



BECOME GREATER

Alira

Service Description

Stefan Baldey // Product Development Director

stefan.baldey@kocho.co.uk

Document Version 1.2

Kocho

4th Floor, Waverley House,
7-12 Noel Street,
Westminster, London, W1F
8GQ

Contact

Phone: 0800 044 5009
Email: hello@kocho.co.uk
Website: kocho.co.uk



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Alira - Service Description	Stefan Baldey

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Reviewers/Authorisers

Name	Title	Reviewer/Authoriser	Date	Date of Next Review
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George Georgiou	Chief Operations Officer	Reviewer		



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1 Introduction

1.1 Overview

This document sets out a descriptive overview of the Software-as-a-Service (SaaS) application, **Alira** and is intended solely to provide clarity regarding the scope and objectives of the service. It does not, in itself, create any contractual rights or obligations.

Specifically, this document outlines:

- Alira description – a detailed insight into each supported module.
- Kocho's responsibilities - including management of the application, from application onboarding through to service management and related operational activities.
- Subscriber responsibilities – the steps and commitment required to enable set up, configuration and adoption of the SaaS application and to realise the full benefit of the services.
- Service objectives and expectations – Indicative outcomes, service levels, and other pertinent information.

1.2 Description

The Alira Portal is a cloud-native, end-user-centric resource and access management platform that streamlines visibility and control across Microsoft Entra Identity and Access Management (IAM).

1.2.1 Access Portal

Version 1 (V1) of the Alira SaaS application integrates natively with Microsoft Entra Identity and Access Management (IAM), providing a centralised, intuitive interface that delivers a unified view of user entitlements - what users currently have access to, what they can request, and what they own, all in a single, cohesive workspace.

The Alira Access Portal empowers users with self-service resource management, enabling them to initiate and track access requests, monitor approval workflows, and manage assigned assets with minimal administrative overhead. A modern, responsive User Interface (UI) supports full colour customisation and corporate branding, ensuring seamless alignment with organisational identity standards.

Complementing its operational features, Alira Access Portal offers pre-configured, actionable reporting and analytics. These out-of-the-box insights surface key metrics on access patterns and resource utilisation, enabling data-driven decisions without the need for complex configurations or specialised expertise.

1.2.2 Licence Portal

Version 1 (V1) of the Alira SaaS application integrates natively with Microsoft Entra Identity and Access Management (IAM), providing a contextualised breakdown of your M365 Licensing distribution ([365 Admin Portal](#)).

Using the organisation structure of your business, you will be able to see exactly where your licences are being used with dashboards breaking down the usage and cost to the level of every Organisation Unit (OU). There is a functionality to apply limits with approvals to each OU and add more governance and delegated responsibility to your licencing distribution.



1.3 Use cases

- Management of user access to cloud-based systems in organisations of varying sizes
- Simplifying numerous and complex usage of Entra Access Packages and the Privilege Management Portal
- Increase the User Adoption and Self-Service capabilities of the Entra tech stack
- Simple access to resources for a low-tech skilled user base and simpler access to complex cloud environments for engineers
- Improving the New Joiner process
- Addressing critical challenges within your IT tech stack like:
 - High volume 1st line administrative support tickets
 - Delays on access and software provisioning
 - JML Lifecycles
 - Terminated User risk
 - Licence Bleed out
 - Non-HR Accounts
 - Shadow IT
 - Cost
- Management and contextual breakdown of licence distribution and costs

1.4 Alira Development Team

Development of the Alira SaaS Application has been undertaken with security and efficiency as the primary considerations. Kocho has applied its experience within the team and established controls within a dedicated environment that includes the following measures:

- **Logical Security** – Technical safeguards have been deployed in accordance with industry best practices for securing sensitive environments.
 - **Note:** *Specific details have been intentionally not included in this document for confidentiality reasons and Kocho may provide further details to prospective clients subject to the execution of a relevant Non-Disclosure Agreements.*
- **Procedural Security** – Documented policies and procedures have been implemented to ensure the secure development of the Alira SaaS Application.
- **Personnel** – All Kocho personnel involved in the development and management of Alira SaaS Application are subject to a Baseline Security Check.
- **Coding Standards** – **Development practices follow an established** coding standards framework aligned to recognised industry standards and applicable compliance frameworks (including but not limited to ISO 27001).



