



Tivarri

Keeps Your Business Running

Tivarri Modern Work Managed IT Service

TIVARRI MODERN WORK – SERVICE DEFINITION

Version: v1.3

Reference: Modern Work

Date: 25th January 2026

1 SERVICE OVERVIEW

Tivarri's configuration of Microsoft 365 platforms is designed to assist organisations in meeting the compliance requirements of GDPR, the Financial Conduct Authority (FCA) and National Cyber Security Centre (NCSC) Cyber Essentials guidance. It uses Microsoft Azure authentication and Threat Protection services as well as Microsoft Exchange Online email facilities.

2 TIVARRI MODERN WORK

This service is based on the configuration, support and management of Microsoft Modern Work SaaS (often referred to as Microsoft 365). Office applications run locally on the customers Windows workstation and laptop computers. Files are opened from and saved directly to Microsoft servers in Microsoft's UK data centres using Microsoft OneDrive and SharePoint file services. This means critical business data is stored in an encrypted state in Microsoft's UK data centres, not local devices.

Services are deployed to ensure that only applications authorised by the organisation can be run protecting them from viruses, malware, and unlicensed software.

This service is ideal for organisations that don't run "legacy" applications e.g., accounts or CRM software that require on-premise servers. Users can work from any Internet connected location which makes this solution ideal for people that frequently travel or work from home.

The service infrastructure is designed for regulatory compliance, Microsoft UK data centres are used for primary data. Client data is backed up daily to a second UK (non-Microsoft) data centre and all client computers utilise encrypted disks to protect against data theft.

Microsoft Entra ID is used for authentication to ensure that users only need to remember one set of credentials across the system and multi-factor authentication is employed to ensure that the identity of the user is confirmed before any new devices are added or system changes are made.

Mobile device data protection and email advanced threat protection are also employed.

The service setup includes migration of existing Customer data.

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