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Microsoft Places Enablement

G Cloud: Service Definition

Version 1.0



SERVICE DEFINITION

Microsoft Places Discovery, Migration & Implementation Services

Service overview

Our range of Places services packages cover advisory, configuration (including Proof of Concept), migration and support services for Microsoft Exchange resource booking and Microsoft Places.

They are designed to help public sector organisations design, implement, migrate and maintain room and desk booking solutions using **Microsoft native capabilities**, with optional support for transitioning from third-party booking systems.

The services are delivered remotely and are suitable for organisations using Microsoft 365, Exchange Online and Microsoft Places.

Professional Services Pricing

Microsoft Places Discovery Service	Pricing
Delivered as a free 2-hour workshop with follow-up documents, featuring: • A live demonstration showcasing the end-user experience, key configuration steps, and facilities management features. • A review of current and future needs, including any gaps in capability. • Important considerations if migrating from using a third-party workspace booking system or native 'Room Finder' in Microsoft Outlook. • A rollout readiness assessment, detailing prerequisites such as licensing, IT resources, and any areas where additional services or support may be required. • A summary and next steps recommendations to guide your planning and decision-making.	£ FREE

Microsoft Places Advisory Service	Pricing
Delivered as a remote half-day workshop with accompanying documentation, including: • A live demonstration showcasing the end-user experience, key configuration steps, and facilities management features. • A review of current and future needs, including any gaps in capability. • A rollout readiness assessment, detailing prerequisites such as licensing, IT resources, and any areas where additional services or support may be required. • Guidance on setting up a Microsoft Places pilot that coexists with current booking tools, including Room Finder. • Recommendations for migrating from an incumbent workspace booking system. • A detailed summary and next steps presentation to guide your planning and decision-making.	£ 1,300

Microsoft Places Proof of Concept Service	Pricing
Comprises remote workshops, consulting support, and documentation, including: • Demonstration and positioning of key Microsoft Places features. • Discovery workshop to define evaluation criteria and success metrics. • Readiness planning, including prerequisites and setup plan. • Pilot implementation, covering an agreed scope of rooms, desks, desk pools, office buildings, floors, and interactive maps. • Hands-on training for IT, facilities, and other key users. • POC phase – with ongoing support and regular check-ins. • Final review – includes a roadmap for wider rollout, a migration and adoption plan (if required), and handover planning to define ownership, ongoing maintenance, and any support needs.	£2,600- £7,200 Depending on Scope (remote delivery)

Microsoft Places Migration Advisory Service*	Pricing
Comprises remote workshops, consulting support, and documentation, including: • Discovery workshop to understand your existing setup and stakeholder needs. • Gap and feature analysis to ensure Places can match current workspace booking functionality and identify where additional services may be required, such as visitor management, service and catering requests, parking, etc. • Environment readiness report detailing prerequisites, licensing needs, and technical considerations to inform the migration plan. • A detailed cross-over plan to ensure as seamless a migration as possible. • A migration proposal tailored to your needs and resources - covering key phases, roles, training, user adoption strategies, timelines, and areas where additional support and services may be required.	£5,200- £7,200 Depending on scope (remote delivery)

- Additional services can be provided according to individual customer scope, priced at £1,300 per day.
- Services quoted above are typically provided remotely.
- Where on site services are preferred, the day rate increases to £1,700 per day, inclusive of travel/subsistence expenses within the UK.

A link to wider expertise

Our initial role will be to plan, implement and help you orchestrate a successful rollout.

We're also able to support you in other areas that facilitate infrastructure modernisation and underpin smarter ways of working. For example, over the longer term you may benefit from our experience in:

- Power BI and bespoke reporting.
- Delivering platforms for learning management, policy updates (e.g. health and safety advice) and training that are integrated in your Microsoft 365 environment.
- Migration and modernisation of legacy repositories including calendar content, email archives and file stores.
- Delivering cloud-based infrastructure including backup, archiving, journaling and general, long-term storage along with retention management and eDiscovery.

***Following our migration advisory service, Essential offers a range of service options including:**

- Resource Analysis & Prep

We'll start by reviewing the bookable resources defined in your current third-party booking system and/or your existing resource mailboxes. From there, we can help you configure all resources to ensure they're accurately represented within the Places data hierarchy with the correct mailbox types, properties, naming conventions, permissions, booking policies, metadata, and room list configurations.

- Floor Plan Conversion

We can convert existing floor plans into IMDF format for seamless upload into Places - or create new floor plans, following which they can be maintained by you or our team.

