

G-Cloud 15

Cloud Services TDA Strategy and 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.

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1. Service Definition - *providing clarity and transparency*

Our Technical Design Authority (TDA) Strategy and Support Service provides crucial assurance that the end-to-end solution is the right fit for your business. We deliver this in two-ways:

1. Strategy and Roadmap Definition – Support to define and maintain a strategic roadmap covering the implementation and enhancement of cloud technologies, with a particular focus on transition from on-premises to cloud and maturing of the cloud estate.
2. 3rd Line Support – Support to cover both direct issue triage and resolution and the management of any issues that need to be raised with or escalated via our Microsoft CSP or third-party support services

We have a broad spectrum of technical expertise, and the following are some of the items which could be covered by this service:

1. Supporting the adoption/improvement of Infrastructure as code – this might cover establishing Azure DevOps or Jenkin Pipeline, OS Packaging using Packer with Azure Compute Gallery or AWS Managed Images, Scripting using PowerShell, Terraform, ARM or BiCep, Source Code management using Azure Repo, GitHub or Bitbucket and containerisation using Docker, Azure Containers or Kubernetes
2. Building Generative AI and ChatBot services – this might cover using OpenAI, Meta, Azure AI Services, APIs Copilot Studio
3. Data as a Services strategy and Design covering ETL integration, building solutions on Microsoft Fabric, integrating with Oracle, Microsoft, Dynamics, Google, Unit4 etc..
4. Data Warehouse solution design and creation using services such as Dataverse, Data Factory, SQL, and reporting with Fabric and PowerBI
5. Content migrations to Microsoft 365 – this might cover SharePoint, File share, One Drive, Google Workspace, Box and DropBox to SharePoint Online, OneDrive for Business or MS Teams
6. Application Development best practice – this might cover auditing existing applications, roadmap to modernise application using cloud technology, Application Life Cycle Management, Power Platform Development, Azure App development
7. IoT Device Management, streaming, anomaly detection, data lake, reporting and dashboards
8. Identification of automation and chatbot prototyping – this might cover Copilot Studio or the Microsoft Bot Framework and Azure AI Services
9. Windows Active Directory Health check, Best Practices and modernisation – this might cover the replacement of Windows AD DS for Azure AD DS, providing SSO and Federation using Okta, One Login or Azure AD, Upgrading Windows AD DS to the latest version, decommissioning legacy Windows AD DS Domain or establishing child domains and trusts
10. User Provisioning Services – this might cover the generation of a JML application, creation of an automated JML process derived from data stored in an ERP system such as Unit 4, Dynamics, or Access Group into Identity solutions such as Okta, Windows AD DS or Azure AD
11. Best Practise to SSO Application integration – define process for the integration of third-party applications into Okta, ADFS, Azure AD or One Login using OAuth, SAML OpenID etc.. and improving UX to access applications.
12. Define a modern device management solution – replace GPO with Intune Configuration Profiles, replace traditional gold builds to Windows Autopilot, Upgrade Windows versions from 7/10 to 10/11 or beyond. Manage Android, iOS and MacOS using Microsoft Endpoint Manager (aka Intune). Mapping new configuration and polices against industry standards such as NCSC, CIS Benchmark or ISO
13. Designing a modern Security Services – this might cover Endpoint protection using Defender, Sophos, Sentinel One or FireEye. Deployment of web filtering solutions using Defender, zScaler,

Darktrace or SIEM design using Azure Sentinel. Aligning Security Policies to Microsoft Best practices, CIS Benchmark and NSCS Guidelines

Full details of the activities and scope of service can be seen within the subsequent sections within this document.

1.1 Service Features

The following features are elements of this service:

1.1.1 Strategy and Roadmap Definition

Support to define, document and maintain a strategy roadmap covering the implementation and enhancement of technologies. Delivered via quarterly (4 times annually) workshops to review the existing challenges and opportunities within the IT estate and identify key objectives and areas of improvement. Enabling technologies are then identified, their implementation prioritised and sequenced.

ElysianIT are responsible for documentation of the roadmap, definition of work packages to enable realisation and ongoing maintenance moving forwards.

ElysianIT act as a Technical Design Authority with regards to the overarching delivery / onboarding to Microsoft technologies where desired, just for specific work packages, if necessary, alongside complete delivery of discrete work packages themselves if commissioned.

Rolling quarterly reviews continue to ensure that the objectives of the roadmap are regularly reviewed, the roadmap itself is updated to align with changing business needs and priorities and that the work packages arising continue to deliver the best value for the organisation.



