

G-Cloud 15

Microsoft 365 Copilot

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*

Elysian IT offer a range of Microsoft professional services covering Microsoft 365, Enterprise Mobility and Security (EMS), Azure, End User Compute, Copilot, Dynamics and Power Platform.

Copilot for Microsoft 365 is integrated into the apps you already use every day, freeing you to focus on the most important work and less on the “busy” work. Working alongside you, Microsoft 365 Copilot helps you to unleash creativity, unlock productivity, and uplevel skills.

Copilot for Microsoft 365 is a sophisticated processing and orchestration engine that provides AI-powered productivity capabilities by coordinating the following components:

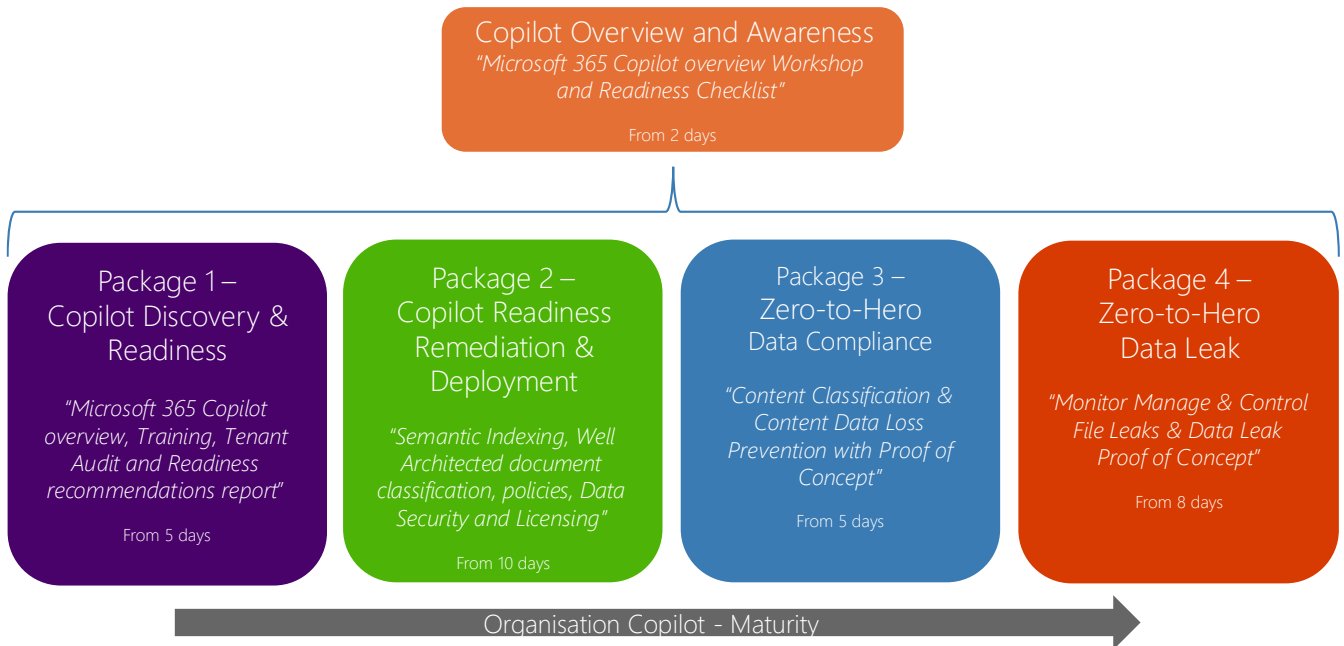
- Large language models (LLMs) using OpenAI ChatGPT and Dall-E
- Content in Microsoft Graph, such as emails, chats, and documents that you have permission to access.
- The Microsoft 365 apps that you use every day, such as Word and PowerPoint.
- Copilot Agents
- Purview DSPM
- Copilot Control Center – Oversharing and Guardrails

Copilot for Microsoft 365 is built on top the Microsoft 365 platform which is a highly available Software-as-a-Service solution designed to improve your productivity. Your data is kept safe by constant replication between paired data centres. The data centres themselves have redundant servers, networking and storage to provide robust data protection capability.

