Microsoft 365, Power Platform and Intapp Collaboration: Configuration, Training and Support Services

G-Cloud 15 Service Definition Document

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Commercial – In Confidence

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Prepared by	Tony Ogilvie, Otagem Consulting
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1. Introduction

Otagem is a Microsoft 365 consultancy, focused on helping organisations get the very best out of Microsoft 365, including Teams, SharePoint and the Power Platform.

Organizations using Microsoft 365 for content management and collaboration, as well as Business Process Automation, will find Otagem's hands-on experience and down to earth approach a breath of fresh air.

Our technical, business-aware and user-friendly approach helps ensure simple, effective and successful rollouts of Teams, SharePoint and Power Platform Solutions, including solutions using the Intapp Collaboration suite of products.

2. Teams and SharePoint Consulting Services

Otagem SharePoint Consulting Services are grouped into three key areas:

- End User Services
- Business Services
- Technical Services

These are described in more detail below.

2.1. End User and Administrator Services

Otagem User and Administrator Services help users (both technical and non-technical) use Microsoft 365 in a way that benefits their day-to-day work, and in a way that they actively enjoy!

Otagem see this as key to driving end user adoption, which is vital to ensuring a successful SharePoint rollout.

Otagem End User Services include:

- SharePoint Deployment and Training (End User and Administrator)
- Teams Deployment and Training (End User and Administrator)
- Intapp Collaboration Deployment and Training (End User and Administrator)
- Business Process Automation using Power Apps, Power Automate and Logic Apps
- Report Generation using Power BI
- Information Governance Training
- Document and Records Management Training
- User Guide Production, including easy to read PDFs and quality Training Videos.
- Remote and Onsite User Support

2.2. Business Services

Otagem Business Services are an effective, cost-efficient way to help project teams responsible for rolling out Microsoft 365 solutions to understand and meet the functional and configuration requirements of End Users, Business Sponsors, Governance Teams, Compliance Officers and Project Sponsors.

Otagem Business Services include:

- Requirements Gathering and Business Analysis
- Information Architecture Design and Implementation
- Business Process Automation Design and Implementation using Power Automate, Power Apps and Logic Apps
- Advanced Business Reporting using Power BI
- File plan Design and Retention Policy Configuration
- Information Governance Planning
- Metadata Modeling
- Legal Hold and Data Export, including eDiscovery

2.3. Technical Services

Otagem Technical Services enable technical teams to provide the best, most reliable and cost-effective platform configuration to service the needs of Business Users and End Users.

Otagem Technical Services include:

- Design and implementation of Business Process Automation applications using Power Apps, Power Automate and Logic Apps
- Build and Deployment of powerful Business Analytics and Reporting using Power BI
- SharePoint and Teams Configuration and Optimization, including deployments using the Intapp Collaboration suite of products
- Microsoft 365 and Intapp Health Check and Optimization
- Content Migration to SharePoint Online / Teams
- Legacy Application Migration to the Power Platform

3. Supported Technologies

Otagem specializes in supporting all currently supported variants of cloud- and on-premise SharePoint and a number of associated technologies, including:

3.1. Primary Platforms

- The Microsoft 365 platform, including SharePoint and Teams
- Power Apps
- Power Automate
- Power BI
- Logic Apps
- Microsoft Azure, including Entra ID
- ShareGate
- The Intapp Collaboration family of products

3.2. Legacy Support

- SharePoint On-Premise 2013, 2016 and 2019

4. Service Delivery Model

Services are delivered on a flexible, time-and-materials basis and may be provided remotely or onsite, subject to customer requirements.

Engagements typically include discovery, configuration, knowledge transfer and handover.

All services are delivered using the customer's own Microsoft 365 tenant and tooling unless otherwise agreed.

Otagem works within customer-defined security, identity and access management policies. No customer data is removed from the tenant unless explicitly agreed, and access is limited to the minimum required to deliver the services.

5. Contact Details

For more information on any of our services, please contact Tony Ogilvie via any of the methods below:

Email: Tony.Ogilvie@otagem.com
Telephone: +44 (0)795 270 9175
Web: www.otagem.com

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