



Pure Cloud Solutions (PCS) - Service Definition – Provision and Management of Microsoft 365 Licensing

Service Overview

This service provides the provisioning, management, and administration of Microsoft 365 licences. We ensure organisations have appropriate licensing, effective cost control, secure configuration, and ongoing support, enabling users to access Microsoft 365 services efficiently while remaining compliant with Microsoft licensing requirements.

Service Features

- Microsoft 365 licence provisioning and assignment
- Ongoing licence administration and user management
- New starter, mover, leaver licence handling
- Licence optimisation and cost management reviews
- Tenant level licensing governance
- Subscription renewals and change management
- Usage monitoring and compliance support
- Integration with managed IT support services
- Incident and escalation management
- UK based first and second line support

Service Benefits

- Ensures correct Microsoft 365 licensing compliance
- Reduces licence spend through optimisation

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- Simplifies licence management for internal teams
- Improves visibility of licence usage and costs
- Supports scalable organisational growth
- Reduces administrative overhead and errors
- Provides access to Microsoft licensing expertise
- Ensures timely licence changes and renewals
- Supports secure and consistent tenant management
- Enables focus on core organisational priorities

Service Scope

The service covers Microsoft 365 licence provisioning, assignment, modification, renewal management, and advisory support. It includes day to day licence administration and optimisation aligned to customer requirements. The service does not include the development of Microsoft products or direct control over the Microsoft 365 platform.

Service Constraints

As a Microsoft 365 licence reseller, service delivery is dependent on the availability, features, and policies of the Microsoft 365 platform. Licensing entitlements, pricing, and product availability are defined by Microsoft and may change. Some licence changes are subject to Microsoft billing cycles and provisioning timescales. Certain issues require escalation to Microsoft. Internet connectivity is required, and third party integrations fall outside direct Microsoft support.

Service Management

The service is delivered as a fully managed offering. Licence changes are handled through agreed service requests, with governance, audit logging, and change control applied. Regular reviews can be provided to assess licence usage, costs, and ongoing suitability.

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Support Model

UK based first and second line support is provided during agreed support hours. Support includes licence queries, provisioning requests, fault diagnosis, and escalation management with Microsoft where required.

Onboarding

Onboarding includes tenant assessment, licence review, configuration validation, and service handover. Customers receive documentation outlining processes, responsibilities, and support engagement.

Offboarding

Upon contract termination, licence management responsibilities are transitioned as agreed. We support licence handover, documentation provision, and coordination with alternative providers where required.

Security and Compliance

Access to customer tenants is restricted to authorised personnel using role based access controls and multi factor authentication. All administrative actions are logged. The service aligns with recognised information security standards.

Service Availability

Service availability aligns with Microsoft 365 platform availability. Support response times are defined within agreed service levels.

For more information. Please contact the support team on 0333 150 6780 or support@purecloudsolutions.com

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