2 Requirements

2.1 Entra Licensing Requirements

The following section defines the Entra licensing requirements associated with each module of Alira SaaS Application. The specified license tiers are necessary to enable full functionality with the intended use of Alira features.

2.1.1 Access Portal

- For optimal use of Alira features, it is recommended that subscribers maintain at least a [Microsoft Entra ID P2 Tenant](#). The following licencing SKUs are currently compatible with the Service:
 - [Microsoft Entra ID P2](#)
 - [Microsoft Entra ID Governance \(IG\)](#)
 - [Microsoft Entra Suite](#)
 - [Enterprise Mobility + Security E5](#)
 - [Microsoft 365 E5/A5/G5](#)
 - [Microsoft 365 E5/F5/A5 Security](#)
 - [Microsoft 365 F5 Security & Compliance](#)
 - Use of [Entra ID P1](#) will provide access only to the Applications (MyApps) page

More information can be found at [Microsoft's Entra Licensing Fundamentals](#).

2.1.2 Licence Portal

- For optimal use of Alira features, it is recommended that subscribers maintain at least a [Microsoft Entra ID P1 Tenant](#). The following licencing SKUs are currently compatible with the Service:
 - [Microsoft Entra ID P1](#)
 - [Microsoft Entra Suite](#)
 - [Enterprise Mobility + Security E3 \(EMS E3\)](#)
 - [Microsoft 365 E3 / A3 / G3](#)
 - [Microsoft 365 Business Premium](#)

More information can be found at [Microsoft's Entra Licensing Fundamentals](#).



2.2 Security Requirements

Global Administrator or Privileged Role Administrator

For Alira SaaS Application to function as intended, either a Global Administrator or a Privileged Role Administrator within the subscriber client's Microsoft Entra tenant is required to:

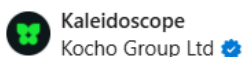
- [grant tenant-wide admin consent](#), and
- approve User consent for permissions (OAuth permissions) when logging in for the first time into Alira SaaS Application.

Certain Microsoft Entra tenants may allow any user to provide such consent and approve, while others can have it [restricted for admin approval](#).



stefan.baldey@kocho.co.uk

Approval required



This app requires your admin's approval to:

- ✓ View users' basic profile
- ✓ Maintain access to data you have given it access to
- ✓ Read and write entitlement management resources

Details on the specific OAuth permissions are on the Architecture Document available on request.



2.3 Configuration Pre-requisites

As a pre-requisite, the following components must be present and properly configured within the subscriber client's Microsoft Entra environment in order to enable the use of Alira SaaS Application.

Note: Subscriber clients are responsible for ensuring that their Microsoft Entra environment is correctly licensed and configured. Kocho accepts no liability for misconfigurations, missing components, or changes made by Microsoft that may affect compatibility or functionality.

2.3.1 Access Portal

The following high-level features and resources are required to enable the use of and populate Alira SaaS Application. Provision of Alira SaaS Application services is expressly conditional upon the subscriber client ensuring that such features and resources are available and correctly configured within its environment.

Note: This list is provided for guidance only and may be subject to change. Subscriber clients are responsible for ensuring the availability and correct configuration of these features and resources within their environment. Kocho does not accept liability for any delays, incompatibility, or reduced functionality arising from missing or misconfigured prerequisites.

Applications

Alira function that pulls all Enterprise Apps to the branded UI

- [Enterprise Applications \(MyApps\)](#)

Request

Alira function that organises Entra's software and access requests to simple portal

- [Access Packages \(MyAccess\)](#)
 - Eligible and Active
- [PIM Groups \(Privileged Identity Management Portal \(PIM Portal\) and MyGroups\)](#)
 - Eligible and Active
- [PIM Roles \(Privileged Identity Management Portal \(PIM Portal\)](#)
 - Eligible and Active

Manage

Alira function that allows you to manage PIM groups you own to proactively give users access to applications and access resources. It also centralises your own PIM and Access Packages approvals and requests.

- [PIM Groups \(Privileged Identity Management Portal \(PIM Portal\) and MyGroups\)](#)
 - Owners
- [Privileged Identity Management Portal \(PIM Portal\)](#)
- [MyAccess Portal](#)



2.3.2 Licence Portal

Users & Groups

Syncing the Organisation Units is recommended by using [Dynamic Groups](#) (P1 Licence) to auto populate members.

User Attributes (Properties) must be pre-populated to enable accurate identification of the user's organisation, location, and/or business unit. This population shall be the sole responsibility of the subscriber client and is typically carried out at the point of user creation by an authorized administrator or through integration with a third-party system (such as HR or ITSM Solution).