1.1.2 3rd Line Support

In addition to the strategic roadmap definition, we provide a 3rd Line Technical Support service to ensure that any technologies that are new to the organisation and their internal technical support team are suitably supported and any questions or configuration changes required are swiftly addressed and resolved.

The tables below detail the core Features and Call Categorisation:

ElysianIT Managed Service Support Features - Table 1	
Services Covered	See further details in Section 1.2
P1 Support Hours NB: licenses purchased via ElysianIT CSP	Support can be logged 24x7 for Microsoft 365 and Microsoft Azure
Core Support Hours	08.00 – 18:00 Monday to Friday, excluding Bank Holidays
Log support issues	Calls can be logged in three ways; • Support Desk Number • Helpdesk system • Email to the support desk
Target response time all Priority Calls	1 Hour (max)
Target Fix time for Problem resolution for Priority 1	4 hours* (0.5 Working Day)
Target Fix time for Problem resolution for Priority 2	24 hours* (1 Working Days)
Target Fix time for Problem resolution for Priority 3	48 hours* (4 Working Days)
Problem resolution for Priority 4 (Changes)	✓ *By Agreement (if in excess of a half days effort for a technical consultant rather than support desk engineering team)
Remote Support	✓
Access to Senior Consultants	✓
Named Technical Account Manager	✓
Issue and Request Logging and Ticketing Solution	✓ Via Dedicated Web Site
Reporting	Monthly
Strategic Review Meetings	3 Monthly (Quarterly)
IT Strategic Review and Guidance	✓ – during Review meetings

*Subject to Microsoft Support response SLA

1.2 3rd Line Support Service Detail

The scope of the 3rd Line Support Service can be flexed to include some / all of the below technologies or additional Microsoft technologies as they arise:

Microsoft 365

- Exchange Online
 - Mailbox Provisioning and Management (User / Room / Resource etc.)
 - Mailbox delegation management
 - Message hygiene (Anti-SPAM, ATP (Safe Links & Attachments), Anti-Malware, Anti Phishing)
 - Maintain Dynamic Distribution Group management (Membership rules)
- SharePoint Online
 - Site Provisioning
 - Security
 - Branding and configuration
- OneDrive for Business
- Microsoft Teams including telephony
- Office ProPlus (Desktop) client

- Copilot for Microsoft 365
- Unified Labels (Classification & Retention) – where deployed

Azure Information Protection / Sensitive Labels

- Information Protection Labels and Policies for Sensitive Labels (Unified Labelling) (where deployed)

Infrastructure Support

- Active Directory Domain Services – Resolving 3rd Line issues and queries
- Public Key Infrastructure (PKI) – Root CA and Subordinate CA Troubleshooting
- Public Key Infrastructure (PKI) – PKI SSL Advice and Guidance
- Public Key Infrastructure (PKI) – Update of Certificates where required
- Entra ID Connect - Resolving 3rd Line issues and queries

Power Platform Services

- Power App
- Power BI
- Power Automate
- Copilot Studio
- Microsoft Dataverse

Dynamics 365

- Business Central
- Customer Insights
- Sales
- Copilot
- Finance
- HR

Azure Cloud Services

- Entra ID (fka Azure Active Directory)
 - User Provisioning (Joiner, Mover, Leaver Process)
 - AAD group management (e.g. SharePoint/Teams/Dynamics/Exchange)
 - Self Service Password reset solution (where deployed)
 - Single sign on service (SSO) for applications (where deployed)
 - Multi-Factor Authentication and Conditional Access Policies to meet security requirements (e.g. block user access from non-network joined machines)
- Azure IaaS Services such as; Azure Virtual Network Azure Virtual Machines, Azure Firewall, Network Components, Azure Backup, Azure Site Recovery and Azure Storage
- Azure PaaS Services such as; Azure SQL, Azure Data Factory, Azure App Services, Azure API Management, Azure Synapse, Azure Purview, Azure Kubernetes Service, Azure Containers and Logic Apps
- Generative AI such as; AI Studio, Python, Azure OpenAI, Meta etc..
- Azure Key Vault to Manage the key rotation for certificates and passwords

DevOps and IaC

- Azure DevOps (Boards, IaC, Pipelines, Test Plans, Artifacts, Repo)
- Terraform, BiCep and ARM Templates (JSON)
- Configuration Management using Puppet

- Packer

Microsoft Endpoint Manager (aka Intune)

- Windows 10
 - Consumer Applications
 - Installing LOB applications
 - Deployment issues
 - Device Policies for User and Desktop estate
 - Troubleshoot and resolve Device Policy issues
- Deploying Windows updates through Service Rings
 - Resolve deployment issues
- Device Compliance and resolve non-complaint devices (e.g. BitLocker enabled)
 - Mobile Device policies
 - Enrolment Profiles for iOS devices
 - Device Restrictions and Policies
 - Corporate identifiers for enrolment
- Security Policy Reviews
- Mobile Application Management
 - Policies for Corporate owned devices

Windows Autopilot (as part of Intune)

- Autopilot to set up and pre-configure new devices, getting them ready for productive use.
- Autopilot to reset, repurpose, and recover devices.

