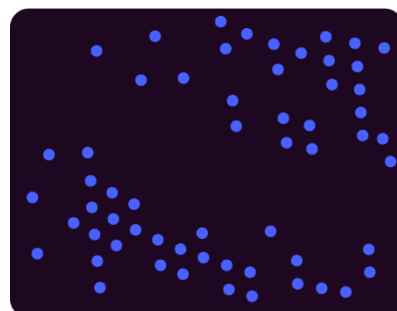
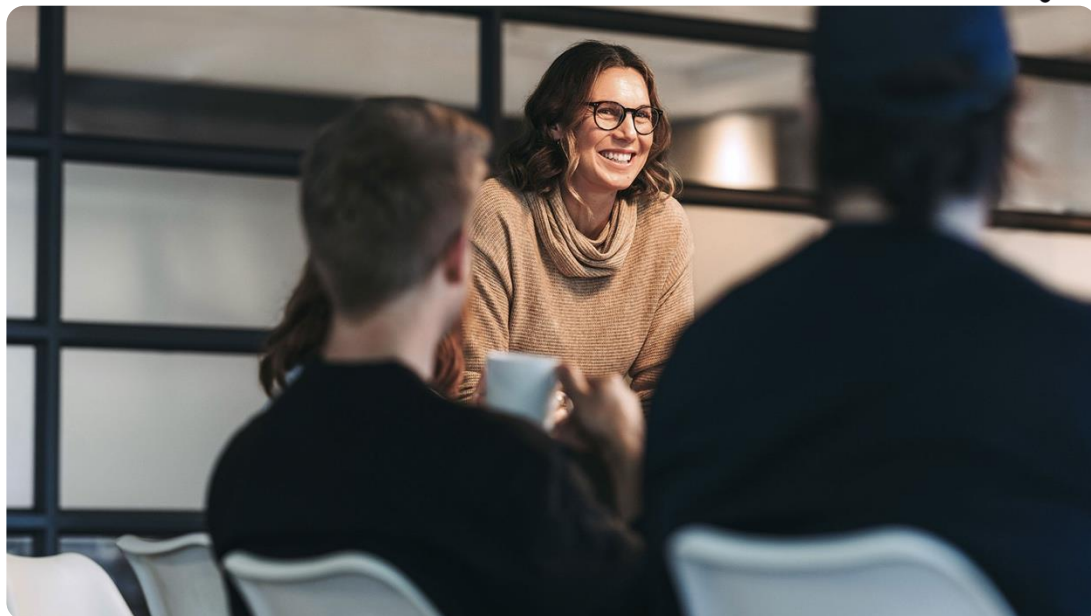


G-Cloud 15 Service Definition

Microsoft Services by Conscia UK



Conscia
Secure progress



What is the service?

Microsoft Consultancy Services provide expert advisory, design and implementation services across M365, Azure and Security. The Service supports secure cloud adoption, optimization and compliance. Consultancy can be complemented by Conscia UK's Microsoft XDR based Managed Detection and Response (MDR) service for ongoing threat monitoring and response.

Conscia UK is a reseller and offers extra features and support not available from the original supplier (Microsoft).

Features and benefits

- Security first Microsoft 365 and Azure consultancy
- Identity and access management using Entra ID
- Endpoint and device security with Defender XDR
- Cloud security posture management and baselining
- Microsoft Sentinel design and optimisation
- Defender XDR based Managed Detection and Response (MDR)
- Compliance and data protection using Purview
- Zero Trust and security architecture design
- Intune endpoint management design aligned to CIS
- Optimisation of licencing tier, such as E/A5

Service and support

Microsoft cloud services include a base level of support delivered directly by Microsoft in line with the Microsoft Product terms. Conscia UK provides consultancy services independently of Microsoft Support.

Consultancy services are delivered by expert Microsoft consultants and architects. Engagements are governed through defined scopes of work, agreed deliverables and service reporting. Optional enhanced support and extend hours delivery can be provided, where required.

Conscia UK offers **Managed Support** and **Managed Services** (Gold, Silver and Bronze tiers) as value-added services, providing an additional layer of expertise and service acceleration beyond base vendor support.

Managed Support is delivered by specialist engineers with deep expertise across Cisco, Meraki, Palo Alto and Microsoft Identity technologies. This service accelerates incident resolution and removes operational burden from Customer teams by having Conscia UK take ownership of vendor escalations and technical troubleshooting on the Customer's behalf.

Our service desk operates **24x7x365**, with response times tailored to incident priority – including response within 15 minutes for critical incidents under our highest service tiers.

Managed Services provide ongoing proactive monitoring, management and optimisation of Customer environments, with service levels differentiated across Gold, Silver and Bronze tiers to match Customer requirements and risk profiles.

Technical requirements

Supported browsers

- Google Chrome
- Microsoft Edge
- Firefox
- Chrome
- Safari

Compatible operating systems

- Android
- iOS
- Linux
- macOS
- Windows

Onboarding and offboarding

Each client is assigned a project team, co-ordinated by a project manager and including a primary solution architect. This team will take on the responsibility for setting up and configuring the solution. Each solution will be tailored to the clients' requirements, and a descriptive statement of works will be provided. Admin training will be provided as part of this work. End user training is optional. For those who require it, Conscia UK can offer additional documentation that identifies the key outcomes the solution needs to deliver. This document will be used as a reference to measure success over the solutions lifecycle

All data is held in the Webex cloud and is accessed from the admin dashboard. At any time, a client can download the data they create and store it offline. There should not be a requirement for any data to be imported.

Contracts will not auto renew. It is the client's responsibility to renew the contract for service to be maintained. The Conscia UK renewals team will initiate the renewal process 90 days prior to the contracted end date. Renewal documentation will be provided for clients to review before committing to another term.

Security

Microsoft owns and operates the underlying cloud platforms and applies security controls in line with the shared responsibility model. Security is embedded within Microsoft products through the Microsoft Secure Development Lifecycle.

Conscia UK undertakes its own due diligence and maintains consistent alignment with Microsoft security guidance and CIS controls. Consultancy services benefit from operational insight gained through delivery of Microsoft Security and Managed Detection and Response services.

Information security

Conscia UK has an Information Security Management System (ISMS) in place certified to ISO 27001:2013. This includes policies, processes, and procedures based on information security best practice. The ISMS and all IS-related issues are managed by our Information Security Management team, headed up by the role of the Information Security Officer (ISO). The ISO is our Director of Business Operations, who sits on the Company Board of Directors.