

G-Cloud 15

Microsoft Enterprise Mobility and Security (EMS) – Support

January 2026

Acknowledgements

Thank you to everyone who has given their time and effort to meet us and provide the information that this document is based upon.

Point of Contact

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Contents

1. Service Definition - <i>providing clarity and transparency</i>	4
1.1 Service Features	4
1.2 Benefits	4
1.3 Timescales	5
1.4 Pricing	5
1.5 Terms and Conditions	5
1.6 Invoicing Process	5
1.7 Customer Responsibility	5
2. Why ElysianIT – <i>making IT effortless</i>	6
2.1 Our Credentials	7
2.2 Our Core Services	7
2.2.1 Intelligent Advisory – ensuring you’re future ready	8
2.3 Our Impact – <i>trusted by peers</i>	8
2.3.1 Partnering in focus - <i>delivering transformational results</i>	9
2.4 Microsoft CSP – <i>Licensing without the hassle</i>	9
2.5 Getting in Touch – <i>share your thoughts</i>	10
3. Methodology and Approach – <i>turning ideas into value</i>	11
4. Support and Training – <i>expertise on-tap</i>	13

1. Service Definition - *providing clarity and transparency*

ElysianIT Offer a Range of Services related to Microsoft Azure which build into a complete Service offering:

Enterprise Mobility and Security (EMS) - Readiness Assessment

Enterprise Mobility and Security (EMS) – Health Check

Enterprise Mobility and Security (EMS) - Roadmap and Strategy

Enterprise Mobility and Security (EMS) - Performance Testing and Quality Assurance

Enterprise Mobility and Security (EMS) - Baseline Implementation and Pilot

Enterprise Mobility and Security (EMS) - Implementation and Enhancement

➔ **Enterprise Mobility and Security (EMS) - Support**

Enterprise Mobility and Security (EMS) - Project and Change Management

Enterprise Mobility and Security (EMS) - Guidance Documentation, Training and Coaching

Our “Enterprise Mobility and Security (EMS) – Support Service” is a wrap around service which give access to skilled, qualified, and experienced staff for a defined period of time delivering SLA backed support services from 1st to 3rd line. This service augments your existing IT team or delivers support directly to your end users.

Covering EMS tools such as Intune, Entra ID, Purview, Defender and Information protection.

1.1 Service Features

The support service commences with a detailed onboarding process (depicted and described in section 4)

- Support delivered to client’s IT team, or extended to cover users (3rd to 1st Line)
- Defined and agreed ITIL service levels
- Service Monitoring
- Scheduled Service Activity (such as new user setup, patching, DR tests, security audits)
- Covering all core azure products
- Onsite and Remote capability
- Regular service reporting and review meetings

The EMS Support provides issue resolution and proactive monitoring service for the Microsoft security and management tools which provides the following services:

1. Security
 - a. Microsoft Cloud App Security – security for other SaaS and non-SaaS solutions
 - b. Advanced Threat Management using Defender for Identity
 - c. Defender XDR
 - d. Microsoft Sentinel
 - e. Security incident reporting
2. Identity and Access Management:
 - a. Entra ID
 - b. Windows AD Domain Services
 - c. Conditional Access
 - d. Privilege identity management
 - e. Windows CALS
 - f. Entra ID Connect
 - g. Third-party identity providers such as Okta and One Login.
3. Endpoint Management
 - a. Microsoft Intune

- b. Asset Management
 - c. Patch Management
 - d. Mobile Device Management
 - e. Mobile App Management
 - f. Supports Windows, MacOS, iOS, Android and Linux
4. Information Protection
- a. Purview
 - b. Data Classification and Sensitivity Labels
 - c. Right Management (data encryption)
 - d. Document Tracking

1.2 Benefits

This service will provide the following business benefits:

- Assurance of skilled 3rd line support
- Additional resource to support users
- Reduced risk
- Gain market awareness through service meetings

1.3 Timescales

This Service is typically a various length engagement which is dependent on the scale and size of your organisation, the amount of data/content involved and your starting point.

1.4 Pricing

All Pricing is in accordance with the SFIA Rate Card attached to the Service definition entry on the digital marketplace portal.

