

Intelligent Decisioning Ltd

G Cloud 15 Service Definition Document

Retained Consultancy and Support

Microsoft
Partner

 Office 365



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Revision History

Version	Revision Date	Author	Comments
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Retained Consultancy and Support

Introduction

This is the Service Definition Document for Intelligent Decisioning Ltd Retained Consultancy and Support under the G-Cloud Framework.

Overview of Retained Consultancy and Support

Intelligent Decisioning's Retained Consultancy and Support service provides flexible, SLA-driven assistance to maintain and optimise Microsoft 365 environments. This service ensures continuity, compliance, and proactive management through dedicated consultants, unlimited support requests, and strategic guidance, helping organisations maximise value from their digital workplace investments.

Our retained consultancy offering goes beyond reactive support. It establishes a partnership for ongoing optimisation of Microsoft 365, SharePoint Online, Teams, and related solutions. Clients benefit from expert advice, incident resolution, governance guidance, and knowledge transfer sessions, all delivered under predictable costs and agreed service levels.

Detailed Descriptions

Service Features and Benefits

- Applies to Microsoft 365 environments and Intelligent Decisioning products.
- Covers incident resolution, enhancements, governance, and compliance support.
- Includes consultancy for new features and optimisation strategies.
- Dedicated Principal Consultant – Provides continuity and expert technical guidance.
- Personalised SLA Support – Tailored response times aligned with business needs.
- Unlimited Support Requests – Raise tickets via self-service portal anytime.
- Incident and Problem Management – Rapid resolution for operational issues and outages.
- Change and Enhancement Consultancy – Advise on improvements and new feature deployments.
- Monthly Usage Reporting – Transparent summaries of support activity and performance.
- Knowledge Transfer Sessions – Upskill internal teams during deployments and enhancements.
- Remote Deployment Assistance – Configure Intelligent Decisioning products in client tenant.
- Governance and Compliance Guidance – Ensure adherence to ISO and UK standards.
- Proactive Health Checks – Identify risks and optimise Microsoft 365 environments.

What’s included:

Included	Details
Dedicated Consultant	Named resource for continuity and accountability
Unlimited Support	Raise tickets via portal during business hours
SLA Coverage	Response times tailored to client requirements
Incident Management	Resolution of technical issues and outages
Change Consultancy	Advice on enhancements and new features
Monthly Reporting	Usage summaries and performance metrics
Knowledge Transfer	Sessions to upskill client teams
Governance Guidance	Compliance alignment with ISO and UK standards

Pricing

See G Cloud 15 Rate Card and Product Pricing document for pricing details.

About Intelligent Decisioning

Intelligent Decisioning Ltd (**id**) are a Microsoft Gold Partner with a specialism for SharePoint Online, Microsoft Teams and the wider Microsoft 365 (formerly known as Office 365) consultancy as well as the development of unique, cost-effective solutions.

id help businesses grow, adapt, and evolve with our specialist knowledge of SharePoint, Office 365 and the Microsoft Cloud.

From our offices in Nottingham and West Yorkshire we can provide the skills, resources, and expertise to allow your business to introduce SharePoint correctly. We can help strengthen your SharePoint development team, build innovative SharePoint applications and drive more business value from the SharePoint investments you have made.

Trusted Partner Network

We have a network of trusted partners covering everything from Office 365 development and training and believe that it is important to maintain a strong partner ecosystem. We are aware of the benefits in long-term customer relationships and strive to become a technology partner for our customers. This allows us to continue to support you and demonstrate functionality until you are at a point where you can do it alone.

Use of Subcontractors and Partners

The above services are delivered by Intelligent Decisioning Ltd. Depending on the Buyer requirement, we may operate with partner organisations.

Microsoft Partners

We are a Microsoft Gold Certified Partner. This means that we are trusted by Microsoft to deliver first class SharePoint and Microsoft 365 solutions. Our Microsoft certifications also recognise the fact that we adhere to Microsoft Best Practices and follow the guidelines and procedures set by Microsoft when implementing Microsoft 365 solutions.

Our connection to Microsoft through our Partner status and other channels enables us to work at the forefront of Microsoft Technologies and access top of line support. We are constantly aware of new developments on the Microsoft platform and always have the product roadmap in sight, so you can rest assured that the compatibility of your solution on future versions is as ensured as it can be.

Social Value

Our CEO and Board of Directors set our corporate CSR policies and procedures, which are

then governed by compliance and improvement teams. These teams cover Intelligent Decisionings entire CSR agenda and cascade its operational policies and procedures into each Business unit, where the Managing Director oversees their use.

Theme	Evidence
Fighting climate change	As a company, we have made an ambitious commitment to achieve Net Zero Carbon emissions by 2040 (or sooner) by supporting our Buyer's net zero ambitions, creating software with inbuilt sustainability, and reducing our own impact. Our Carbon Reduction Plan demonstrates our ambition to become industry leaders in reducing our environmental impact in support of the UK's Net Zero Target. Underlining this ambition, we are focusing not only on our direct emissions sources but also actively engaging with our wider supply chain to understand, measure and develop meaningful emissions reductions targets in line with our Net Zero Target.
Tackling economic inequality	We are committed to building an inclusive and diverse culture that tackles inequality in employment, skills and pay. We promote equal opportunity through all our activities and ensure rights for all employees are always protected. We have increased our focus and commitment to ensure we proactively implement equal and non-discriminatory treatment to all our workers. We have implemented a Diversity & Inclusion Strategy and have a Diversity and Inclusion Lead to drive the implementation of this strategy. This aims to tackle inequality in recruitment practices, team development, skills and pay.
Equal opportunity	We are committed to providing equal opportunities and building an inclusive and diverse culture.
Wellbeing	We actively promote a mentally healthy workplace and workforce integrating mental health and general wellbeing in all that we do from recruitment, appraisals to strategic management. Through our Health and Wellbeing Policy Champion we encourage a flexible and realistic work/life balance. These provide a foundation to support both the mental and physical health of our staff via: • Employee Assistance Programme/online Wellbeing Hub, offering 24/7 access to websites, e-mail, phone, and face-to-face counselling on personal issues. • Axa Health Workplace App for external mental health

	consultancy. • Mental Health Champions who support staff wellbeing in the workplace.
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How to obtain further Information

For further information please see our website at www.id-live.com or contact us on 0845 643 9726.