Provision and effective operation of Alira SaaS Application services are expressly conditional upon the subscriber client ensuring that User Attributes are accurate, complete, and maintained on an ongoing basis. Kocho shall bear no liability for any errors, delays, or reduced functionality arising from incomplete, inaccurate, or missing user attribute data.

Licences

The License Portal retrieves the licence details directly from the [365 Admin Portal](#). Subscriber clients must maintain at least 1 licencing SKU listed in order to enable Alira SaaS Application functionality.



3 Alira Onboarding Process

3.1 Implementation Scope

The following outlines the key activities involved in onboarding the Alira SaaS Application. Kocho will use reasonable skill and care to deliver these activities efficiently while remaining flexible to accommodate the subscriber client's operational requirements.

Integration and Setup

- Connecting Alira SaaS Application requires integration with the subscriber client's Entra Tenant via the configuration of Application Registrations and approving API permissions.
- **Kocho** will provide the appropriate documentation to support the creation and configuration of the initial workspace and subscribed modules.
- **Kocho** will offer the option for one (1) onboarding call to review the setup process together with the subscriber client team.

Subscriber Client Responsibilities

- **The subscriber client** must ensure the availability of an Administrator holding *Global Administrator* or *Privileged Role Administrator* privileges in order to authorise the integration.
- The subscriber client remains responsible for the accuracy of its Entra Tenant configuration, licensing allocations, and ongoing administration.

Expected Outcomes

Upon the successful completion of the onboarding activities:

- A workspace will be created with the agreed licencing volumes assigned to the Alira SaaS Application.
- An Enterprise application with Provisioning (SCIM) will be created in Microsoft Entra to enable user provisioning to the Alira SaaS Application.
- An application registration will be established with the appropriate API permissions configured for each subscribed module.

Note: The above describes the standard scope of implementation activities. Any additional configuration, customisation, or remediation required due to subscriber client specific environments or misconfigurations shall fall outside this scope of Kocho and may be subject to additional fees, as agreed in writing.

3.1.1 Alira Workspace Onboarding

The following high level configuration steps are required to onboard the Alira workspace:

- **Approval of OAuth Scopes** – The subscriber client must approve the relevant OAuth scopes to enable its users to log into the Alira SaaS Application.
Details on the specific OAuth permissions are on the Architecture Document available on request.
- **Workspace creation** – Establishment of the Alira workspace within the subscriber client's environment.
- **Workspace Customisation and Branding** – Configuration of workspace settings to reflect the subscriber client's chosen branding.



- **Provisioning Application** – Creation and Connection of the provisioning application within Microsoft Entra to support user provisioning.
- **License Assignment** – Allocation of the agreed licensing volumes to users within the workspace.

Note: The above configuration steps are provided at a high level for guidance purposes only. Subscriber clients remain responsible for carrying out or authorising these steps, and for ensuring that all approvals, licences, and Entra Tenant configurations are in place. Kocho accepts no liability for any delay, failure, or reduced functionality resulting from the client's failure to complete or maintain the required configurations.

3.1.2 Alira Access Portal Onboarding

The following high Level configuration steps are required to enable Alira SaaS Application:

- **Create Application Registration in Settings** – This will automatically create the Application Registration in your Entra Tenant with the needed API permissions.
- **Approve the APIs in the Application Registration** – Details on the specific OAuth permissions are on the Architecture Document available on request.
- **Synchronize Resources** – Sync Resources from your Entra Tenant into Alira SaaS Application.
- **Assign Resources to Collections** – Allocate the synchronised resources to the appropriate collections.

Note: These steps are outlined at a high level for guidance purposes only. The subscriber client is responsible for completing or authorising these configurations within its Entra Tenant. Kocho shall not be liable for any delay, inoperability, or reduced functionality resulting from incomplete, incorrect, or unauthorised configuration, or from changes made by Microsoft or other third parties.

3.1.3 Alira Licence Portal Integration

The following high Level configuration steps are required to enable Alira SaaS Application:

- **Create Application Registration in Settings** – This will automatically create the Application Registration in your Entra Tenant with the needed API permissions.
- **Approve the APIs in the Application Registration** – Details on the specific OAuth permissions are on the Architecture Document available on request.
- **Synchronize Resources** – Sync Resources from your Entra Tenant into Alira SaaS Application.
- **Create your OU Structure** – Establish the OU structure appropriate for the client's environment.
- **Assign to OUs** – Assign members, requestors, approvers, licences, and licence limits to OUs.