- Wider Environment Readiness

We'll review your Entra ID (Azure AD) management hierarchy, along with Microsoft 365 Groups and Teams structures, to ensure they support optimal Space Plan analytics, including 'insights into workplace adoption by leaders'. We'll also work with your preferred Teams Rooms (MTR) and sensor providers to highlight any upgrade requirements or opportunities, such as enabling auto-release functionality and occupancy counting.

- Migration of Existing Bookings

Where a legacy system is in use, we can import future workspace bookings into Places, helping to ensure a smooth transition.

- Coexistence Planning

Our team will give you guidance on configuring Places to run seamlessly alongside third-party workspace booking tools or native Outlook Room Finder, to support pilot groups or phased adoption - e.g., where some users can't immediately switch to using new Outlook or Teams, or are still hosted on-premises.

- Communication & Adoption

We can advise on communications and user adoption strategies to support a successful rollout. We also offer an ongoing support service to help keep you prepared as Places evolves. Where needed, our bespoke video service delivers engaging, professional training and guidance content using your own systems, branding, and messaging.

WHO WE ARE

Partnering with Essential

What we do



Since 1994 Essential has been helping enterprises of all sizes across the UK and Europe to adopt and adapt to evolving Microsoft-based workplaces, and to thrive as a result.

As the modern workplace is evolving at lightning speed, we continue to support organisations transition their legacy data and infrastructure to the cloud and then build on their investment to deliver successful outcomes for their workforce and organisation.

Examples include:

Enabling modern, more efficient ways of working:

- Portsmouth City Council uses one of our workspace booking systems to facilitate room and desk booking across Council buildings.
- A UK police force uses our Teams and SharePoint based LMS to deliver tailored learning experiences for staff securely across desktop and mobile devices.
- NHS Informatics Merseyside uses our LMS combined with External User Manager to securely manage learning for internal and external agency staff, all contained within their M365 tenant.

Accelerating cloud adoption:

- A large drinks manufacturer is working with Essential to deliver SharePoint management and governance to control the sprawl of SharePoint and Teams sites and document versions, ensuring content is maintained and accessible, while rarely used content is archived to manage storage costs.
- UK Media company used our data migration service to support migration from a legacy email archive, to reduce costs and consolidate data into Microsoft 365.
- Organisations across the UK and Europe work with Essential to support collaboration across ring-fenced and secure Microsoft environments, enabling people to find each other within separate Microsoft Global Address lists.

We value deep relationships with our customer base, many of whom have been working with us for over a decade.

- Being a small, specialist service provider means we focus on fewer, larger and more complex projects. It means you get a personal service from a team that truly wants to add value to your business for many years to come.
- Strong partnerships with software vendors and service providers means we can bring the best options to our customers and provide that extra layer of support and service to our customers in the UK.
- Our people are knowledgeable and passionate about getting things right. We're not afraid of big technical challenges, setting realistic expectations or dealing with 'softer issues' where new technology meets your people, processes and real life.

Workspace management expertise

Over the last 10 years Essential has helped enterprises select and implement best-of-breed solutions to help them manage their workspace and other resources more effectively by building on their existing IT investment.

We offer a **holistic service** that includes working with all stakeholders within your organisation including your IT team, facilities staff and key 'end users' to make sure your implementation is a success. Key value-add services include:

- Deep expertise, bringing 'lessons learned' from 100+ implementations meaning low risk, a smoother roll-out and increased user uptake
- Realistic, meaning we will say what can (and can't!) be done, quickly leading you to a design that works for your environment, people and processes

Focused on empowering you to manage the solution in-house via training, informal knowledge transfer, documentation, and a helpful support team

Organisations using workspace management solutions from Essential include Arun District Council, BAE Systems, Canal & River Trust, CMS, Glencore, global Media Group, Harrods, Hawksford, Man Group, Meath County Council, Merlin Entertainment, NATS, Portsmouth County Council, RICS, Wates, and Wessex Water.



"Working with Essential we have been able to make Microsoft Outlook the single portal via which we can book everything required for visitors to NATs' offices. At the same time as scheduling a visit in Outlook calendar we can request meeting rooms, seating layouts, AV equipment, catering, Wifi codes, security arrangements, and so on."

Jane Jennings, Business System Analyst for Supply Chain and FM at NATS



The workspace booking system implemented at RICS is helping support neurodiverse people in the workplace. [See the interview with Mark Southwell.](#)



"As a customer with a large multi-level, multi-core building, we were initially concerned about the complexities of navigation. Essential exceeded our expectations by placing a strong emphasis on floor plan design and navigation to deliver the best UX. They also delivered a branded instructional video which has become an invaluable resource".

Jeremy Underdown, Operational Property Manager at Portsmouth City Council

