



G-Cloud 15

Service Definition

Microsoft Teams Implementation

Service Definition Document

Service Name: Microsoft Teams Implementation

Supplier: Business Reform Limited

Service Summary

Business Reform Limited provides Microsoft Teams implementation services to help public sector organisations deploy, adopt, and optimise Microsoft Teams as a core collaboration and communication platform. Our service enables organisations to improve teamwork, support flexible working, and integrate Microsoft Teams seamlessly with the wider Microsoft 365 ecosystem.

We deliver structured, user-focused implementations that combine technical configuration, security controls, and adoption support to ensure Microsoft Teams delivers measurable business value.

Service Description

Our Microsoft Teams Implementation service provides end-to-end support for the deployment and configuration of Microsoft Teams. We work with organisations to design a Teams environment aligned to business objectives, information governance requirements, and security standards.

The service covers tenant configuration, integration with Microsoft 365 services, security and external access controls, and user adoption. Engagements can be delivered as standalone projects or as part of a wider Microsoft 365 programme.

Service Scope

This service may include, but is not limited to:

- Microsoft Teams planning, design, and configuration
- Integration with SharePoint Online, OneDrive, Planner, and other Microsoft 365 services
- Teams structure design, including teams, channels, and permissions
- External access and guest collaboration configuration
- Security and compliance configuration for Teams
- Teams Phone design and implementation
- User adoption planning, training, and guidance
- Optimisation and configuration review
- Documentation and knowledge transfer

Service Features

- Proven user adoption and training approaches for Microsoft Teams

- Flexible scaling aligned to organisational objectives
- Security configuration to control external and guest access
- Integration with SharePoint, OneDrive, Yammer, and Planner
- Support for chat, video meetings, document sharing, and collaboration
- Optimisation of Teams to suit business requirements

Service Benefits

- Strong foundation for Microsoft Teams and Microsoft 365 adoption
- Real-time collaboration with internal and external users
- Secure and easy-to-use video meetings and messaging
- Enablement of Teams Phone for unified communications
- Support for flexible and remote working
- Continuous access to Microsoft product innovation and updates
- Improved transparency and collaboration across the organisation
- Adoption of modern collaboration features within Microsoft Teams

Service Delivery Approach

Engagements typically follow a structured approach:

1. **Discovery and Assessment** – understanding business requirements, collaboration needs, and current configuration.
2. **Design and Planning** – defining Teams architecture, governance, security controls, and adoption approach.
3. **Implementation and Configuration** – deploying Teams, integrations, and policies.
4. **Adoption and Handover** – user enablement, 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, access to systems, and agreed scope.

Reselling Information

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

Support and Service Management

Support is provided 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)
- Microsoft Teams security controls are configured 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 Teams Implementation services. All buyer pricing through the Digital Marketplace is aligned to, and governed by, this published rate card.

Microsoft licensing and calling plan 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.