1.5 Terms and Conditions

Terms and conditions are in accordance with the G-Cloud 15 Framework agreement and call off contract.

1.6 Invoicing Process

- All work is proposed and delivered using ElysianIT terms of business.
- ElysianITs' Payment terms are 30 days' net from date of invoice, Payment of invoices will be made in Sterling.
- All financial queries and correspondence to ElysianIT: finance@elysianit.com
- The registered address of ElysianIT Ltd is: Upper Farm, Wootton St. Lawrence, Basingstoke, Hampshire, RG23 8PE

1.7 Customer Responsibility

In each engagement there will be a range of dependencies on the customer which are specific to each project. These will be discussed and agreed prior to commencement and will form part of the contract.

2. Why ElysianIT – *making IT effortless*

ElysianIT are a Microsoft Solutions Partner, established in 2014.

We provide professional services/consulting and Managed Support with staff that have extensive experience of Microsoft on-premise and cloud services, working with Microsoft 365, Azure, Active Directory, Windows server and desktop clients and Enterprise Mobility and Security (EMS), alongside the second-generation cloud products that are now reaching maturity, including elements such as the Power Platform and Azure PaaS services.

We pride ourselves in building partnerships with our clients to identify targeted changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

With our long-term heritage, working with public sector and private organisations we have developed a series of security baselines and processes inline with NCSC Guidance, CIS Benchmark and Microsoft Best Practices which we use to accelerate the design and build phases.

These are known as our Zero to Hero security baselines.

We place great emphasis on building effective and trusted partnerships with our clients to identify targeted and considered changes to technologies which provide the business with multiple benefits.

These include the end user experience of IT, increased productivity and security, and/or reduced overall costs.

YOUR NEEDS, OUR EXPERTISE, OUTSTANDING SOLUTIONS - FIRST-TIME & EVERY-TIME



Our Vision

Provide best-in-class transformational IT services, to forward-thinking organisations, achieving goals through the use of technology.



OUR MISSION

Understand our customer's business strategy, deliver and exploit world-class IT technologies to assist and facilitate in achieving their goals, and support their users in maximising the technological benefit

PROFESSIONAL & KNOWLEDGE SERVICES	INDUSTRIAL & COMMERCIAL	PUBLIC & THIRD SECTOR
       	   	       









2.1 Our Credentials

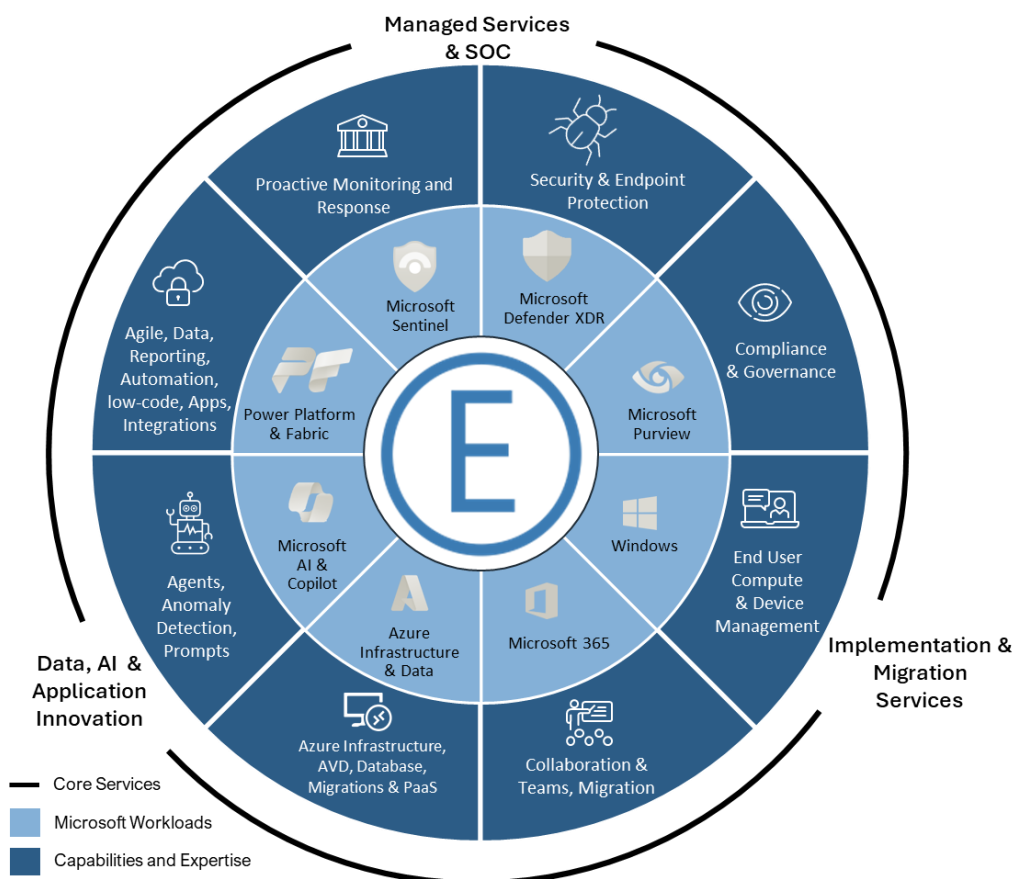
The below competencies are aligned to our Microsoft Partner Account on the Solution Providers site.