ElysianITs’ Copilot for Microsoft 365 services enable organisations of all sizes to take advantage of the Copilot Generative AI services by managing your adoption, security, licensing, support, performance and billing. We provide a range of individual services build into a complete service offering, covering:

- Copilot for Microsoft 365 - Overview and Awareness
- Copilot for Microsoft 365 - Discovery and Readiness
- Copilot for Microsoft 365 - Readiness, Remediation and Deployment
- Copilot for Microsoft 365 - Support
- Copilot for Microsoft 365 - Performance and Quality Assurance
- Copilot for Microsoft 365 - Guidance Documentation, Training and Coaching
- Zero-to-Hero Data Compliance
- Zero-to-Hero Data Leak
- Deployment of Purview, SAM, DLP, DSPM and Defender controls.

The Core service offerings are detailed in the following sections



1.1 Copilot for Microsoft 365 Overview & Awareness

In our Copilot for Microsoft 365 Overview and Awareness offering we will be uncovering what Copilot is, how Copilot is secure and how it will dramatically increase your business productivity and creativity..

The Copilot for Microsoft 365 Overview & Awareness includes an Overview Workshop and Readiness check list as detailed below



1.2 Copilot for Microsoft 365 Discovery & Readiness

In our Copilot for Microsoft 365 Discovery & Readiness offering we will be uncovering where your data resides, what is visible to users and trial Copilot with your Pilot users using our bite size learning approach.

The Copilot for Microsoft 365 Overview & Awareness includes a Workshop and Readiness Recommendations Report to make sure your organisation is on track to adopt Copilot. The Copilot for Microsoft 365 Overview & Awareness provides the following:

Workshop Agenda's:

1. Overview
 - What's New
 - Copilot Overview
 - Art of the possible
 - Office App integration
 - Responsible AI
2. Discovery
 - SharePoint structure and security
 - Microsoft Purview for Copilot
 - Technical readiness
 - Usage scenarios and pilot activities
3. Bite-Sized Training
 - Copilot Overview
 - Manage a Busy Inbox
 - Meetings with Copilot
 - Project Catch Up
 - Analysing and Presenting Data
 - Creating a Document



Benefits

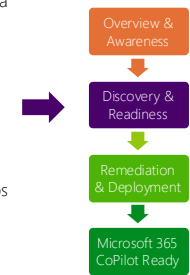
- ✓ Visibility & Control: Identify where your data lives and what's exposed to users.
- ✓ Security & Governance: Detect oversharing risks and validate your security posture.
- ✓ Technical Readiness: Ensure licensing, access controls and architecture are Copilot-ready.
- ✓ User Enablement: Empower pilot users with targeted, scenario-based training.
- ✓ Strategic Insight: Receive a tailored Readiness Recommendations Report to guide next steps.



Outcome

- ❖ A clear understanding of data visibility and security risks.
- ❖ A validated technical and governance framework for Copilot.
- ❖ Trained pilot users with real-world experience of Copilot capabilities.
- ❖ A strategic report outlining readiness gaps and next steps for broader rollout.
- ❖ Confidence to scale Copilot adoption securely and effectively.

Pathway to being Copilot Ready:



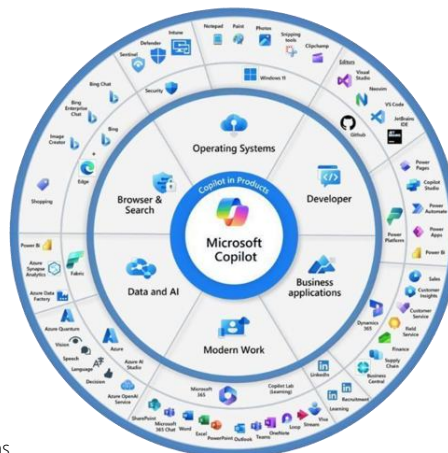
Minimum Prerequisites: M365 Tenancy, M365 E5 Trial and Microsoft 365 Copilot Licenses

1.3 Copilot Readiness Remediation & Deployment

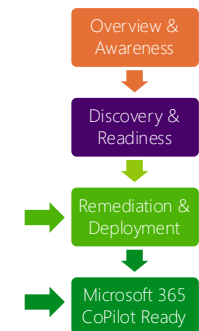
Our Copilot for Microsoft 365 Remediation & Deployment is focused on ensuring that you are ready for the enablement of Copilot for Microsoft 365. This offering is a follow-on phase from the Copilot for Microsoft 365 Discovery and Readiness where we will implement the items highlighted from the output of the readiness recommendations report and provide bite size training for your cohort of users.

