



G-Cloud 15

Service Definition

SharePoint Intranet Designs and Consultancy

Service Name: SharePoint Intranet Designs and Consultancy

Supplier: Business Reform Limited

Service Summary

Business Reform Limited provides SharePoint Intranet Designs and Consultancy services to help public sector organisations deliver effective internal communication, collaboration, and information management solutions. Our service enables organisations to design and implement modern, user-friendly intranets built on Microsoft SharePoint, improving engagement, productivity, and access to information.

We work closely with customers to understand organisational needs and deliver intranet solutions that are secure, scalable, and aligned to Microsoft 365 best practice.

Service Description

Our SharePoint Intranet Designs and Consultancy service delivers end-to-end intranet design, implementation, and optimisation using Microsoft SharePoint Online. We help organisations modernise or replace legacy intranets, creating intuitive and visually engaging platforms that support communication, learning, and collaboration.

The service includes information architecture design, user experience and navigation planning, content presentation, and integration with Microsoft 365 services such as Power BI and Microsoft Stream. Engagements can be delivered as design-led projects, full intranet implementations, or incremental improvements to existing SharePoint environments.

Service Scope

This service may include, but is not limited to:

- SharePoint intranet planning, design, and implementation
- Information architecture and navigation design
- Homepage and landing page design
- Integration of existing SharePoint content
- Video, news, and dynamic content integration
- Power BI and third-party content embedding
- Security role and permissions design
- Use of modern SharePoint and ShortPoint design tools
- Development of learning and educational content areas
- Optimisation and continuous improvement
- Documentation and knowledge transfer

Service Features

- Integration of existing SharePoint information into intranet homepages
- Video feeds and dynamic content on landing pages
- Integration of Power BI data and external content
- Cost reduction compared to traditional hosted intranets
- Design of educational and learning-focused pages
- Use of modern SharePoint and ShortPoint design tools
- Fluid, cascaded navigation structures
- Rich page components including image carousels, KPIs, tickers, file lists, and calendars

Service Benefits

- Increased intranet user adoption and engagement
- Clear navigation and improved internal communication
- Role-based security for controlled content updates
- Fully customisable intranet designs using reusable templates
- Rapid deployment by an experienced design team
- Delivery by a UK-based team
- Data retained securely within the Microsoft SharePoint platform
- Powerful search and content discovery
- Removal of legacy intranet hosting costs

Service Delivery Approach

Engagements typically follow a structured approach:

1. **Discovery and Assessment** – understanding organisational objectives, users, and existing content.
2. **Design and Planning** – defining information architecture, navigation, visual design, and governance.
3. **Implementation and Build** – configuring SharePoint, building pages, and integrating content.
4. **Optimisation and Handover** – testing, refinement, documentation, and knowledge transfer.

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, content readiness, and agreed scope.

Reselling Information

Business Reform Limited acts as a Microsoft Cloud Solution Provider (CSP), reselling Microsoft services with additional intranet design, consultancy, and support 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 cases are prioritised in line with agreed SLAs
- Customers can manage ticket status and priority

Support levels and response times are defined by the agreed support contract.

Security and Compliance

- Staff are screened in line with internal security processes
- Government security clearance up to Baseline Personnel Security Standard (BPSS)
- SharePoint intranet 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 Intranet Designs and Consultancy services. All buyer pricing through the Digital Marketplace is aligned to, and governed by, this published rate card.

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

Exit and Handover

At the conclusion of the engagement, 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 successful delivery and continuous improvement.