ElysianIT company registration number is 09245203, established in 2014. DUNS Number: 220402392

2.2 Our Core Services

Offering a range of intelligent business change and implementation services focussed on Microsoft technologies.



2.2.1 Intelligent Advisory – ensuring you're future ready

Technology experts on-demand

Partnering with ElysianIT gives you direct access to our **Virtual 'C-level' Advisory Services**. Not only ensuring that you're getting the best from your current technology, but our Senior Consultants horizon scan to verify that your technology decisions are both future-proof and strategically aligned with your goals.

We pride ourselves in understanding your organisations strategy to deliver transformative technology with outstanding solutions, moving you from just **operating to innovating**.



2.3 Our Impact – *trusted by peers*

With experience of working with organisations ranging in size from a handful of users to thousands, we relish solving challenges these organisations bring.



2.3.1 Partnering in focus - *delivering transformational results*



The Charity Commission for England and Wales (CCEW) is the non-ministerial government department that regulates registered charities in England and Wales and maintains the Central Register of Charities. CCEW has around 550 users across 4 UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 5 years.

- Planning and Design for a full IT estate modernisation comprising Windows 11 roll out, Office 365 onboarding, Enterprise Mobility Suite and migration of on-premise estate to migration
- Design of a modern desktop management approach comprising Intune and Autopilot
- Implementation of a highly secure M365 collaboration environment including Teams, SharePoint, OneDrive for Business and the Office client
- Active Directory audit, recommendations, modernisation & rationalisation
- Identity Management, Conditional Access, MFA and Self Service SPR
- Deployment of a Hybrid Exchange environment and migration of all mailboxes
- Design and build of an Azure landing zone to cater for their hosting requirements and migration of circa 50 servers
- Rebuild all of user devices to Windows10 and implementation of supporting iOS device estate
- Project & Change Management and Governance
- Ongoing 3rd Line Microsoft Azure Cloud Support



UK Anti-Doping (UKAD) is a Non-Departmental Public Body accountable to Parliament. UKAD is the national organisation dedicated to protecting a culture of clean sport in the UK. UKAD have around 100 users across 2 main UK sites.

ElysianIT has delivered the following services and has continued to support the organisation for over 10 yrs.

- Cloud Strategy and Business Case
- Planning and Design for Azure, Microsoft 365
- Change Management and Governance
- Windows 11 Rollout
- Exchange Online Email migration
- Intune for Device Management
- OneDrive and SharePoint Site Migration
- SharePoint Intranet Development
- Data centre replacement into Azure Services
- Web Hosting migration to Azure Services
- PKI Infrastructure
- Azure Sentinel, Monitoring and Intune
- Ongoing Fully Managed Service (Support)

2.4 Microsoft CSP – *Licensing without the hassle*

ElysianIT is a Microsoft Cloud Solution Provider (CSP) and therefore can transact Azure cloud service costs directly with our customers.

