posture
- Highlight potential risks related to identity security and opportunities for improvement
- Get insights into cloud apps used across your environment, even those unsanctioned by IT
- Understand how to prevent identities from being compromised
- Learn to reduce costs, improve efficiency, and lower resource burden

Benefits:

- Understand your identity goals and objectives
- Define your existing and desired identity security posture
- Provide insights into applications used across your organisation
- Showcase and demonstrate core IT and user security scenarios
- Develop a joint action plan based on key results, recommendations and next steps

Identity & Access Management with Microsoft Entra

Overview:

With the rapid uptake of cloud-based solutions, more and more organisations are adopting working styles that allow them to work from anywhere, from any device, while collaborating with anyone.

Secure your Microsoft 365 identities and access to provide a secure and protected environment for productivity and collaboration while enhancing defence against online attacks.

Features:

- Harness a unified identity model
- Adopt secure practices for user and guest access
- Utilise conditional access to evaluate and require compliant access
- Identify and protect users at risk of attack and compromise
- Leverage app protection policies for mobile devices
- Control access to groups, apps and privileged roles
- Remove weak links with passwordless authentication
- Provide seamless access to apps and services

Benefits:

- Single user identities across cloud and hybrid environments
- Single Sign On for Microsoft 365, on-premises applications
- Defend against common attacks such as brute force and phishing
- Multi factor authentication for additional confidence in a user's identity
- External collaboration with partners, contractors and vendors
- Business to Business (B2B) collaboration without additional identity management
- Proactively monitor and prevent compromised user accounts
- Enable employees to manage their own identity

Microsoft 365 Endpoint Management Assessment

Overview:

Enable users to be productive and secure, on any device, without compromising IT security. How are you managing your mobile devices, laptops, and other user endpoints? Do you know if your user's devices are compliant with your IT policies? Do you know if your users' identity is protected?

Features:

Our tailored 2-day Endpoint Management Assessment is designed to help you:

- Highlight ways to improve your security posture with Microsoft Intune
- Understand how management policies can protect your users, company data and devices
- Gain insights about your endpoints and their IT compliance alignment
- Provide secure access to teams' apps, data, and devices

Benefits:

- Seek out opportunities to improve management capabilities with Microsoft Intune
- Discover endpoints accessing your organisational content
- Showcase and demonstrate device and data access scenarios
- Develop a joint action plan based on results and recommendations

Information Protection with Microsoft Purview

Overview:

The volume of data held by organisations is ever-growing, and it can be difficult to sift through all of it and identify what is and isn't sensitive.

Discover, classify and protect your sensitive information to align with compliance and establish a robust information protection strategy.

Features:

- Classify and protect sensitive information
- Identify sensitive content
- Prevent accidentally sharing sensitive information inside/outside the organisation
- Protect sensitive data without sacrificing productivity
- Secure your content when it leaves the organisation
- Enhance data protection with persistent rights management security
- Detect and mitigate insider risk

Benefits:

- Encryption capabilities protect your sensitive information wherever it ends up
- Gain insights to rapidly find sensitive information across your environment
- Protect your reputation and competitive advantage by controlling accidental oversharing
- Detect and remediate insider threats like data theft and leakage

Threat Protection with Microsoft Defender

Overview:

With an ever-growing threat landscape, it can be particularly challenging to maintain a comprehensive threat protection strategy that can keep up to date with continuously evolving threat actors.

Enhance your threat protection to mitigate risks that impact your identities, endpoints, applications and data.

Features:

- Utilise advanced protection capabilities for your endpoints
- Deploy advanced email filtering and malicious files detection
- Extend protection to your on-premises and 3rd party identities
- Monitor, onboard and protect shadow IT
- Leverage a unified portal to collage, investigate and respond to signals across all security tools
- Unified portal to investigate and respond to security tool signals
- Gather, triage, and respond to activity across your digital estate

Benefits:

- Protect endpoints from various threats and evaluate them for vulnerabilities
- Reduce the success of email based cyber-attacks like phishing
- Detect and respond to identity-based credential-stealing attacks
- Extend monitoring and protection to other SaaS based applications
- View the attack chain holistically. Identify incidents automatically and respond

Cloud Migration Services for Microsoft 365

Overview:

Enhance productivity by migrating email, SharePoint and File Share content to the Microsoft Cloud. Intelogy has over 20 years' experience of migrating data securely and can make sure you get the best return on your cloud investment.

This a proven and complete migration project life-cycle service.