Note: The above steps are mandatory preconditions for enabling Alira. The subscriber client is solely responsible for performing or authorising these configurations within its environment. Kocho shall not be liable for any delay, inoperability, or reduced functionality arising from incomplete, inaccurate, or unauthorised configuration, or from changes made by Microsoft or other third parties.



4 Service Management

4.1.1 Management of the Alira Platform

Management of the Alira SaaS Application primarily involves ongoing maintenance and development activities designed to help ensure that the application remains operational and effective. This includes tasks such as bug, feature, and security updates, as well as continuous development to ensure the application remains operational and effective.

- Monitoring and maintaining the availability and integrity of the Alira SaaS Application.
- Delivering bug fixes, security updates, and feature enhancements.
- Continuous improvement and development of new features and functionalities .
- Providing recommendations regarding Microsoft Entra configuration to optimise the use of the Alira SaaS Application.
- Providing updates on new and improved features within the Alira SaaS Application.
- Supporting the investigation of application-related bugs.

Note: The activities described above are provided as part of standard platform management for the Alira SaaS Application. They do not extend to subscriber client-side administration, Entra Tenant configuration, or remediation of issues arising from factors outside Kocho's control (including, but not limited to, subscriber client misconfiguration, third-party system errors, or changes implemented by Microsoft). Kocho does not warrant uninterrupted or error-free operation of the Alira SaaS Application but will use reasonable skill and care in delivering the management activities set out above.

4.1.2 Security & Compliance

Certifications and supporting evidence in the form of a Trust Pack can be made available to subscriber clients upon request, subject to appropriate confidentiality obligations and an NDA in place.

- **Certifications:** ISO 27001, Cyber Essentials Plus
- **Compliance Alignment:** Practices are aligned to the requirements of the General Data Protection Regulation (GDPR), to the extent applicable.
- **Access Controls:** Conditional Access Policies, Just-in-Time Privileged Management, Least Privilege policy, and Security Operations Centre (SOC) oversight managed using Unified Portal XDR.
- **Security Monitoring:** Nessus Tenable, Unified XDR and Microsoft Cloud Defender are connected for Security Monitoring and alerting.

Note: The information above is provided for guidance only and may be subject to change. References to certifications and compliance alignment do not constitute a representation, warranty, or guarantee of ongoing certification status, full legal compliance, or absolute security. Kocho shall not be liable for reliance on this summary, and subscriber clients remain responsible for meeting their own regulatory and compliance obligations.

4.1.3 Backup and Disaster Recovery

Kocho has established backup and disaster recovery processes designed to minimize downtime and data loss in the event of a service disruption, disaster, thereby supporting service continuity. These include:



- **Daily, encrypted backups** of all production databases with geographically redundant storage and a defined retention policy.
- **Point-in-time recovery** capabilities to restore data to a specific state within the defined Recovery Point Objective (RPO).
- **Containerised infrastructure**, enabling rapid, automated redeployment of services to a last known good state via CI/CD pipelines.
- **Automated failover** for critical components and multi-zone redundancy to support service availability.
- **Continuous monitoring and alerting** to detect anomalies and trigger incident response procedures.
- Regular **third-party audits and penetration tests** to validate security and resiliency controls.

Note: The above measures are implemented in accordance with Kocho's current policies and practices and may be updated from time to time. While Kocho will use reasonable skill and care in operating its backup and disaster recovery processes, no representation, warranty, or guarantee is given that service availability will be uninterrupted, that all data can be fully restored in every circumstance, or that incidents will not occur. Subscriber clients remain responsible for maintaining their own business continuity arrangements appropriate to their operational requirements.

4.1.4 Continuous Feedback

Feedback is an important and fundamental element in the ongoing development of the Alira SaaS Application. To support this, the Kocho Product team will facilitate an annual session with the subscriber client to review the usage, adoption, feedback, and any suggestions for improvement of the Alira SaaS Application.

Subscriber clients may also provide feedback and suggestions at any time by email to their Account Manager or directly to Alira's Product Director named in this document.

Note: Feedback and suggestions provided by subscriber clients are voluntary and may be used by Kocho at its discretion. Kocho is under no obligation to implement any feedback or suggestion, and no intellectual property or ownership rights shall transfer to the subscriber client as a result of submitting feedback. Subscriber clients acknowledge that Kocho may develop features or improvements similar to or competitive with feedback provided.