The Cloud Solution Provider (CSP) Program enables purchases of Microsoft online service subscriptions (M365), Azure services, and some on-premises software via the Microsoft Customer Agreement.

The CSP allows you to take advantage of True PAYG billing and benefit from the highest discounts through Reserved Instances, Hybrid Benefits and Software Subscriptions.

2.5 Getting in Touch – *share your thoughts*

We work on a no-obligation basis and welcome the opportunity to discuss how we can help organisations realise business change and the associated benefits through the application of technology.

UK Office – Basingstoke



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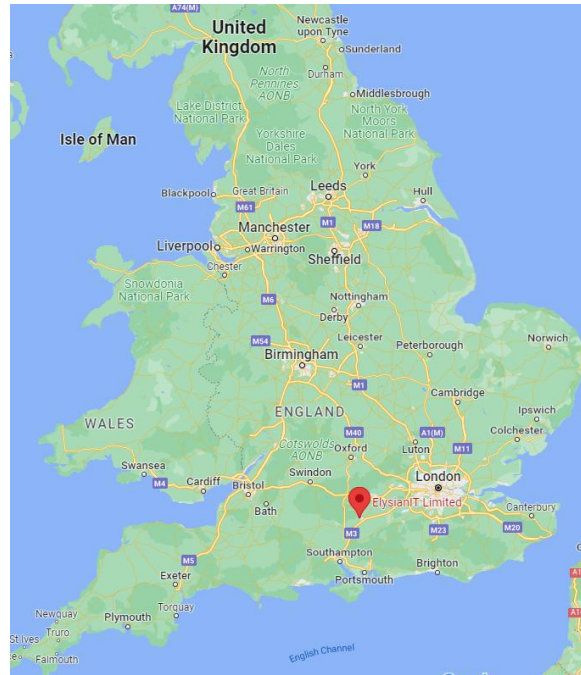
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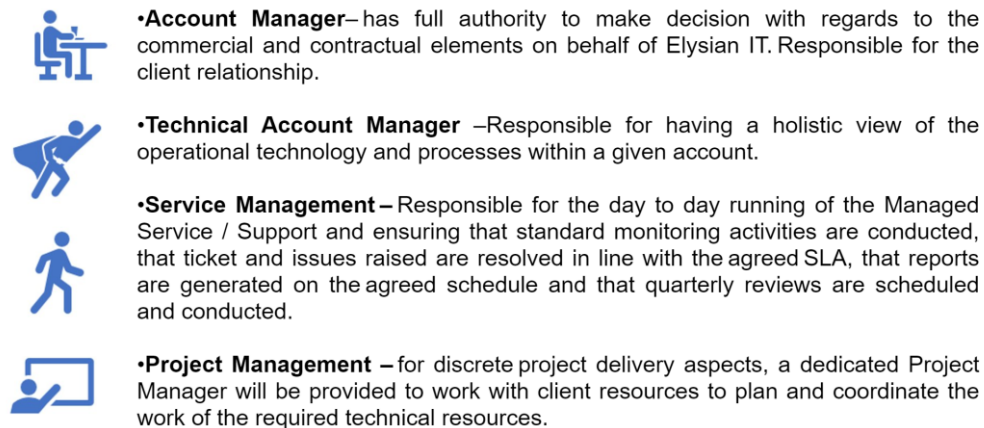
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3. Methodology and Approach – *turning ideas into value*

ElysianIT embrace a consultative approach to each project engagement, taking time to understand the key challenges, then leveraging our expertise and combined knowledge of the technology capabilities to address the business challenge(s) and achieve your goals.

