



G-Cloud 15

Service Definition

Microsoft 365 Consulting and Management (MSP)

Service Name: Microsoft 365 Consulting and Management (MSP)

Supplier: Business Reform Limited

Service Summary

Business Reform Limited provides Microsoft 365 Consulting and Managed Service Provider (MSP) services to support public sector organisations in the adoption, management, and optimisation of Microsoft 365 environments. Our service enables organisations to maximise value from Microsoft 365 through secure configuration, effective governance, and responsive ongoing support.

We support customers across the full Microsoft 365 lifecycle, from tenant setup and migration through to day-to-day management, security posture improvement, and continuous optimisation. Services are delivered by experienced consultants with strong public sector and Microsoft cloud expertise.

Service Description

Our Microsoft 365 Consulting and Management (MSP) service provides structured consultancy and managed support for Microsoft 365 tenants. We help organisations design and implement secure, compliant Microsoft 365 environments that enable modern working, collaboration, and productivity.

The service covers tenant configuration, security and compliance controls, identity and access management, endpoint protection, licensing optimisation, and ongoing operational support. Engagements can be delivered as consultancy-led projects, fully managed services, or a hybrid of both.

Service Scope

This service may include, but is not limited to:

- Microsoft 365 tenant setup and configuration
- Migration from legacy platforms to Microsoft 365
- Security posture reviews and improvement plans
- Identity, access management, and conditional access policies
- Endpoint protection and device management
- SharePoint Online design and implementation
- File and data migration to SharePoint and OneDrive
- Licensing review and optimisation
- Ongoing tenant management and operational support
- Knowledge transfer, training, and documentation

Service Features

- Migration to Microsoft 365 from legacy services

- Full end-user support across Microsoft 365 products
- Knowledge transfer and training on key applications
- Endpoint protection and monitoring
- Licensing optimisation, including support for non-profit organisations
- Simplified and consolidated billing for support and licences
- Role-based access control (RBAC) implementation
- Conditional access policies for data protection
- Secure BYOD enablement with logical controls

Service Benefits

- Secure access to work from anywhere
- Improved productivity and collaboration
- High availability aligned with Microsoft 365 service levels
- Enhanced data security using Microsoft 365 security solutions
- Delivery by a Microsoft partner and certified Cloud Solution Provider
- Rapid deployment of secure BYOD and virtualised access
- Structured SharePoint design and implementation
- Reduced operational overhead through managed services

Service Delivery Approach

Engagements typically follow a structured approach:

1. **Discovery and Assessment** – understanding business objectives, current tenant configuration, and security posture.
2. **Design and Planning** – defining target configuration, governance, security controls, and migration approach.
3. **Implementation and Migration** – configuring Microsoft 365 services, migrating data, and enabling users.
4. **Operate and Optimise** – ongoing management, support, monitoring, 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 365 licences without additional reseller-only features, alongside consultancy and managed services.

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 selected support contract.

Security and Compliance

- Staff are screened in line with internal security processes
- Government security clearance up to Baseline Personnel Security Standard (BPSS)
- Microsoft 365 security controls are implemented 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 Microsoft 365 Consulting and Management (MSP) services. All buyer pricing through the Digital Marketplace is aligned to, and governed by, this published rate card.

Microsoft 365 licence costs are charged separately via Microsoft CSP.

Exit and Handover

At the end of an engagement or managed service term, Business Reform Limited will provide appropriate documentation, configuration details, and knowledge transfer to enable service continuity by the customer or an alternative supplier.

Contact Information

Business Reform Limited provides ongoing account management and service oversight throughout the engagement to ensure effective delivery and continuous improvement.