



Microsoft 365 Training & Adoption Service

Supplier: PWM Training (UK) Limited

1) Service Summary

Instructor-led and on-demand Microsoft 365 training with role-based pathways and scenario-driven modules.

2) Detailed Service Description

- Live remote/onsite training
- On-demand modules and recordings
- Role-based curricula and adoption comms
- Programme analytics and feedback loops

3) Scope & Deliverables

- Decks, guides, recordings, attendance and feedback reports
- Final benefits summary

4) Features

- Role-based Microsoft 365 training pathways tailored to departments
- Live and on-demand Microsoft 365 training sessions
- Scenario-based learning focused on real work tasks
- All M365 apps training including Teams, SharePoint, Copilot and Viva
- Power Platform fundamentals for productivity improvement
- Workshop team challenges to design better Microsoft365 working methods
- Accessible learning materials aligned to WCAG 2.1 AA
- Adoption communications and change-management support
- Recordings, guides and learning resources included
- Programme analytics, feedback loops and learner reporting

5) Service benefits

- Faster, safer Microsoft 365 adoption across the organisation
- Increased digital confidence for all user groups
- Reduced IT and service-desk support demand
- Improved collaboration and communication behaviours
- Consistent skills uplift across departments

- Higher productivity using Microsoft 365 tools effectively
- Better engagement through Champions networks
- Inclusive, accessible learning for diverse user needs
- Evergreen learning that tracks Microsoft 365 updates
- Stronger return on Microsoft 365 investment

6) SLAs

- 1 business-day response to booking queries
- Target CSAT $\geq 4.5/5$
- Captions/transcripts within 5 working days

7) Onboarding & Offboarding

Onboarding:

- Training needs analysis, if contracted
- Session video recordings, if contracted
- Schedule of sessions and promotional text for Comms
- Stakeholder briefings

Offboarding:

- Recordings, materials and final report

8) Technical Requirements

- M365 licences for attendees
- Teams access

9) Social Value & KPIs

- Skills uplift $\geq 80\%$; learner reach $\geq 90\%$; CSAT $\geq 4.5/5$
- Two free public webinars p.a.; inclusive formats

10) Delivery model & support

Delivery and support are primarily remote using Microsoft Teams. Onsite workshops can be arranged for specific events if required. This service does not include ongoing helpdesk/email/phone/web-chat/ticketing support; communication is provided only as part of scheduled training and adoption delivery. Buyers requiring ongoing Helpdesk Support may procure it separately.

11) Technical requirements & dependencies (expanded)

- Active Microsoft 365 tenant; attendees licensed for relevant apps
- Microsoft Teams access for live sessions
- Appropriate permissions/governance in place for exercises (Teams/SharePoint access)

- Buyer stakeholders/SMEs available for discovery and tailoring
- For scenario-based modules, sample documents/processes provided in advance

12) Constraints

While we can visit the buyer's site for specific events, delivery will be predominantly remote. Training depends on buyers providing the necessary access and permissions. Platform configuration, security policy and tenant changes remain the buyer's responsibility or that of their technical partner.