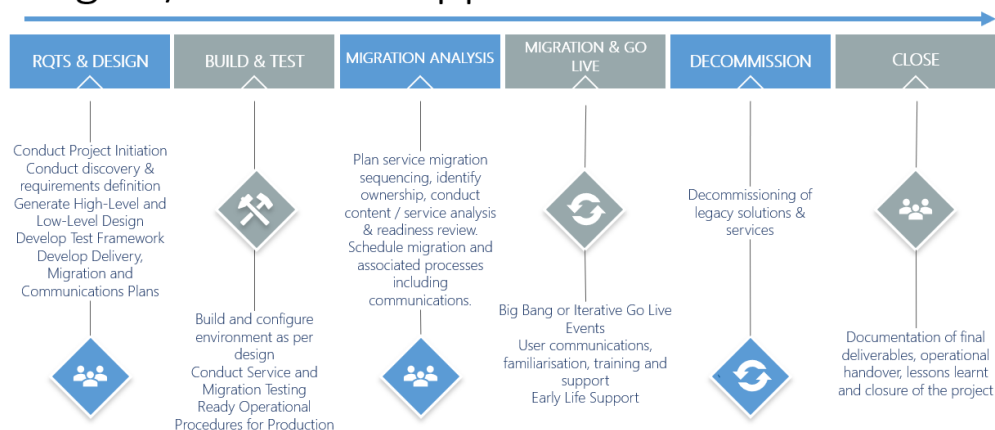
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



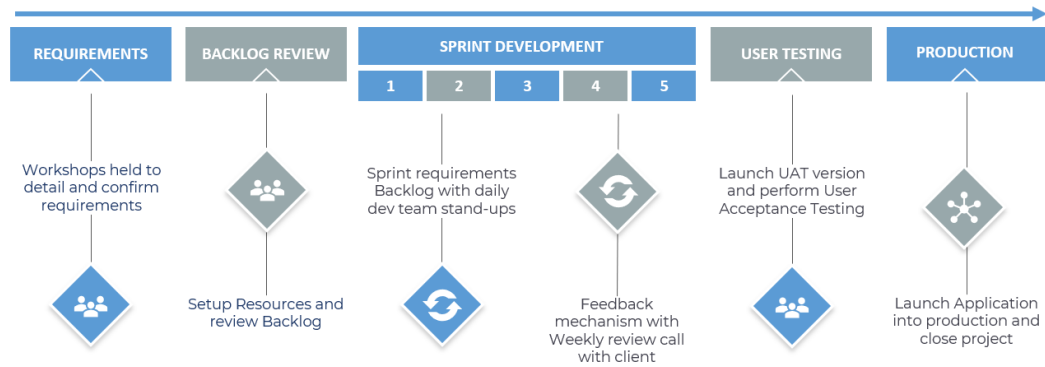
Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

We typically use a simple yet effective & scalable traditional waterfall style management structure for infrastructure or migration engagements and an agile style, where appropriate, for our software development projects.

Staged / Waterfall Approach



Agile / Iterative Approach



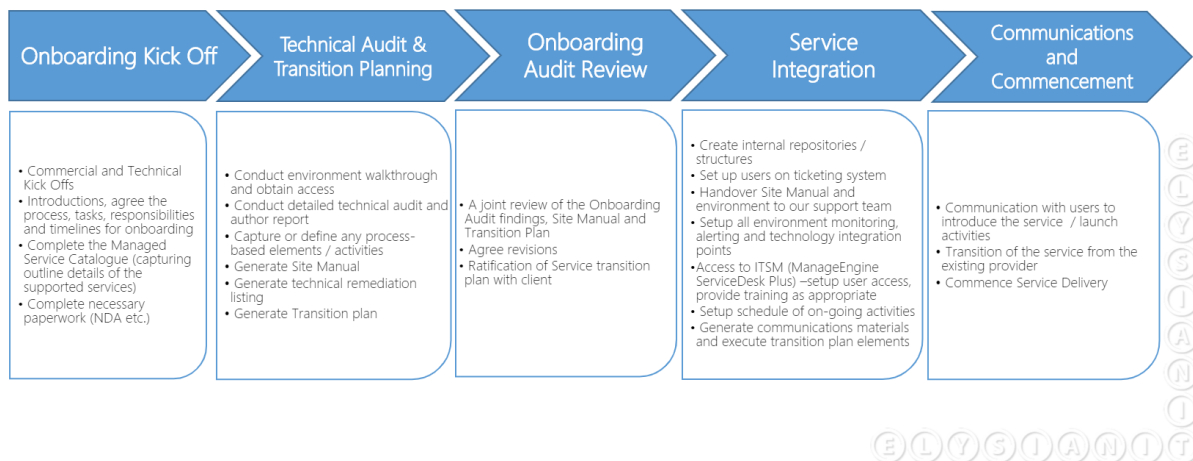
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

4. Support and Training – *expertise on-tap*

Every Service engagement we deliver will be backed up by our support team with numerous options for how this support can be delivered. In addition, we have Microsoft Certified Trainer embedded experience in house, which provides key Transition and Adoption activities to assist with the delivery of end-user, expert or administrator focussed training and business change activities with the appropriate supporting collateral.