Features:

- Microsoft 365 tenant to tenant migrations
- SharePoint Server to Microsoft 365
- Exchange Server to Exchange Online
- Files Shares to Microsoft Teams and SharePoint Online
- Custom Applications to Microsoft Azure
- Meridio documents to SharePoint Online
- Secure, scalable and integrated solutions
- Consolidate applications into a consistent modern workplace
- Migration planning, execution and reporting

Benefits:

- Reduce administrative overhead of maintaining on-premises platforms
- Make your workforce more productive and your data more secure
- Reduce server and storage costs
- Benefit from secure cloud platforms that are accessible from anywhere
- Integrated user experience across services and applications with single sign-on

Microsoft 365 Security Health Check

Overview:

Evaluate the health and risks of your Microsoft 365 tenancy with our Microsoft 365 Health Check and optimise it for the future.

Get a clear picture of your Microsoft 365 security posture, governance gaps and adoption.

Features:

- Understand the risk of data or information loss
- Evaluate anti-phishing policies
- Licence usage and optimisation
- Software and app rationalisation
- Insights into unused content and workspaces
- Visibility into guest access
- Account compromise and attack vectors
- Data retention and legal compliance alignment

Benefits:

- A comprehensive evaluation of your current usage and configuration
- Identify areas of improvement, optimisation, and cost savings
- Maximise your investment in Microsoft 365
- Identify vulnerabilities, misconfigurations, and potential threats
- Develop your comprehensive Microsoft 365 security strategy
- Ensure compliance with industry regulations
- Maintain the confidentiality, integrity, and availability of your data

Protect and Govern Sensitive Data in Microsoft 365 Assessment

Overview:

Protecting information—wherever it goes—is critical to ensuring trust and meeting compliance requirements.

But first, you need to know what data you have, where it is, how it's being used, and compliance risks that may exist.

Features:

Our tailored 5-day maturity assessment is designed to help you:

- Understand the hidden compliance risks of dark data
- Assess your environment against key data protection standards and regulations
- Introduce information protection and data loss prevention to your organisation

Benefits:

- Document your compliance objectives and strategies
- Carry out a data risk check across Exchange, SharePoint and Teams
- Showcase and demonstrate core IT and user security scenarios
- Develop a roadmap for an organisation-wide implementation of information protection and data governance
- Develop a global roadmap for implementing data protection and governance

6. Managed Services & Support

Microsoft 365 Managed Continuous Improvement Service

Overview:

Continuous Improvement provides evergreen strategy, on-going support and enhancement services through a monthly allowance.

It offers flexibility for those looking to progress their Microsoft 365 journey in incremental steps. Add value with regular advice on best practice and agile development of enhancements in Microsoft 365, to keep your team working effectively.

Features:

- Evergreen strategy, support and enhancement services
- Strategic advice from our consultants
- Incremental development and enhancement of your systems
- Expertise of business transformation
- Escalation support
- Expert Microsoft 365 Support consultants on call when you need

Benefits:

- Progress Microsoft 365 journey in incremental steps
- Maximise value from your Microsoft 365 investment
- Reduce transformation overheads via smaller engagements
- Opportunity to proof-of-concept wider transformation
- Flexible monthly allowance
- Reduce business costs associated with strategy

Microsoft 365 Managed Call Off Support Service

Overview:

Our Call Off Services provide escalation, change management, training or workshops, consultancy without monthly commitment fees.

Non-SLA backed incident support is also included, for those businesses where timings are less of a concern. Use our team as an extension of yours, for flexible additional Microsoft 365 resourcing needs.

Features:

- Support and enhancement services
- Strategic advice from our consultants
- Small scale development and enhancement of your systems
- Carefully managed digital transformation by Microsoft 365 experts
- Escalation support
- Monthly usage reports and analysis for a more cost-effective strategy
- Expert Microsoft 365 Support consultants on call when you need
- Full wrap-around care for Microsoft 365

Benefits:

- Progress Microsoft 365 journey in incremental steps
- Maximise value from your Microsoft 365 investment, save time and maximise efficiency
- Prepaid technical services from Microsoft 365 experts, to streamline and fine tune your services
- Opportunity to proof-of-concept wider transformation
- Flexible annual allowance, without monthly/quarterly invoices or usage limits
- Reduce business costs associated with strategy
- Microsoft 365 support from Microsoft 365 specialists and certified developers
- Design ideas and architecture auditing with support from our experts

Microsoft 365 Managed IT Support Service

Overview:

Focused on Microsoft 365 – our specialised team are on hand to support, proactively monitor, remediate, manage and maintain your environment – allowing you to focus on your business.

From routine user management to platform and security services we have you covered, helping to keep your team working effectively.

Features:

- Monitoring, remediation and maintenance services
- Full wrap-around care for Microsoft 365
- Routine change management
- User and escalation support
- Expertise in Microsoft 365
- Monthly usage reports and analysis for a more cost-effective strategy
- Completely scalable Microsoft 365 support, tailored to your business

Benefits:

- Evolve your Microsoft 365 journey
- Maximise value from your Microsoft 365 investment
- Reduce Microsoft 365 overheads
- Opportunity to focus on your business
- Relieve pressure on internal teams
- Flexible monthly allowance
- Microsoft 365 support from Microsoft 365 specialists and certified developers
- Design ideas and architecture auditing with support from our experts
- Effective fixes and troubleshooting for Microsoft 365

Microsoft 365 Managed Incident Support Service

Overview:

Protect your project investment in Microsoft 365 with break/fix incident management support.

