

Central Networks & Technologies Ltd

Service Description: Microsoft 365



Crown
Commercial
Service

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Central's Microsoft 365 Service Definition

1. Service Overview

Central's Microsoft 365 Service provides full administration, optimisation, and governance of your Microsoft 365 tenant. The service ensures a secure, productive, and cost-efficient cloud environment by combining daily operational management with enhanced security, proactive improvement, licensing optimisation, and strategic oversight.

This service is delivered by experienced and Microsoft-qualified engineers and is supported by Central's ITIL-aligned service desk and account management function.

2. Scope of Service

2.1 Tenant Administration & Daily Operations

Central manages the full Microsoft 365 ecosystem, including:

- User lifecycle management (add/remove/modify users)
- License assignment and optimisation (usage monitoring, avoiding overspend)
- Configuration and support of Exchange Online, SharePoint, OneDrive, Teams
- Monitoring of service health and resolution of M365 workload issues
- Maintaining tenant configuration baselines

This is directly aligned with Central's documented **day-to-day M365 management** scope.

2.2 Security & Compliance Management

Central ensures that your Microsoft 365 platform remains secure and aligned to Zero Trust principles through:

- Conditional Access policies
- MFA enforcement
- Microsoft Defender configuration (email, identity, device protection)
- Data Loss Prevention (DLP) policies and governance
- Secure Score monitoring and continuous improvement



- Compliance posture management (where licensing permits)
Security responsibilities are reinforced across Central's service documentation and SOC-aligned offerings.

2.3 Microsoft Intune & Device Management

Where licensed, Central manages Intune for modern device governance:

- Autopilot provisioning
 - Compliance policies and configuration profiles
 - App deployment and update channel management
 - Endpoint security baselines
- Intune support is a defined part of Central's M365 management scope.

2.4 Collaboration & Productivity Services

Central supports and configures collaboration services across:

- Microsoft Teams (policies, channels, governance)
- SharePoint Online (sites, permissions, structure)
- OneDrive for Business (sync, access, retention)

2.5 Cost Management & Microsoft 365 FinOps

Central provides ongoing cost control and optimisation across M365 licensing:

- Identification of unused or downgradable licenses
- Usage audits (e.g., E3 → Business Premium reviews)
- Monthly/quarterly cost breakdowns
- Recommendations for better licensing alignment

2.6 Backup & Data Protection (Optional)

Where requested, Central provides backup services through approved vendors:

- Backup of Exchange, SharePoint, OneDrive, Teams
- Daily monitoring and remediation
- Retention policy management



2.7 Service Desk & Microsoft Escalation

- 1st–3rd Line support for all Microsoft 365 workloads
- Incident, request and change management through Central's ITIL-based service desk
- Direct escalation into Microsoft using structured triage and workload-specific routing

2.8 Governance, Reporting & Strategic Management

Delivered through Central's established service and account management framework:

- Regular service reviews
- Monthly/quarterly insights into usage, incidents, licensing and security
- Annual technology and roadmap reviews
- Continuous improvement initiatives

3. Key Benefits

- **Improved Productivity** through stable and optimised use of Microsoft Teams, Outlook, SharePoint, and core apps
- **Security by Default** with Conditional Access, Defender, MFA and baseline enforcement
- **Cost Efficiency** via ongoing FinOps and licensing optimisation
- **Compliance Support** for data protection and organisational governance
- **Operational Oversight** through structured service management and roadmap alignment
- **Access to Expertise** backed by Microsoft Solution Partner capabilities

4. Exclusions

Unless explicitly contracted, the following are out of scope:

- Custom application development
- Power Platform app builds and automation
- Third-party SaaS administration
- Penetration testing (available as an add-on)
- Out-of-hours support (unless purchased)



5. Optional Add-Ons

- Microsoft 365 Backup & Recovery
- Cyber security bundles (MDR, SIEM, ITDR)
- User awareness training (KnowBe4)
- Advanced Purview compliance configuration

6. Summary

Central's Microsoft 365 Service delivers robust, secure and cost-optimised management of your entire Microsoft 365 environment. With a blend of expert engineering, mature service operations and strategic governance, Central ensures your M365 platform remains resilient, efficient and aligned to your organisation's goals.