5 Key Capabilities

The following section sets out the key features of Alira SaaS Application together with the Entra configuration requirements and the minimum tenant subscription necessary to use those features. These requirements are the responsibility of the subscriber client to configure and maintain in order to enable the relevant functionality.

Note: Alira SaaS Application displays only those Enterprise Applications that meet these requirements. The subscriber client retains responsibility for ensuring appropriate configuration, assignment, and visibility settings within its Entra tenant.

5.1 Access Portal

Feature	Description	Entra Requirements	Minimum Tenant Requirement
Applications	Displays all Enterprise Apps configured on Entra that the user has access to	Configured Enterprise apps with users assigned and the app is marked visible	P1

The screenshot displays the 'Applications' section of the Alira SaaS Application interface. The left sidebar shows the user 'Stefan Baldey' and navigation options like 'Dashboard', 'Request', 'Manage', 'Members', 'Reporting', 'Resources', and 'Settings'. The main content area, titled 'Applications (31)', shows a grid of 20 enterprise applications, each with a logo and a star icon for favoriting. The applications listed are: Acrobat Pro, Adobe, Adobe Creative Cloud, Atlassian Cloud, AWS, BambooHR, Bupa, Confluence, Docusign, Figma, GitHub, Google Cloud, InDesign, Jamf Pro, Jira Service Management, Jira Software, Kaleidoscope Resource Sync (16/06/25), Kaleidoscope Sharepoint, Looker Analytics Platform, and NatWest. The Kocho logo is visible in the top right corner.



Feature	Description	Entra Requirements	Minimum Tenant Requirement
Request	Displays all Access Packages and PIM Groups configured on Entra that the user has access to once they have been assigned to a Collection in Alira	Configured Access Packages and PIM groups with users eligible	P2

Identity Management

Dashboard

Applications

Request

Manage

Administration

Members

Reporting

Resources

Settings

Request

Request access to resources and software

Access

Software

Search resources...

All Collections

Name	Description	Approval	Actions
Application Administrator Entra	Can create and manage all aspects of app reg...	No	Request
AWS Developer AWS	Role designed for Developers	No	Request
AWS Editor AWS	Editor access for Amazon Web Services	No	Request
AWS Owner AWS	Owner access for Amazon Web Services	No	Request
AWS Security AWS	AWS Role built for SecOps management	No	Request
AWS Viewer AWS	View access for Amazon Web Services	No	Request
Billing Administrator Entra	Can perform common billing related tasks like...	No	Request
GCP Developer GCP	Standard Developer access to Google Cloud	No	Request
GCP DevOps GCP	Role for building devops pipelines	No	Request
GCP Editor GCP	Edit access to Google Cloud Projects	No	Request

SB

Stefan Baldey

stefan.baldey@kochoide...

Identity Management

Dashboard

Applications

Request

Manage

Administration

Members

Reporting

Resources

Settings

Request

Request access to resources and software

Access

Software

Search resources...

All Collections

Name	Description	Approval	Actions
Acrobat DC Creative Cloud	PDF Editing tool	Yes	Request
Adobe Creative Cloud Creative Cloud	A collection of software used for graphic desl...	No	Assigned
BambooHR	Human Resources management system	Yes	Request
Concur	SAP's solution for Expense Management	Yes	Request
Figma	Collaborative web application for interface de...	No	Request
Github	Code managemnet and deployments	No	Request
InDesign Creative Cloud	A professional-grade page layout and deskto...	No	Request
JamfPro	Portal for administering Apple devices	Yes	Request
Jira Service Management	IT Ticketing Platform for managing requests	No	Request
Photoshop Creative Cloud	Image Editing and Design App	No	Request
Premiere Pro			

SB

Stefan Baldey

stefan.baldey@kochoide...



