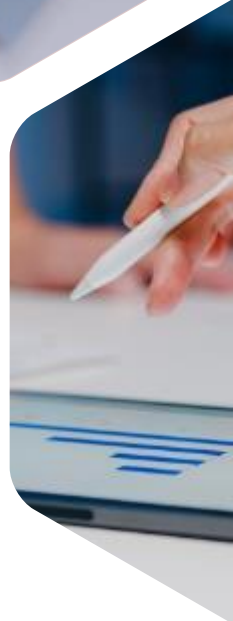
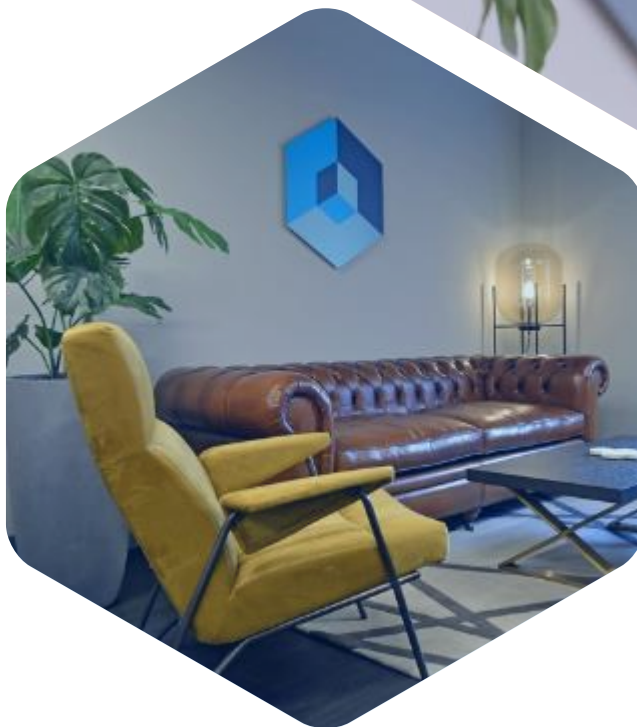


Valto

Managed Services

G-Cloud 15 Service Description



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
Modern Work

Specialist
Adoption and Change
Management

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.



Microsoft
Solutions Partner
Digital & App Innovation
Azure

Specialist
Low Code Application
Development

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 Managed Services provide ongoing operational support, optimisation, and access to Microsoft experts across business technology platforms. Our support engineers act as an extension of your team, ensuring systems remain secure, performant, and aligned to changing organisational needs.

Service Details

The Managed Services offering is designed to support organisations that require reliable, ongoing support for their technology platforms. Valto provides access to experienced consultants who manage day-to-day operations while helping organisations continuously improve how their systems are used.

Services include reactive support for incidents and requests, alongside proactive activities such as optimisation, governance guidance, security reviews, and platform health monitoring. This balanced approach ensures issues are resolved quickly while reducing the likelihood of recurring problems.

Our consultancy-led model focuses on understanding business priorities and aligning managed services activity accordingly. Regular reviews and clear communication ensure services remain relevant as organisational requirements evolve.

Valto delivers Managed Services through flexible engagement models. This allows organisations to scale support, consultancy, and optimisation services as required, with predictable service delivery and continuous improvement.

Service features

- Managed services consultancy and operational support
 - Access to experienced technology consultants
 - Incident and service request management services
 - Platform configuration and optimisation services
 - Governance, security, and compliance consultancy
 - Monitoring and proactive improvement services
 - Usage and adoption optimisation consultancy
 - Regular service reviews and reporting
 - Knowledge transfer and documentation services
 - Flexible managed services engagement options
-

Service benefits

- Provides ongoing consultancy-led managed services
 - Improves platform stability and performance
 - Reduces operational risk and disruption
 - Frees internal teams to focus on priorities
 - Improves security and governance posture
 - Supports continuous platform improvement
 - Aligns services with business objectives
 - Scales managed services as needs change
 - Delivers predictable and reliable support services
 - Maximises value from managed services investment
-

Service constraints

The Managed Services offering is typically delivered remotely but can be delivered onsite by agreement. The service scope, availability, and response times are defined by the managed services agreement. The service does not include large-scale transformation or development unless separately agreed. Access to supported platforms and appropriate permissions is required to deliver effective managed services.

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	✓
3 rd Party Vendor Management	✓	✓	✓
Starter / Leaver Process	✓	✓	✓
Major accident Management	Billable	✓	✓
Change Management**	Billable	✓	✓

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

Server Support

Products	Essential	Advanced
Server Monitoring	✓	✓
Server Patching	✓	✓
Server Backup*	X	✓
Server Disaster Recovery*	X	✓
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	X	✓	✓	✓
Monthly Reporting	X	✓	✓	✓
Quarterly Review and updates	X	✓	✓	✓
Annual Security Hardening	X	✓	✓	✓
Technical Consultant for Monthly Reviews*	X	X	✓	✓
Intune and Endpoint Security Management*	X	X	✓	✓
Secure Score Management**	X	X	✓	✓
Proactive Security operations & Monitoring	X	X	X	✓

Managed SharePoint

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

Annual SharePoint Review	X	✓
--------------------------	---	---

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