Estate Patching and Updating

- Maintain a client patching and updating process to ensure client devices are security and feature updates are applied as required
- Patching and updating covered for Network Hardware, iOS, MacOS, Android, Windows Client and Windows Server

Security Services and Security and Threat Management

- Office 365 Cloud App Security
- Azure AD Logs
- Security Technology Horizon Scanning
- Microsoft Endpoint Manager
- zScaler, FireEye, Darktrace
- Microsoft Sentinel (aka Azure Sentinel) – where purchased
 - Syslog Agents (required for non-azure resources such as Cisco)
 - Azure ARC for Logging and monitoring Microsoft 365 Security Services and Threat Management components
 - User and Entity Behavioural Analytics (UEBA), to pinpoint unknown and insider threats.
 - Threat Intelligence, including external threat indicators using STIX/TAXII feeds from the likes of Cybercrime, Abuse.ch and Phish Tank
 - Investigate and hunt for suspicious activities, using automation and AI to identify and remediate threats before they spread
 - Support EDR/XDR Integration to gain deep insight into your environment

Backup Services

- M365 Services (SharePoint, OneDrive for Business, Exchange, Business Central) using backup solution as required
- Azure Backup Vault/Center
- Azure Backup Server
- Veeam
- Commvault
- AvePoint
- Veritas
- Datto

Devices and Hardware

- Provisioning of devices for new users
- Windows Configuration Profiles (Replace GPO)
- Mobile Device Configuration Profiles (iOS, Android)
- MacOS Configuration Profiles (using Apple Configurator or Apple Profile Manger)
- Windows Autopilot using Intune for Modern Device deployment
- Replacement advice/refresh and hardware maintenance of existing IT estate
- Software and Hardware Asset Management
- Printer/Printer Drivers
- Physical and Virtual Machines
- Management of laptops, remote desktops, tablets, handheld, and peripheral assets including acquisition, deployment, maintenance, change management
- Asset Management

Networking

- Configuration, Management, and patching of
 - Network switches such as Cisco, Aruba, Meraki
 - Wi-fi Access Points such as Cisco, Aruba, Meraki
 - Firewalls / Site to Site VPN and Routers such as Palo Alto, FortiGate, Cisco, Aruba, Meraki

Domain Name Service (DNS)

- Public DNS services such as GoDaddy, Azure, AWS, 123-reg, Vodaphone
- Internal DNS services such as BIND and Windows DNS

Telephony

- MS Teams telephony
- MS Teams number allocation
- MS Teams Auto Attendant
- MS Teams Call Queues

1.2.1 Ticketing and Reporting**Provide Service Desk solution:**

- Dedicated UK service desk and UK phone number
- Dedicated support email address
- Dedicated Self-Service ticketing portal

Monitor and manage support tickets and requests:

- Maintain service availability Announcements
- Maintain FAQ's
- Create, manage and resolve support tickets
- Maintain SLA delivery times on tickets.

The tickets are triaged before being assigned to a technician. Tickets are then assigned a priority based on the “*Impact/Urgency Matrix*” to determine the appropriate Priority to be used on that ticket, thus resulting in the required response and resolution time.

Timer starts when the ticket is received and stops when the responsibility is back with the customer or with a 3rd party. The timer starts again as the ticket is passed back to ElysianIT.