Feature	Description	Entra Requirements	Minimum Tenant Requirement
Manage > Access	Displays all PIM Groups a user is an Owner of	PIM Groups with assigned owners	P2

Identity Management

Dashboard

Applications

Request

Manage

Access

Approvals

Requests

Administration

Members

Reporting

Resources

Settings

Access

Manage access to your owned Entra PIM groups

GCP Owner

Full access to Google Cloud Projects

Open

AWS Owner

Owner access for Amazon Web Services

Open

Project X - Sharepoint

Grants access to Project X's Sharepoint site

Open

Project X - Teams

Provides users in Project X access to the relevant Teams chats and discussions

Open

Microsoft Entra ID P2

Assigns a user a P2 licence

Open

Microsoft Entra Suite - Sweden - Developers

Assigns a user a license for full Entra features to BU - Developers in Sweden

Open

GCP Product Manager

Full viewer and report editor access

Open

Feature	Description	Entra Requirements	Minimum Tenant Requirement
Manage > Approvals	All your PIM Group, PIM Roles, and Access Packages approvals in a single place	PIM Groups, PIM Roles, and Access Packages (MyAccess)	P2

Identity Management

Dashboard

Applications

Request

Manage

Access

Approvals

Requests

Administration

Members

Reporting

Resources

Settings

Approvals

View and manage your approvals

Acrobat DC

Requestor: david.plumb@kochoidentity.onmicrosoft.com

Submitted: 20 Jun 2025, 11:12

Package



Feature	Description	Extra Requirements	Minimum Tenant Requirement
Manage > Requests	All your PIM Group, PIM Roles, and Access Packages requests in a single place	PIM Groups, PIM Roles, and Access Packages (MyAccess)	P2

Identity Management

Dashboard

Applications

Request

Manage

Access

Approvals

Requests

Administration

Members

Reporting

Resources

Settings

Requests

Manage your requests

Current Requests1

Request History23

All Request Types

App Editor for OnPrem System

Pending approval15 days ago

Cancel



5.2 Licence Portal

Feature	Description	Entra Requirements	Minimum Tenant Requirement
Approvals	Approve allocation requests	NA	P1

Approvals

Make decision on requests from members

Q Search resources...

	License	OU	Requester	Action	Amount	Requested At	Actions
▼	Microsoft Power Apps Plan 2 Trial No description available	England	Stefan Baldey	INCREASE	5000 requested	📅 4 Sept 2025, 09:39	⋮
▼	Microsoft Power Apps for Developer No description available	England	Stefan Baldey	DECREASE	50 requested	📅 3 Sept 2025, 16:27	⋮
▼	Microsoft Entra ID P2 No description available	England	Stefan Baldey	INCREASE	10 requested	📅 3 Sept 2025, 12:53	⋮
▼	Microsoft Power Automate Free No description available	England	Stefan Baldey	INCREASE	50 requested	📅 3 Sept 2025, 10:05	⋮

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Rows per page 25 ▼

License	OU	Requester	Action	Amount	Requested At	Actions
^ Microsoft Power Apps Plan 2 Trial No description available	England	Stefan Baldey	INCREASE	5000 requested	📅 4 Sept 2025, 09:39	⋮

Global License Details

Microsoft Power Apps Plan 2 Trial

SKU: dcb1a3ae-b33f-4487-846a-a640262fadf4

LIMIT10000

ASSIGNED1050

AVAILABLE8950

USAGE11%

OU License Details

Microsoft Power Apps Plan 2 Trial

OU: England

LIMIT50

ASSIGNED3

AVAILABLE47

USAGE6%

Request Details

OU: England

INCREASE **CREATED**

REQUESTED5000

ASSIGNED6050

AVAILABLE3950

USAGE61%

REQUEST REASON
New BU



Feature	Description	Entra Requirements	Minimum Tenant Requirement
Licences	Add and allocate licences to OUs, create master licencing groups	Licences assigned and available in the Microsoft Admin portal	P1

Licences

View and amend all licenses synced from Entra

Q Search Licences...

Sort

License	Integration Status	Total Assigned
E Exchange Online (Plan 1) This is the description for this license	Integrated	0/10
M Microsoft 365 E5 This is the description for this license	Integrated	0/2
M Microsoft Cloud PKI This is the description for this license	Integrated	0/5
M Microsoft Entra ID Governance This is the description for this license	Integrated	0/1
M Microsoft Entra ID P2 This is the description for this license	Integrated	0/5
M Microsoft Entra Suite This is the description for this license	Integrated	0/26
M Microsoft Power Apps for Developer This is the description for this license	Integrated	0/10000
M Microsoft Power Apps Plan 2 Trial This is the description for this license	Integrated	0/10000
M Microsoft Power Automate Free This is the description for this license	Integrated	0/10000
M Microsoft Teams Exploratory This is the description for this license	Integrated	0/1

Licence

View and amend a single license synced from Entra

License Information

Name

POWERAPPS_DEV

Integration Status

Integrated

Entra Group

ee60be2b-9347-4232-b508-53a2d945f...

