



G-Cloud 15

Service Definition

SharePoint Support and Custom Apps

Service Name: SharePoint Support and Custom Apps

Supplier: Business Reform Limited

Service Summary

Business Reform Limited provides SharePoint Support and Custom App services to help public sector organisations operate, enhance, and extend their Microsoft SharePoint environments. Our service combines responsive operational support with the design and development of bespoke SharePoint-based applications that improve efficiency, automate processes, and support organisational objectives.

We deliver practical, low-risk solutions that keep data within the Microsoft 365 environment while providing flexibility beyond off-the-shelf applications.

Service Description

Our SharePoint Support and Custom Apps service delivers ongoing support, administration, and bespoke application development within Microsoft SharePoint Online. We support organisations in maintaining a stable SharePoint environment while designing and building custom forms, workflows, and applications tailored to specific business processes.

Solutions can range from service request and helpdesk tools to procurement workflows, absence tracking, and document automation. Engagements can be delivered as ongoing managed support, discrete development projects, or a hybrid of both.

Service Scope

This service may include, but is not limited to:

- Ongoing SharePoint administration and support
- Incident logging, management, and resolution
- Design and development of custom SharePoint applications
- Service request and workflow automation
- Security group and permissions configuration
- Email integration with SharePoint lists and libraries
- Automated document generation using Word templates
- Custom form design for structured data capture
- Task and process automation to reduce manual effort
- Integration with Microsoft 365 services
- End-user training and knowledge transfer

Service Features

- Development of custom SharePoint apps aligned to business needs
- SharePoint administration and operational support
- Service request management and fulfilment
- Implementation of security groups and access controls
- Email ingestion and response directly from SharePoint
- Automated document generation using SharePoint and Word templates
- Bespoke form design for structured data storage
- Automation of repetitive tasks and workflows
- Branding of custom apps to match organisational identity

Service Benefits

- Greater utilisation of SharePoint across the organisation
- Fully managed, end-to-end SharePoint support
- Seamless integration with Microsoft 365 products
- Data retained securely within the customer's environment
- Cost-effective alternative to third-party applications
- Bespoke solutions designed around specific business requirements
- Delivery by a certified Microsoft Cloud Solution Provider

Service Delivery Approach

Engagements typically follow a structured approach:

1. **Discovery and Assessment** – understanding business processes, requirements, and existing SharePoint configuration.
2. **Design and Planning** – defining solution architecture, security model, and delivery approach.
3. **Build and Implementation** – development of custom apps, workflows, and configuration changes.
4. **Operate and Optimise** – ongoing support, enhancements, and continuous improvement.

Delivery can be remote, onsite, or hybrid depending on customer requirements.

Service Constraints

There are no specific service constraints. Delivery is subject to customer availability, access to systems, and agreed scope.

Reselling Information

Business Reform Limited acts as a Microsoft Cloud Solution Provider (CSP), reselling Microsoft services with additional SharePoint support and custom development capabilities.

Support and Service Management

Support is delivered through our UK-based IT Support helpdesk.

- Email and online ticketing support available
- Phone support available 24 hours a day, 7 days a week
- Support requests are logged, prioritised, and managed in line with agreed SLAs
- Customers can manage ticket status and priority

Support levels are defined by the agreed support contract and can be tailored to organisational needs.

Security and Compliance

- Staff are screened in line with internal security processes
- Government security clearance up to Baseline Personnel Security Standard (BPSS)
- SharePoint solutions are designed in line with Microsoft best practice and public sector requirements

Pricing

Pricing is provided on a transparent, engagement-specific basis and may be fixed-price or time-and-materials depending on scope.

For G-Cloud 15, Business Reform Limited provides a **G-Cloud 15 pricing rate card** for SharePoint Support and Custom Apps services. All buyer pricing through the Digital Marketplace is aligned to, and governed by, this published rate card.

Microsoft licensing and any associated Power Platform or third-party tooling costs are charged separately via Microsoft CSP.

Exit and Handover

At the conclusion of an engagement or support term, Business Reform Limited will provide documentation, configuration details, and knowledge transfer to enable ongoing operation by the customer or an alternative supplier.

Contact Information

Business Reform Limited provides ongoing account management and service oversight to ensure stable operation and continuous improvement.