The following activities can be undertaken:

- Ensure that you are using a legible M365 License
- Content Migration to Microsoft 365 workloads
 - Exchange, Teams, OneDrive, SharePoint
- Approach and supporting the implementation of the following
 - A Well architected document classification
 - Governance Policies
 - Data Access, Oversharing and Permissions
 - Copilot and AI usage
- Development of AI Use and HR policies
- Skill Assessment and Learning Pathways
- Approach to end user education and Center of Excellence
- Approach to extending M365 Copilot using plugins and extensions.



Pathway to being Copilot Ready:



1.4 Zero-to-Hero Data Compliance

This Package is focused on providing you with an overview of the Data Leak capabilities of Purview, to discover and manage shadow IT (users storing and working in cloud solutions not known by IT) and control data leak from user devices. This Package provides Monitoring and reporting on sensitive data stored on devices and providing controls such as blocking sensitive data going onto USB's and cloud solutions (such as Google) and web content filtering to control cloud access this will also help to ensure that copilot discovers information which is protected and only visible to the users which have access to it.

Package Provides

- ❖ Workshop: Introduction to Copilot governance features (DSPM for AI, SAM, App Restrictions).
- ❖ PoC Deployment: Implementation of Zero-to-Hero baseline Sensitivity Labels and DLP Policies in your Microsoft 365 tenancy.
- ❖ Pilot Enablement: Kick-off activities to prepare PoC users and environments.
- ❖ Governance Enhancements:
- ❖ Configure Purview DSPM for AI to monitor AI data exposure and shadow AI usage.
- ❖ Enable SharePoint Advanced Management to audit sharing links, apply site-level access policies, and manage lifecycle.
- ❖ Apply Copilot App Restrictions using Microsoft Entra ID Conditional Access.
- ❖ Review & Feedback: Evaluate PoC outcomes and refine your compliance approach.
- ❖ Deliverables: Workshop presentation, PoC configuration summary, and a tailored "Next Steps" roadmap.

Benefits

- ✓ Understand and apply Microsoft Purview's Classification and DLP capabilities in the context of Copilot.
- ✓ Gain visibility into AI data risks with DSPM and control access to Copilot and other AI apps.
- ✓ Deploy and test real-world governance controls in your own environment.
- ✓ Validate licensing entitlements and technical readiness for Copilot compliance features.
- ✓ Receive a clear, actionable plan to scale compliance across your organisation.

Outcome

- ❖ A practical "jump start" to using Sensitivity Labels and DLP Policies for Copilot governance.
- ❖ Zero-to-Hero baseline deployed and tested in a live environment.
- ❖ Enhanced governance posture with DSPM, SAM, and Conditional Access policies in place.
- ❖ A validated compliance framework and roadmap for full-scale rollout.
- ❖ Confidence that your data is secure, compliant, and ready for AI-powered productivity.

Minimum Prerequisites: Microsoft 365 Tenancy with business premium and Microsoft E3 and a compliance need

1.5 Zero-to-Hero Data Leak

This Package is focused on providing you with an overview of the Data Leak capabilities of Purview, to discover and manage shadow IT (users storing and working in cloud solutions not known by IT) and control data leak from user devices. This Package provides Monitoring and reporting on sensitive data stored on devices and providing controls such as blocking sensitive data going onto USB's and cloud solutions (such as Google) and web content filtering to control cloud access this will also help to ensure that copilot discovers information which is protected and only visible to the users which have access to it.

Package Provides

- ❖ Workshop: Overview of Microsoft Purview's Data Leak Prevention, DSPM for AI, and device-level compliance capabilities.
- ❖ Proof of Concept:
- ❖ Configuration of Defender for Cloud Apps and Defender for Endpoint.
- ❖ Deployment of baseline Sensitivity Labels for demonstration.
- ❖ Setup of device compliance groups and tagging.
- ❖ Implementation of Purview DSPM for AI to monitor AI interactions and shadow AI usage.
- ❖ Configuration of Proxied Web Access for Defender for Cloud Apps to control downloads, copy/paste, and cloud access.
- ❖ Review & Feedback: Evaluate PoC results and refine your data leak strategy.
- ❖ Deliverables: Workshop presentation, PoC configuration summary, and a tailored "Next Steps" roadmap.