Display Name

Microsoft Power Apps for Developer

Total Assigned

3 / 10000

Entra Directory Extension

extension_e902e14971c240509169859e...

Edit

Integration

Allocated

5000 / 10000

Assignments (2)

Q Search License Assignments...

Sort

+ Add

Name	OU	Created At	Total Assigned	
E England English Business Unit	England	26/08/2025	1/500	
W Wales Welsh Business Unit	Wales	26/08/2025	2/4500	

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1

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Feature	Description	Entra Requirements	Minimum Tenant Requirement
Organisation Units	Create an OU structure, view licence assignments, sync OU members, and add/remove requestors and approvers	Synced users and licences to Alira	P1

**Organizational Units**
View and configure your Organization Units

Root

England

London

Finance

Technology

Wales

Cardiff

Finance

Technology

England

Entra Connected

Edit

Refresh

Delete

Description

English Business Unit

Licenses

Approvers

Requesters

Members

Name	Total Assigned
E Exchange Online (Plan 1) 4b9405b0-7788-4568-add1-99614e613b69	0/5
M Microsoft Entra ID P2 84a661c4-e949-4bd2-a560-ed7766fcaf2b	0/2
M Microsoft Power Apps for Developer 5b631642-bd26-49fe-bd20-1daaa972ef80	1/500
M Microsoft Power Apps Plan 2 Trial dcb1a3ae-b33f-4487-846a-a640262fadf4	3/50
M Microsoft Power Automate Free f30db892-07e9-47e9-837c-80727146fd3d	3/500
M Microsoft Teams Exploratory e0dfc8b9-9531-4ec8-94b4-9fec23b05fc8	0/1

**Organizational Units**
View and configure your Organization Units

Root

England

London

Finance

Technology

Wales

Cardiff

Finance

Technology

England

Entra Connected

Edit

Refresh

Delete

Description

English Business Unit

Licenses

Approvers

Requesters

Members

Name
C Calvin Munava calvin.munava@kochoidentity.onmicrosoft.com
H Hego Damask hego.damask@kochoidentity.onmicrosoft.com
J Jack Webb jack.webb@kocho.co.uk
J Juliet Archer juliet.archer@kocho-sb.co.uk
K Kian Monson kian.monson@kochoidentity.onmicrosoft.com
M Mel Gibson



Feature	Description	Entra Requirements	Minimum Tenant Requirement
Requests	Request additional allocation of licences to OUs	NA	P1

Request
Request changes to license counts assigned to the OUs you manage

View Requests

18

Name	OU	Assignment	Approvers	Actions
Microsoft Entra ID P2 No description available	England	2 / 5 [40%]	View approvers	Request Change
Exchange Online (Plan 1) No description available	England	5 / 10 [50%]	View approvers	Request Change
Microsoft Power Automate Free No description available	England	500 / 10000 [5%]	View approvers	Request Change
Microsoft Teams Exploratory No description available	England	1 / 1 [100%]	View approvers	Request Change

Request license changes for Microsoft Entra ID P2

Root > England

English Business Unit

Action

Increase

Amount

1

The amount of licenses to action

Reason

Enter your reason

Provide a reason for this request

Submit Request



Feature	Description	Entra Requirements	Minimum Tenant Requirement
Settings	Creates the Application Registration with the correct API Permissions	Access to Application Registrations	P1



Settings

Customise your workspace settings for the License Management features.

Connection Details

Tenant ID

785

Client ID

e902e1

Client Secret

Credential Expiration

03/09/2026 08:10 

Save



6 Support

Kocho will provide Support Services to assist subscriber clients in their use of the Alira SaaS Application, including troubleshooting and resolution of specific issues resulting from the use of Alira SaaS Application on supported platforms. Subscriber clients may be required to perform reasonable troubleshooting tasks and steps as recommended by Kocho for timely resolution.

Standard support will include:

- Provision of updates and upgrades (when available)
- Meeting, Email and phone support for integration and setup
- Email support for general questions
- Access to technical documentation

6.1 Hours of operation

Support services will be available during the following business hours:

UK: Monday - Friday, 9:00-17:00 GMT excluding bank and public holidays.