Our support team members all have at least 5 years commercial experience, and we ensure that every member of the team is trained across the broad concepts of Microsoft 365, EMS and Microsoft Azure and undertake the relevant Microsoft Certifications (MCPs). Ensuring that we maintain skilled and experienced staff, with the necessary qualifications and experience, to achieve the right outcomes.

The support onboarding and handover process are engaged in advance of the project delivery completing this ensures our clients and our Support Team understand the scope of support whilst tracking and triaging early adopters or migrated end users' requests in a controlled fashion and to ensure that the transition to support is smoothed through the conclusion of the delivery project.



Every Support client has access to the following facilities:

- **Dedicated Email address**
 - Automatically creates a ticket in the Service Desk software when received
- **Dedicated telephone number**
 - Staffed by UK based support individuals, not outsourced
- **Online Service Desk**
 - Implemented with Single Sign On (SSO) for users of Microsoft 365 - Azure AD
 - Users can raise issues and request tickets with appropriate SLAs
 - Allows users to monitor issue progress and update issue information 24/7
 - Provides links to FAQs and help guides
 - Provides a survey to users subsequent to ticket closure to garner feedback on their experience and drive service improvement
- Our Service Desk system is configured to effectively manage issue resolution and management to agreed SLAs. Tickets nearing SLAs automatically alert the ElysianIT ticket owner and management team to ensure quality and timeliness of delivery

Issue Management and Resolution to SLAs - Once any issue is raised it is proactively managed through its lifecycle. A Priority level is assigned, and an appropriate response initiated. Priority 1 issues are alerted to the management team to ensure any resources required are mobilised to provide the quickest path to

resolution. All other tickets are acted upon according to priority and the associated SLA response and resolution times.

Security impact - All issues/requests raised are evaluated against security for validity and impact. Any request for elevation/changes in access are always verified via the user's line manager for authorisation prior to execution. Any change requested is reviewed against the defined security principals.

Service impact – Considering the impact to service of any change requested is a fundamental part of the issue triage process to assess any threat and maintain security whilst supporting the user to achieve the desired resolution. All ElysianIT Service Desk resources are suitably trained on both the core technologies and the specific customer procedures to ensure that they both understand and consider the impact of any actions they take.

Continual Service improvement - to ensure continual service improvement ElysianIT undertake the following activities:

- Weekly senior team review of all tickets – Open/In-progress/Closed (during week), appropriate actions are undertaken/scheduled to ensure quality of service and to ensure no SLA breaches. Tickets details, issue handling, recurring related incidents and resolution are reviewed. The review will highlight the need for updating the FAQs, publishing a help guide or IT remediation activity (e.g. hotfix update or general improvements etc). Any underlying problems or security concerns are raised directly to yourselves where we will jointly address root cause analysis
- Support ticket reports are reviewed, and trends/issues/service improvement activities are added to the scheduled Quarterly Customer Review meeting agenda. This ensures that support issues are discussed and addressed on a regular ongoing basis (providing a rhythm to the service)
- ElysianIT maintains an IT Operations Guide that provides detail of the procedures/configurations/processes for the IT environment. The weekly support ticket review ensures updates and augmentation to this guide are undertaken in a timely fashion
- Best practice, security, process and control are underpinned by the weekly reviews to ensure quality of service, cross team learning and experiences from other clients are integrated into the service that you receive.
- ElysianIT is a Microsoft Gold partner and invest heavily in staff training to ensure that they are well versed in the latest technology and updates in the marketplace, ensuring that our clients can benefit from the experience.

On-site support is an available service. It is important that the onsite support staff are both technically competent and interact with our client's users in an appropriate fashion. During the weekly support ticket review onsite support issues are discussed and these on-site learnings are fed into the continual improvement process to update procedures/practices.