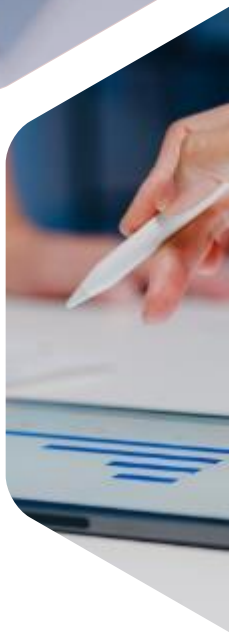
Valto

Training Services

G-Cloud 15 Service Description



Valto

Valto build the intelligent workplace of the future

Powered by Microsoft

Microsoft 365 | SharePoint | Power Apps | Teams | Azure | Intune | Copilot | Viva

Valto is a Microsoft specialist committed to helping customers get more from Microsoft.

As a Microsoft Solutions Partner, we are experts in Microsoft Technologies including Modern Workplace, Microsoft 365, Azure, Business Applications, Data & AI.

One of our primary goals is to help "Change the World" by Impacting 1 million lives positively through social initiatives and working with non-profits.

Our Vision

- Best place to work
- Biggest and best projects
- Happiest Customers
- Change the World
- Best Culture
- Best Talent

MODERN WORKPLACE

DEVELOPING INTRANET, DOCUMENT MANAGEMENT AND HYBRID WAYS OF WORKING SOLUTIONS USING MICROSOFT TEAMS, SHAREPOINT, VIVA, AND OTHER MICROSOFT 365 SERVICES

MICROSOFT 365 & AZURE

ASSISTING ORGANISATIONS MANAGING DEVICES INCLUDING DESKTOPS / MOBILES AND MIGRATING TRADITIONAL SERVERS INFRASTRUCTURE TO THE AZURE PUBLIC CLOUD

BUSINESS APPLICATIONS

PROVIDING DEVELOPMENT SOLUTIONS AROUND THE MICROSOFT POWER PLATFORM INCLUDING POWER APPS, POWER BI AND POWER AUTOMATE

DATA & AI

PROVIDING AI SOLUTIONS INCLUDING FABRIC, POWER BI, AZURE PRO CODE DEVELOPMENT AND COPILOT

MANAGED SERVICES

PROVIDING MANAGED SERVICES FOR ALL THE PILLARS OUTLINED INCLUDING IT SUPPORT FOR ORGANISATIONS.

Microsoft Solutions Partners

Microsoft Solutions Partner in Modern Work

Modern Work Solution Partners have demonstrated the capabilities to deploy for SMB & Enterprise based on performance, skilling and customer success.

We also hold the less common Microsoft Adoption and Change Management Advanced Specialization, which, in short, means that our projects stand an extremely high chance of successful adoption.

Microsoft Solutions Partner in Digital & App Innovation

As a Solutions Partner for Digital & App Innovation we have demonstrated our broad capability to help customers build, run, and manage applications across multiple clouds, on premises, and at the edge.

Additionally, we hold the Low Code Application Development Advanced Specialization which includes Microsoft Power Apps and Microsoft Power Automate, to rapidly develop custom and flexible low-code line-of-business solutions.

Case Studies

Chester Zoo Case Study

Reducing waste through an efficient uniform ordering app to save money.

Chester Zoo staff members needed a way to keep track of previous orders and collections and an easier way to approve or reject any uniform related requests.

Click here to read.

City of London Case Study

The City of London previously managed its gardens with pen and paper.

Their goal was simple: build a Microsoft Power App solution that would streamline garden management for London's fieldworkers and administrators alike. The solution would have to be easy to use, scalable, and securely available on employee mobile devices.

Click here to read.

North Wales Fire and Rescue Services Case Study

NWFRS enhances emergency response with secure intranet deployment.

NWFRS needed to upgrade their on-premises information systems. By leveraging existing Microsoft 365 licenses, NWFRS achieved streamlined workflows and improved communication without incurring extra costs.

Service Description

Summary
Valto's Microsoft Training Services deliver expert-led, tailored training to help organisations get real value from Microsoft technologies. Our consultants provide practical, role-based training aligned to projects and bespoke ways of working.

Service Details
The Microsoft Training Services offering is designed to help organisations build confidence and capability across Microsoft technologies. Valto delivers expert-led training tailored to each organisation's goals, users, and ways of working rather than generic, off-the-shelf courses.
Training is commonly delivered alongside projects such as Microsoft 365, SharePoint, Power Platform, Dynamics 365, Azure, and AI solutions. This ensures learning is grounded in real scenarios, using the organisation's own environment, processes, and data.
We provide bespoke ways of working training that shows users how tools should be used day to day to support productivity, collaboration, security, and compliance. Sessions are adapted for different audiences, including end users, champions, administrators, and technical teams.
Training can be delivered in a range of formats including live workshops, recorded sessions, and supporting materials. Valto ensures knowledge transfer is effective, practical, and supports long-term adoption and success.