Benefits

- ✓ Discover shadow IT and unauthorised cloud usage across your organisation.
- ✓ Gain visibility into how AI tools are being used and what data they access.
- ✓ Demonstrate how Purview and Defender technologies can prevent data leaks to cloud platforms and from user devices.
- ✓ Understand licensing entitlements and technical requirements for deploying these capabilities.
- ✓ Receive actionable reporting to drive compliance insights and risk mitigation.
- ✓ Establish a clear starting point for scaling end-user data compliance controls.

Outcome

- ❖ A practical "jump start" to understanding and applying data leak controls for Copilot and AI usage.
- ❖ Validated device-level compliance and cloud access governance.
- ❖ A tested framework for monitoring and controlling sensitive data exposure.
- ❖ A strategic roadmap to guide rollout planning and next steps.
- ❖ Confidence that your organisation is equipped to prevent data leaks in a Copilot-enabled environment.

Minimum Prerequisites: Microsoft 365 E5 or Compliance E5 and Defender for Endpoint and Defender for Cloud Apps

1.6 Service Features

The following features are individual optional elements of this service:

- Copilot for Microsoft 365 roadmaps, business cases and deployment plans
- Copilot for Microsoft 365 implementations
- Microsoft 365 for Apps Deployment (Word, Excel, PowerPoint, OneNote etc..)
- Microsoft Security and Governance Configuration
- Data Compliance and Leak Protection
- Data Migration Services
- Business process automation
- Requirements gathering, definition, and prioritisation
- Technology roadmap planning
- Solution Architecture consultancy
- IT Governance planning and advice

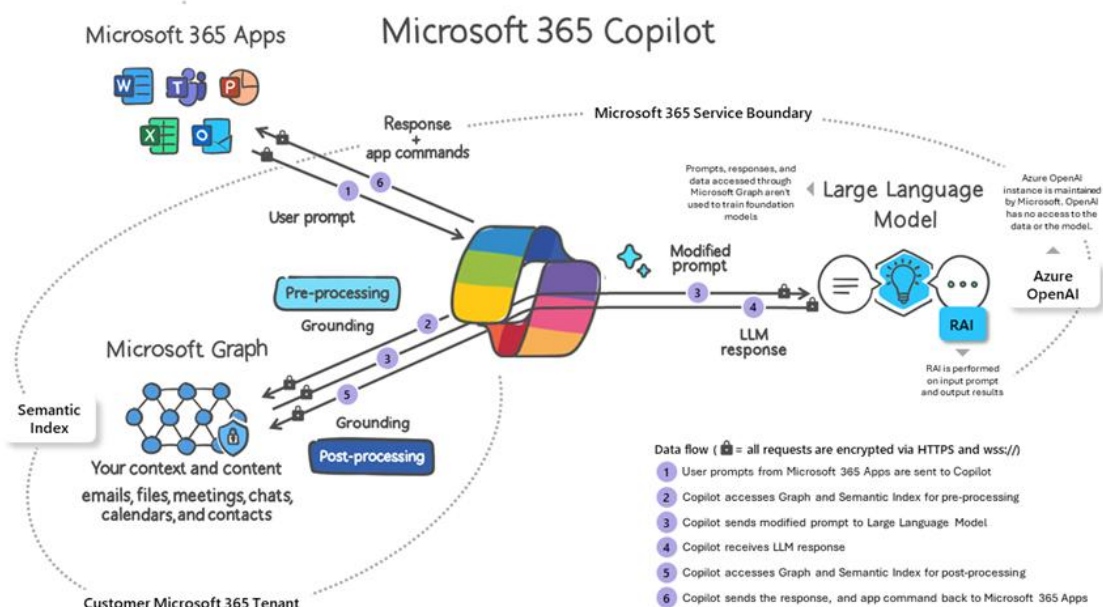
- Custom development services
- Project Management and Programme Management
- Information Architecture designs
- Identity integration design and remedial work
- Ongoing support, hosting and managed services
- User experience consultancy
- IT training and user documentation
- CSP Licensing provision including E1, E3 and E5
- Document and content management consultancy

1.7 How Copilot for Microsoft 365 Works

The following are features of Microsoft 365 (Office 365) and other connected third-party solutions

Here's an explanation of how Copilot for Microsoft 365 works:

- Copilot receives an input prompt from a user in an app, such as Word or PowerPoint.
- Copilot then pre-processes the input prompt through an approach called grounding, which improves the specificity of the prompt, to help you get answers that are relevant and actionable to your specific task. The prompt can include text from input files or other content discovered by Copilot, and Copilot sends this prompt to the LLM for processing. Copilot only accesses data that an individual user has existing access to, based on, for example, existing Microsoft 365 role-based access controls.
- Copilot takes the response from the LLM and post-processes it. This post-processing includes other grounding calls to Microsoft Graph, responsible AI checks, security, compliance and privacy reviews, and command generation.
- Copilot returns the response to the app, where the user can review and assess the response.