Post-project SLA guarantees for response and resolution, for confidence in the lifecycle of a solution.

Complete audit trail through professional ticketing system, no jargon approach to providing assistance.

Features:

- Bespoke post deployment care to suit your business operations flawlessly
- Expert Microsoft 365 Support consultants on call when you need
- Support in full compliance with ITIL
- Monthly usage reports and analysis for a more cost-effective strategy

Benefits:

- Microsoft 365 support from Microsoft 365 specialists and certified developers
- Maximise value from your Microsoft 365 investment
- Microsoft 365 support will save time and maximise efficiency
- Effective fixes and troubleshooting for Microsoft 365
- Microsoft 365 support will streamline and fine tune your services
- Proven experience with supporting numerous public sector organisations

Microsoft 365 Managed Incident, Change and Consultancy Support Service

Overview:

Extend the protection your project investment in Microsoft 365 by combining break/fix incident management support with change request and consultancy services.

SLA guarantees for response and resolution, for confidence in the lifecycle of a solution – and allow it to evolve through usage with change request capabilities.

Complete audit trail through professional ticketing system.

Features:

- Bespoke post deployment care to suit your business operations flawlessly
- Expert Microsoft 365 Support consultants on call when you need
- Support in full compliance with ITIL
- Monthly usage reports and analysis for a more cost-effective strategy
- Evolve your solution as usage and adoption grows
- Consult on potential wider changes and impact

Benefits:

- Microsoft 365 support from Microsoft 365 specialists and certified developers
- Maximise value from your Microsoft 365 investment
- Microsoft 365 support will save time and maximise efficiency
- Effective fixes and troubleshooting for Microsoft 365
- Changes and Consultancy from the original solution team
- Microsoft 365 support will streamline and fine tune your services
- Proven experience with supporting numerous public sector organisations

Microsoft 365 License Optimisation Assessment

Overview:

This analysis and recommendations offering will provide you with a breakdown and recommended actions for how to improve efficiency with your Microsoft 365 Licensing strategy.

Features:

- Gain an understanding of your licensing TCO
- Highlight potential risks related to schedules
- Understand opportunities for improvement
- Learn how to reduce costs and improve efficiency

Benefits:

- Understand your goals and objectives
- Define your schedule and TCO
- Provide insights into applications used across your organisation
- Showcase and demonstrate SKU scenarios
- Develop an action plan based on key results, recommendations

Microsoft 365 Licensing Services

Overview:

Provision of Microsoft 365, and partner ecosystem licensing allowing consolidation of providers and escalation support services.

Features:

- Consolidate your licensing providers
- Access to our escalation networks
- Highlight potential risks related to schedules
- Understand opportunities for improvement
- Learn how to reduce costs and improve efficiency

Benefits:

- Understand your goals and objectives
- Define your schedule and TCO
- Provide insights into applications used across your organisation
- Showcase and demonstrate SKU scenarios
- Develop an action plan based on key results, recommendations
- Escalation networks opportunities

Operational Details For Managed Services

How the Support Service works:

Inteligy runs a UK-based Service Desk from our specialist Managed Services practice.

Manned by permanent team and complemented by our architects and consultants ensures continuity of service for your end users at a 1st, 2nd and 3rd line level.

Our experts in all things Microsoft 365 offer professional, friendly and straightforward IT support to businesses.

We are able to support and monitor all aspects of a Microsoft 365 environment and provide prompt and efficient fixes to issues. We provide a complete audit trail through our industry-leading IT Helpdesk software, and are committed to a “no jargon” approach to ensure our support is as straightforward and accessible as possible.

Support levels:

We can provide remote 1st, 2nd, and/or 3rd level support for Office 365 users post-deployment.

All services are delivered by a full-time team of cloud support engineers, managed by our Service Delivery Manager.

This is complemented by Practice Specialists from the Technical Delivery team. The UK based IT helpdesk provides support to customers 9:00-17:00, Monday to Friday via phone, email, and our website. Extended cover is available 8.00-18.00; and out of hours by arrangement.

The majority of queries and issues we receive can be resolved remotely by our Service Desk, ensuring a fast, efficient response.

Email or portal ticketing:

UK based Office hours only Service Desk, operating Monday-Friday 9am until 5pm. Response times vary based on assigned priority - maximum 10hrs.

Online ticketing support accessibility WCAG 2.1 AA or EN 301 549.

Phone support:

9am – 5pm (UK time), Monday to Friday with extended cover 8am – 6pm.