

The top half of the page features an abstract background composed of various shades of green and teal, forming a complex, low-poly geometric pattern that resembles a stylized leaf or a modern architectural structure.

Service Definition

Microsoft 365 Services

G-Cloud 15
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1.1 Service Description

We are a Microsoft Cloud Services Provider and Microsoft Partner offering Microsoft 365 licenses and services as well as third party bolt-on services. Our Microsoft Azure services provides customers with a pay-as-you go consumption model for Azure resources and Azure marketplace apps supplemented with various levels of support to meet the requirements for different customers, see related Lot 3 cloud support services.

We provide two levels of support as part of our Microsoft 365 licensing; basic and enhanced. Both support options provide buyers administrators with support Monday to Friday 8am to 6pm excluding UK public holidays from our offices within the UK. This service is accessible via online portal, email or telephone depending on the support package purchased. We offer additional services to extend support to end-users and deliver M365 platform amangement, see Lot 3 listings.

1.2 Support Level Options

Support Type	Basic	Enhanced
Charge	Base Charge Only	Base Charge + 25%
Minimum Spend	N/A	N/A
Support Hours	8am to 6pm Monday to Friday	8am to 6pm Monday to Friday
Administration	✗	✗
Administrator Support	✗	✓
End User Support	✗	✗
Online Portal	✗	✓
Online Chat	✗	✗
Email	✓	✓
Telephone	✗	✓ P1 Only
Response Targets	✓ P3 only for all incidents	✓
Resolution Targets	✗	✗

The basic support is provided with all licenses purchased, it provides the buyers administrators with a route to report service and license provisioning and management issues only, these issues will be escalated to the vendor where required. The Enhanced support provides the buyers administrators with access to our support team to log product and configuration issues realting to the products and services licensed through this service.

1.3 Incident Priority Definitions

Severity	Response Time	Resolution Time
Priority 1 (P1)	30 Minutes	4 Hours
Priority 2 (P2)	1 Hour	8 Hours
Priority 3 (P3)	4 Hours	3 Days
Priority 4 (P4)	1 Day	5 Days

We provide monthly cost breakdown to show resource utilisation and for enhanced support customers a quarterly service report.

1.4 Service Reporting

Microsoft 365 provides administrators with access to built in and customised reporting capabilities. We provide monthly cost breakdown as part of the billing process for all customers. Enhanced support customer will receive a quarterly service report.

1.5 Service Constraints & Requirements

- The associated support services are designed for administrators only.
- Enhanced support services are offered for a minimum 1 year term.

1.6 Staff Clearance

All staff are UK Based, BPSS cleared and our 3rd line resources and consultants all hold Security Clearance.

1.7 Service On-boarding

When transitioning to our CSP platform we follow the Microsoft standard process. As part of this process buyers will need to contact their existing provider to give formal notice of the transfer. They will also need to approve a new partner relationship and GDAP permissions for OGEL IT to be able to complete the transfer.

Change of Cloud Solution Provider Guidance & Forms:

<https://learn.microsoft.com/en-us/partner-center/customers/transfer-subscriptions>

1.8 Service Off-boarding

When transferring away from our CSP the reverse of the on-boarding process will need to be completed by service us notice. Please note that until the buyer and new CSP have successfully transferred the service over the buyer will be responsible for ongoing service changes.

1.9 Supplementary Services

OGEL IT provides several supplementary services to enhance the levels of support and scope, these can be purchased at the same time by including them within the order.

Lot 1a: Infrastructure as a Service (IaaS) and Platform as a Service (PaaS)

- Microsoft Azure Subscription / Azure Plan.

Lot 2b: Software as a Service (SaaS)

- Microsoft 365 Backup
- Microsoft 365 Services
- Microsoft Sentinel Managed SIEM / SoC.

Lot 3: Cloud Support

- Azure Design & Migration (IaaS / PaaS)
- Cloud connectivity design, configuration and support
- Data Warehouse design, migration and support

- End User Compute Deployment Management & Support
- Microsoft 365 configuration, migration and support
- Microsoft Azure Subscription / Azure Plan
- Programme & Project Management
- Technical Assurance, Support & Escalation Services
- UK Service Desk Services

1.10 Terms & Conditions

This service is subject to acceptance of Microsoft customer Agreement (MCA):

<https://www.microsoft.com/licensing/docs/customeragreement>

The Microsoft Service Level Agreements can be found here:

<https://www.microsoft.com/licensing/docs/view/Service-Level-Agreements-SLA-for-Online-Services>