1.8 Service Benefits

Using Copilot for Microsoft 365 brings many benefits that can significantly enhance productivity and efficiency within your organization. Here are some of the key advantages:

- **Jump-start Your Documents:** Copilot can help you quickly create drafts on any topic in Word, allowing you to bring your ideas to life with ease.
- **Catch Up in a Flash:** Transform long email conversations into concise summaries with Copilot in Outlook, saving you time and helping you stay on top of your communications.
- **Create Powerful Stories:** With Copilot, you can produce fine-tuned presentations in PowerPoint quickly, ensuring your ideas are communicated clearly and beautifully.
- **Elevate Your Writing:** Copilot in Word assists you in enhancing your writing, making it more impactful and error-free.
- **Unlock Productivity:** Copilot can handle the busy work for you, such as data analysis and task shortcuts, freeing up your time to focus on more strategic activities.
- **Unleash Creativity:** Generate content, ideas, insights, and more with just a few words or clicks, fostering a more creative and innovative work environment.
- **Interact with Business Data:** As an enterprise-level solution integrated into Microsoft 365 applications, Copilot allows you to interact with your proprietary business data in real-time, boosting efficiency levels.

1.9 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.

1.10 Pricing

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

1.11 Terms and Conditions

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

1.12 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

1.13 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

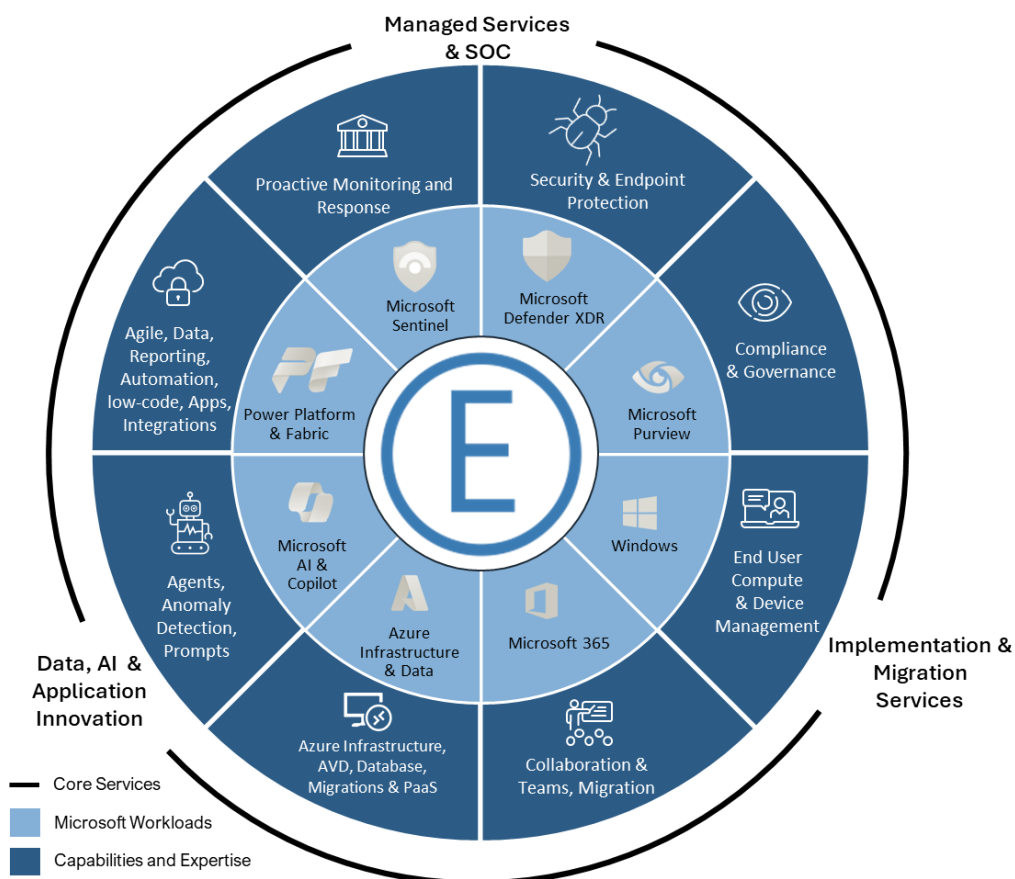
The below competencies are aligned to our Microsoft Partner Account on the Solution Providers site.