Provide monthly reporting;

- Summary of months call SLA times and average response times based on severity (Priority)
- Summary of months support tickets, tasks, advice
- Tickets logged, resolved, carried over to next month, Affected service categories
- Summary on Priority 1 support ticket(s)
- Summary on Priority 1 support ticket(s) raised by VIP
- Total time on long running and breached tickets excluding outside influences (3rd party etc, waiting on customer)
- Summary on any SLA Breached support tickets and actions taken to prevent reoccurrence
- Top 5 support ticket loggers
- Survey responses (each ticket sends a survey at close)
- 3 Month trends – Tickets logged, Affected service categories
- Tickets carried over from last month (unresolved tickets)
- First Contact Resolution
- Microsoft 365 license assignment summary table
- Change Management summary
- Email Protection Graphs
 - Top SPAM Recipients
 - Top Malware Recipients
 - Overall SPAM detection and Prevention

1.2.2 Strategy and Quarterly Reviews

EITs approach is driven by ensuring our customers are aware of current and upcoming technologies that may provide improved; efficiencies, security stance, business processes and cost efficiencies. We are always working to highlight technologies that may provide opportunities for our customers to adopt. Our quarterly review sessions allow us to present, discuss, recommend and evaluate with our customers where there may be appetite to adopt new technologies and where it is important or even critical that systems or processes are improved and made robust. The initial audit work and quarterly review provide a rhythm to the service and provide an effective strategic roadmap for our customers.

We undertake preparation for the quarterly review meetings for EIT to cover;

- Arranging meeting date and prepare meeting materials and lead review meeting

- Review minutes and actions from previous review meeting
- Review Support report and performance for previous review meeting
- Provide summary of IT estate regarding immediate issues arising (if required)
- Provide strategic guidance;
 - Microsoft 365 technology enhancement review - Proactive review regarding Microsoft 365 enhancements that are relevant and that could take advantage of
 - Azure technology enhancement review - Proactive review regarding Azure enhancements that are relevant and that you could take advantage of
 - Advise on Security enhancements or updated Microsoft technologies options to maintain or strengthen security stance
 - Review with plans (strategic roadmap) and needs moving into following quarters
- Provide status of current IT projects being undertaken and agree future IT projects
- Review 3rd party IT projects and agree and support with supporting action/activities/advice
- Maintain and distribute meeting minutes and actions
- Undertake actions arising

1.3 Documentation

- Development and maintenance of a Site Operations Manual
- Management of FAQs within the Help Desk solution

1.4 Benefits

This service will provide the following business benefits:

1. Certified and Experienced Consultants
2. Bolster existing TDA resources
3. Best Practice Design
4. Future-proof technology strategy
5. Quarterly IT Strategic Review with definition and maintenance of roadmap
6. Monthly Reporting and Quarterly Support
7. Service Level Agreement for Target Fix Times based on standard operation of the software
8. Acting as a single point of contact / escalation for all cloud related issues (with onward liaison with Microsoft as required)
9. Direct liaison with 3rd party application vendors / support functions to triage and resolve issues on customers behalf
10. Direct resolution of issues where appropriate (Microsoft will typically direct customers to conduct fixes themselves)
11. Standardised response time irrespective of ticket priority
12. Change Request management (within boundaries of existing design)
13. UK Based Staff with an understanding of the customers implementation and key applications and objectives
14. Monthly Reporting

1.5 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.

1.6 Pricing

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

1.7 Terms and Conditions

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

1.8 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

1.9 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

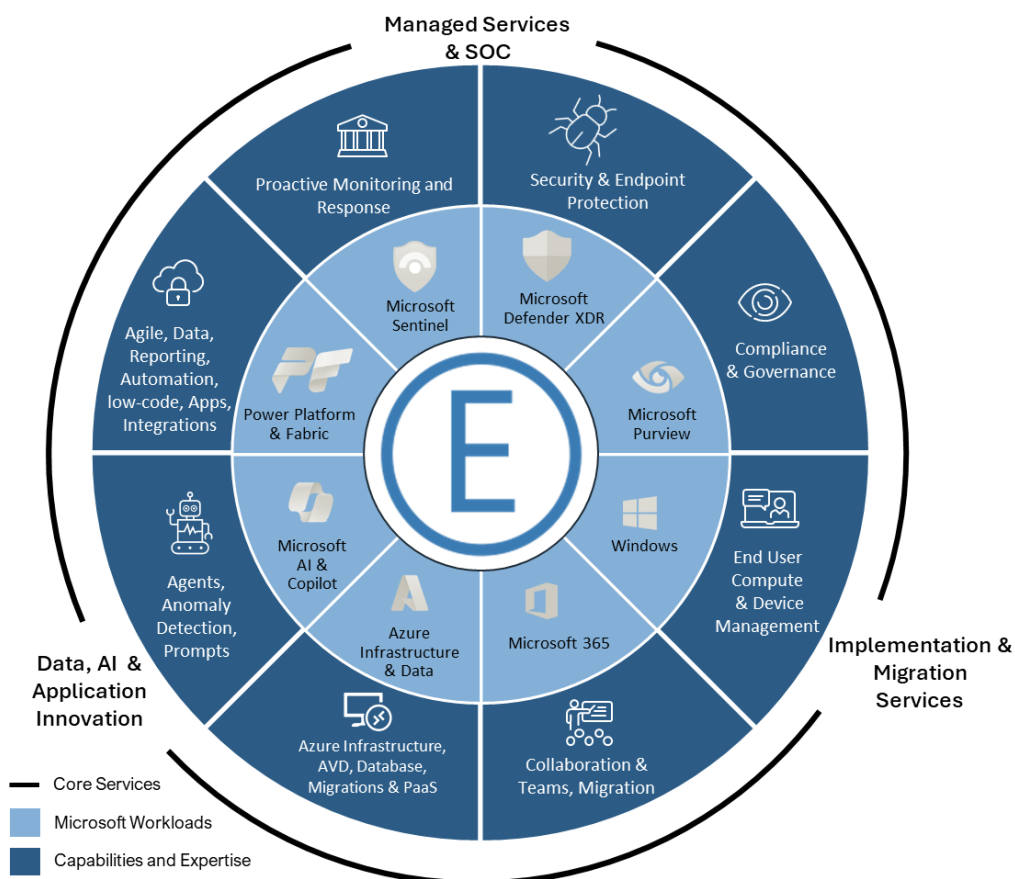
The below competencies are aligned to our Microsoft Partner Account on the Solution Providers site.



