

The top half of the page features an abstract background composed of various shades of green and teal. These colors are arranged in a low-poly, geometric pattern of overlapping triangles and polygons, creating a sense of depth and movement. The shapes are semi-transparent, allowing some to appear behind others.

Service Definition

Microsoft 365 Design, Migration & Support

G-Cloud 15
January 2026

Copyright © OGEL IT LTD 2025



Table of Contents

1.1 Service Description	3
1.2 Service Features	4
1.3 Service Benefits	4
1.4 Service Constraints & Requirements	4
1.5 Staff Clearance	4
1.6 On-boarding	4
1.7 Off-boarding	4

1.1 Service Description

We provide organisations with the approach, tools, resource and support required to transition from on-premises, hosted and other cloud-based services into Microsoft 365. We follow our tried and tested four phase approach to transition:

Phase 1

Discovery & Consultation

We engage with key stakeholders within the business and IT teams to understand the source environment. We run a detailed discovery exercise to understand existing configurations, requirements and constraints. If moving to an existing tenant or pre-configured services as part of a merger or acquisition we also perform a discovery on the target environment to assist in understanding any conflicting configuration or impact on user experience. We work through any decision points with key stakeholders before moving into the next phase.

Phase 2

Planning & Design

We design the target environment or any changes to it depending on whether it's a new tenant or existing and document the tooling and processes for moving users and data across. We provide a review of the M365 security options planning a secure configuration to suit the buyer's needs. Our services cover the full breadth of M365 services and features. We work with the business to understanding how best to group the organisation into batches to minimise disruption and can provide or leverage existing capability to support the users with the transition.

Phase 3

Configuration & Migration

Once the planning and design are in place, we can move onto implementation the required configurations and migration tooling to support the transition before heading into the actual data migration. We recommend leveraging our Lot 2 – M365 Migration Tooling to provide a better experience for end users by supporting co-existence between on-premises and cloud and even cloud to cloud during the transition and to administrators by automating data copies and domain cutovers.

Phase 4

Support & Aftercare

During the transition period and after we can provide a range of support services to suit every customer. We can supplement existing in-house teams or 3rd party teams in both the short and long term depending on the requirement. We can also provide ongoing support for end users with our Lot 3 Service Desk offering or to technical staff through out Lot 3 Technical Escalation & Support service or alternatively provide some short-term resource using our rate card.

1.2 Service Features

- Discovery and baseline of your existing landscape.
- Complete readiness checks for M365 on-boarding.
- Define approach & plan transition to M365.
- Configuration & migration to M365 Services.
- Support & adoption of M365 Services.
- Migration from or coexistence with Exchange (2003-2016).
- Identity migration or federation with Active Directory or Cloud Identity.
- Decommissioning of legacy services.

1.3 Service Benefits

- Experienced in designing, delivering, and supporting public sector organisations.
- Enhanced experience when supplemented with our M365 Migration Tooling.
- M365 & Azure Certified Technicians.
- Security Cleared resources available.
- Outcome and deliverable based engagement.
- Fixed price or SFIA based engagement.
- Detailed documentation & service handover.
- We cover the full suite of M365 services.
- Microsoft Gold Partner and Cloud Solution Provider.

1.4 Service Constraints & Requirements

- Administrative access to the source and target environment or design and access to existing administrators to run reports and export data.
- Access to key stakeholders in both the business, IT department and existing supplier where appropriate.
- Commitment from the business to attend discovery workshops and make decisions regarding source / target configuration changes.
- Resource from within the business to support transition planning and scheduling activities.

1.5 Staff Clearance

All staff are UK Based, BPSS cleared as a minimum and we have 3rd line resources and consultants available that hold Security Clearance.

1.6 On-boarding

There are no onboarding activities for these services, providing the constraints and requirements are met our consultants can commence the Discovery & Consultation.

1.7 Off-boarding

There are no offboarding activities specific for these services however as part of the engagement close any migration tooling will be removed, and technical handovers completed. If additional supplementary services have been purchased these may have their own offboarding activities.