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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www.elysianit.com



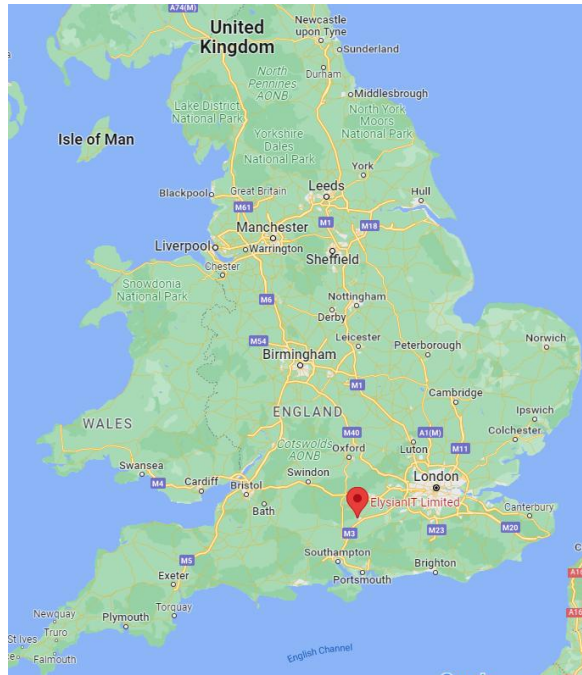
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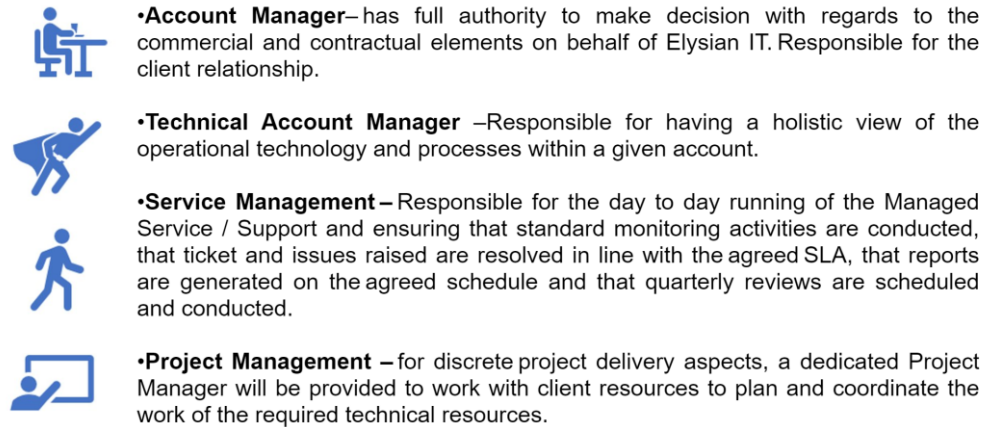
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3. Methodology and Approach – *turning ideas into value*

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.

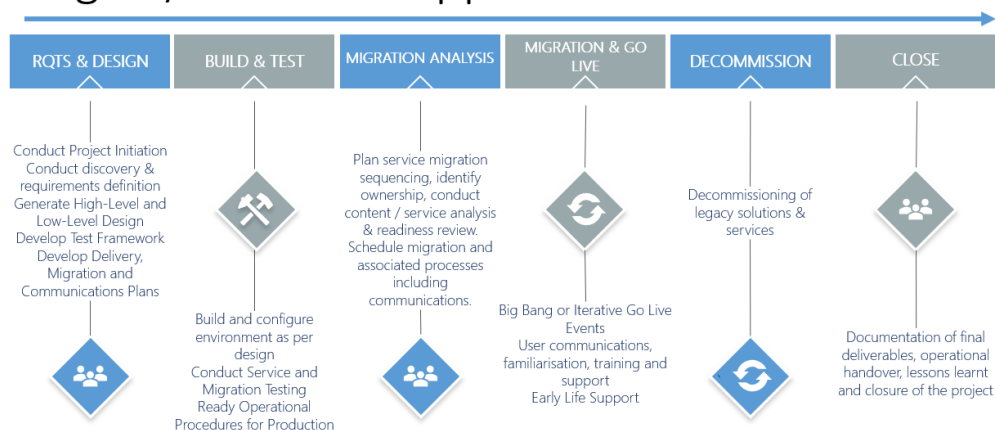
We align specific resources throughout the engagement phases to ensure smooth running, alignment of shared values, effective communications, and management with the goal to ensure that we expedite projects efficiently.