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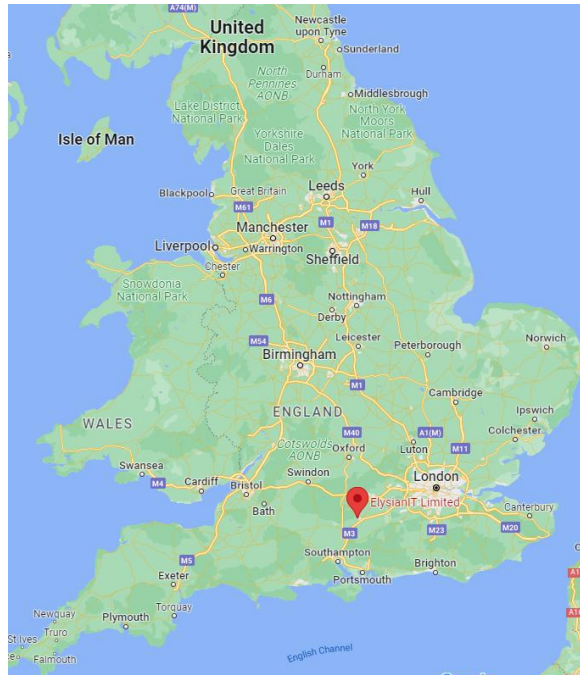
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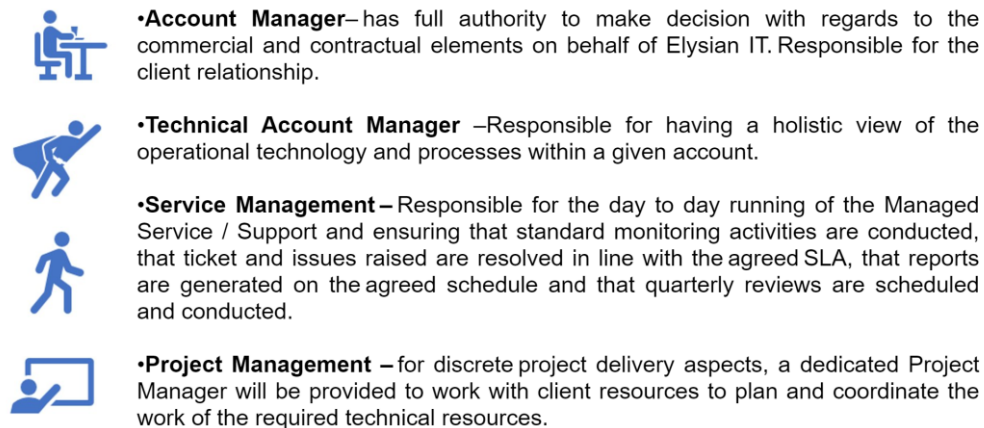
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3. Methodology and Approach – *turning ideas into value*

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.