Service features
- Expert-led training delivered by experienced consultants
- Tailored sessions aligned to organisational ways of working
- Role-based training for users, champions, and administrators
- Practical, scenario-led learning approach
- Training aligned to real business processes
- Live interactive workshops and demonstrations
- Recorded sessions and supporting learning materials
- Adoption-focused training to drive behaviour change
- Knowledge transfer to build internal capability
- Flexible delivery to suit organisational needs

Service benefits
- Improves user confidence and capability
- Accelerates adoption of Microsoft solutions
- Delivers tailored training aligned to business needs
- Reduces reliance on generic training courses
- Improves return on Microsoft project investment
- Embeds consistent ways of working
- Increases productivity and efficiency
- Supports secure and compliant tool usage
- Builds internal capability through consultancy
- Maximises value from Microsoft training services

Service constraints
Microsoft Training Services are typically delivered remotely but can be delivered onsite by agreement. Training content is tailored to each customer and requires access to relevant environments, stakeholders, and project context.

Managed Services

Onboarding

Product	Cost
Onboarding Setup For organisations opting for the Essential, Advanced and Advanced Security tiers, Valto require an initial onboarding session to align with the clients needs and ensure correct setup from a support perspective. This includes: • Assets scoping • New starter/leaver processes • Applications & services • Core infrastructure understanding • Initial setup of services (Monitoring onboarding)	Contact Us

Managed IT Support

Products	Essential	Advanced	Advanced Security
Remote Desktop Support	✓	✓	✓
Core Business Hours - Mon- Fri (exclude Bank Hols)	✓	✓	✓
Valto Support Portal	✓	✓	✓
Annual Reporting and Service Review	✓	✓	✓
Out of Hours – Weekends, 24X7	Optional	Optional	Optional
On-site Core Services*	Billable	Billable	✓
3rd Party Vendor Management	✓	✓	✓
Starter / Leaver Process	✓	✓	✓
Major accident Management	Billable	✓	✓
Change Management**	Billable	✓	✓

Service Request Management	Billable	✓	✓
Teams Telephony	Billable	✓	✓
Desktop Monitoring	✗	✗	✓
Desktop Patch Management	✗	✗	✓

Server Support

Products	Essential	Advanced
Server Monitoring	✓	✓
Server Patching	✓	✓
Server Backup*	✗	✓
Server Disaster Recovery*	✗	✓
On-site major incident	Billable	✓

Network Support

Products	Essential
Wireless Network	✓
Wired Networks	✓
Internet Connections	✓
Firewall	✓
On-Site services	Optional

Managed Microsoft 365

Products	Free Tier*	Essentials	Advanced	Advanced Security
Microsoft Support Management	✓	✓	✓	✓
License Management	✓	✓	✓	✓
Basic Service Health Monitoring	✓	✓	✓	✓
Annual Free Health Check	✓	✓	✓	✓
Account Manager	✗	✓	✓	✓
Monthly Reporting	✗	✓	✓	✓
Quarterly Review and updates	✗	✓	✓	✓
Annual Security Hardening	✗	✓	✓	✓
Technical Consultant for Monthly Reviews*	✗	✗	✓	✓
Intune and Endpoint Security Management*	✗	✗	✓	✓
Secure Score Management**	✗	✗	✓	✓
Proactive Security operations & Monitoring	✗	✗	✗	✓

Managed SharePoint

Products	Essentials	Advanced
Support Portal	✓	✓
Incidents of SharePoint components	✓	✓
Authorised Users	2	5
Service health monitoring	✓	✓
Customer Success Manager with quarterly reviews	✗	✓

Annual SharePoint Review	✗	✓

Managed Azure

This service focuses on a fully managed approach covering all aspects of your Azure estate.

Component	Details
SERVICE MONITORING	• Performance Monitors for Key Resources • Azure Service Health Alerts • IaaS Server Monitoring with RMM
MANAGED MAINTENANCE	• OS Patching • Azure Platform Updates
MANAGED BACKUPS	• Scheduled and Validation • Retention Planning • Monitoring
SECURITY	• Microsoft Sentinel Monitoring • Defender for Cloud Setup and Monitoring • Permission Management
TECHNICAL SUPPORT	• Respond to incident requests within SLA • Diagnose Platform Issues • Recommend Remediations
SERVICE DELIVERY MANAGEMENT	• Account Manager • Quarterly Review • Reporting
CLOUD OPTIMISATION	• Annual Review with a Technical consultant • Cost Optimisation with FinOps
Cost	**Minimum cost of £1,500 Per Month** **Then 15% of Azure Monthly Consumption** **Azure NCE Subscription provided by Valto**

Maintenance Agreements

Deliverable	Cost
Valto Maintenance Managed Service (Power Platform) Valto will provide the above Managed Service for the solution based on a monthly cost of 2.5% of the overall deployment cost (excluding Consultancy / Workshop and Training elements).	**Per Project**

• **Note:** Effort is 2.5% of value of project, excluding tokens or training.	
SharePoint Maintenance Agreement (SharePoint/Viva)	**Per Project**