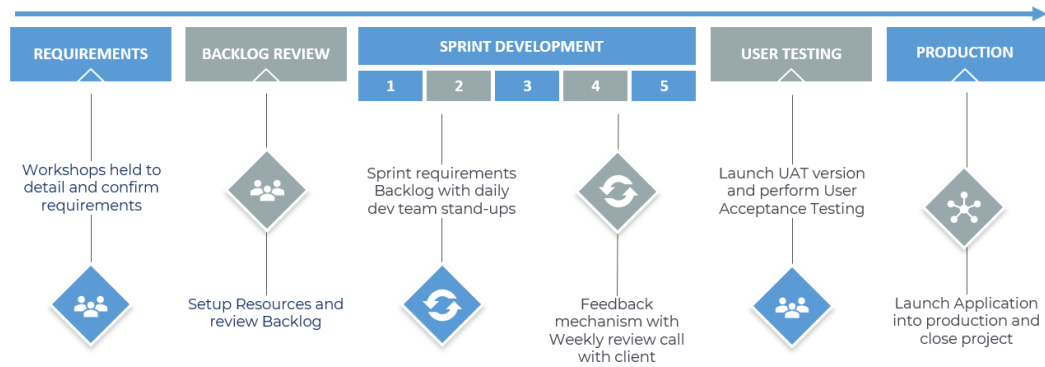
Our engagement methodology is often determined by a client's current operating model, or our role within an overarching project – we are conversant with many different approaches and have qualified, experienced project managers who assist with integrating into your required processes.

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



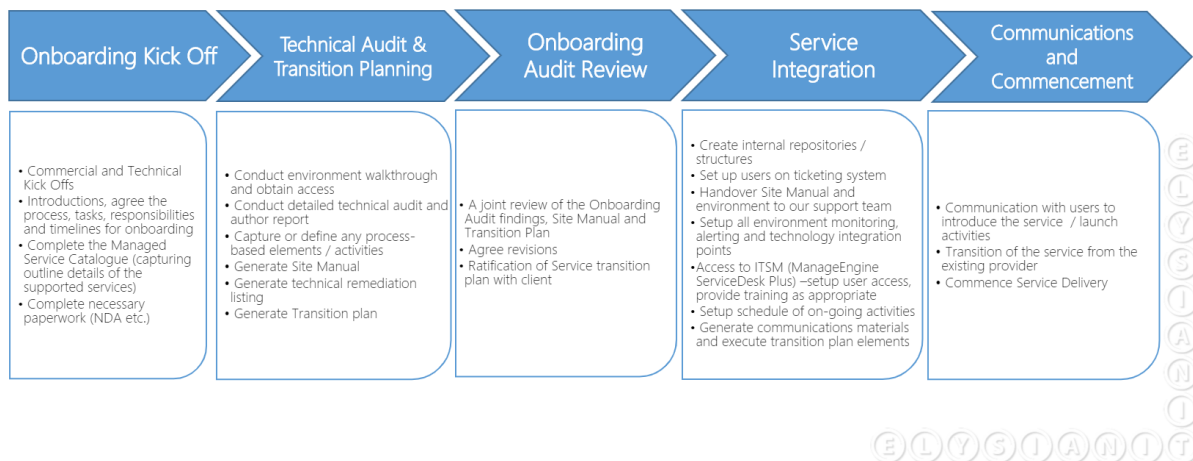
ElysianIT has, over the course of hundreds of successful engagements, adopted these methodologies to enable our consultants to focus on collaboration with our clients in long-term partnerships, ensuring full transparency and that everyone has common understanding on the agreed expectations.

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.