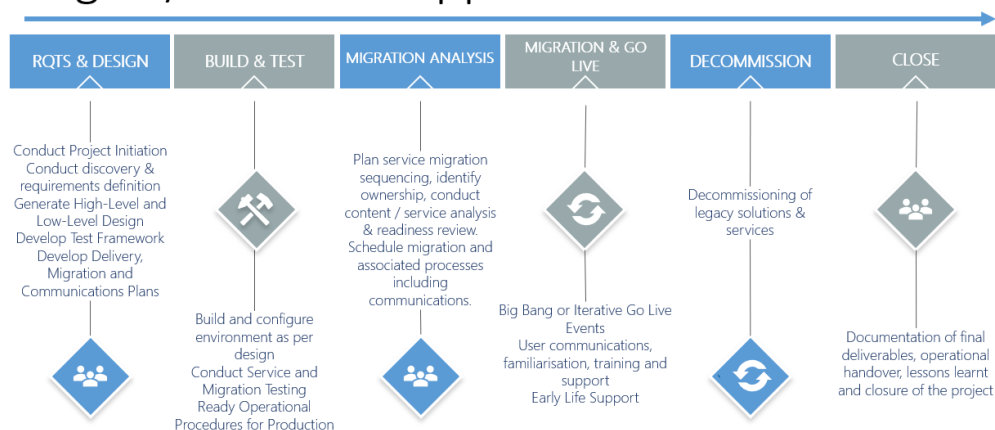
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



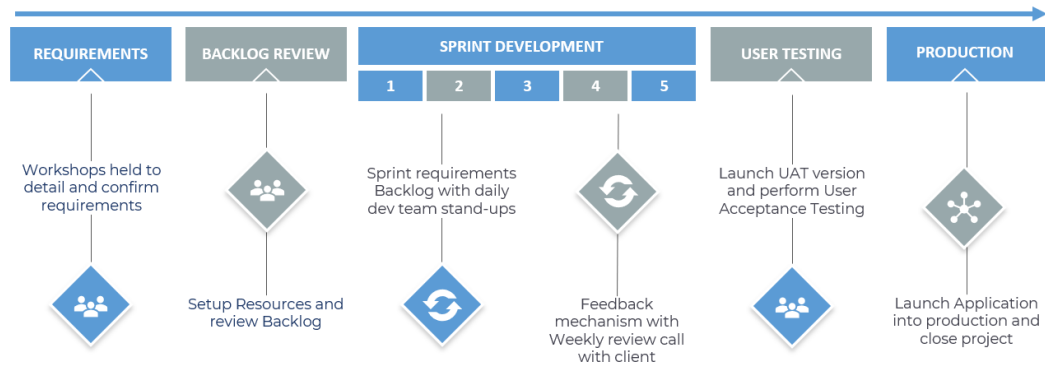
Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

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



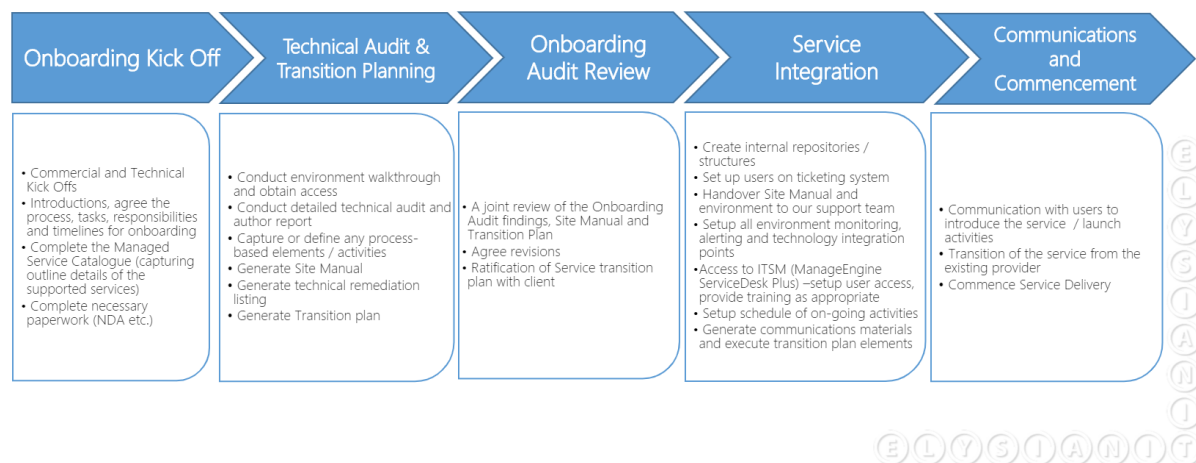
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

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.