6.2 Incidents (P1 to P4)

SLA Level	Description	Response Time	Resolution time calculated from Response Time
P1 – Critical	A down situation where core components of the Alira SaaS Application are non-operational and there is no known work-around.	Up to 4 hours during the hours of Support Services	Within 4 hours during the hours of Support Services
P2 – High	A major component of the Alira SaaS Application is not functioning, and no workaround is available, but the Alira SaaS Application still supports core functionality.	Up to 6 hours during the hours of Support Services	Within 1 business day during the hours of Support Services
P3 – Medium	A minor component of the Software is not functioning and any other case where a Software feature is not operating as documented.	Up to 24 hours during the hours of Support Services	Within 3 business days during the hours of Support Services
P4 – Low	Cosmetic issues, general questions		Within 5 business days during the hours of Support Services



To qualify for the above response times, subscriber clients must cooperate with the Kocho Application Support team by providing sufficient information and reproducible results for errors reported.

Kocho will use commercially reasonable efforts to resolve each issue within the timeframes set out above, depending on its priority level. Resolution may consist of a permanent fix, a temporary workaround, or a clear action plan communicated to the subscriber client. Resolution times are measured from the time an issue is first acknowledged by Kocho, during above mentioned business hours of Support Services, unless otherwise agreed in writing.

In cases where resolution is delayed due to factors outside of Kocho's control (e.g., third-party dependencies), Kocho will not be liable for such delays, but we will keep the subscriber client informed with regular status updates until the issue is resolved.

6.3 Feature Requests (P4)

SLA Level	Description	Initial Response	Formal Feedback (response with viability and timescales)
P4	A feature or function request to be added to the application.	Within 5 business days during the hours of Support Services	30 business days during the hours of Support Services

Please Note: Bespoke requirements refer to tailored requirements for each client, delivered through pre-defined mechanisms and processes. Requirements of a unique nature which require non-standard development will be accommodated where possible within the subscribed service level. However, following assessment of the actual demand there may be an additional cost identified, which will be communicated and agreed with the client prior to the work being undertaken.

6.4 Uptime

Kocho will use commercially reasonable efforts to ensure that Alira SaaS Application achieves a Monthly Uptime Percentage of 99.9% as measured by Kocho on a quarterly basis of the Term of subscription. For this purpose, the Alira SaaS Application shall be considered "available" if the user is able to login and initiate a request using the Alira SaaS Application.

This uptime achievement is not a warranty and does not give rise to service credits, liquidated damages, or any other financial remedies, unless expressly provided for in a separate Service Level Agreement executed between Kocho and the subscriber client.



6.5 Support Boundaries & Exclusions

Technical support for Alira SaaS Application is provided via a variety of contact methods including email and phone during the business hours, for current versions and during the support term purchased by a subscriber client. Providing technical support does not obligate Kocho to make changes to the Alira SaaS Application.

The following items are NOT supported and expressly excluded from support scope:

- Operating systems and third-party applications
- Alterations or revisions to the Application made by the customer or third parties.
- Use of the Alira SaaS Application in a manner other than as authorised in the applicable licence agreement.
- Use of any software that has been announced as end of life
- Continued support for issues which Kocho has provided corrections not implemented by the subscriber client or data requested from the subscriber client but not provided.
- Free Kocho software products and tools
- Any migration services
- Direct configuration on the subscriber client's Entra Tenant
- Business to Consumer (Entra External ID) Identities
- On premise connectors i.e. integrations directly from Alira SaaS Application to Active Directory
- Custom development work unless scoped in a separate SoW

6.6 Service Contact

Service Contact	Contact Details
Application Support Team	Alira.support@kocho.co.uk
Product Development Director	stefan.baldey@kocho.co.uk

About Kocho

At Kocho, we believe greatness lies in everyone.

That's why we exist, to help ambitious companies realise their potential.

By combining the power of Microsoft cloud technology with world-class identity, cyber security and our team of talented people, we take our clients on a journey of secure cloud transformation.

And we're with you every step of the way. Because the path to greatness isn't walked alone. We help you adopt and embrace the right technology solutions at the right time.

The result? Sustainable and secure growth that amplifies your business success.

Kocho. Become Greater.

Microsoft
Partner



Gold Security
Gold Datacenter
Gold Cloud Platform
Gold Cloud Productivity
Gold Application Developer
Gold Windows and Devices
Gold Enterprise Mobility Management
Gold Small and Midmarket Cloud Solutions

 hello@kocho.co.uk

 0800 044 5009



Kocho 
BECOME GREATER