



SERVICE DEFINITION DOCUMENT

POST MIGRATION MICROSOFT 365 SUPPORT

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Contents

CONTENTS	1
TABLE OF FIGURES	1
BACKGROUND	2
OUR CAPABILITIES.....	2
APPROACH	4
RISK MANAGEMENT, GOVERNANCE & ASSURANCE	5
SUSTAINABILITY/GPM	6
UN SUSTAINABILITY GOALS.....	6
PRICING.....	6
CONTACTS	6
ABOUT US.....	7
OUR GLOBAL FOOTPRINT	7
CORE CAPABILITIES	8
ACCREDITATIONS & CERTIFICATIONS.....	8
CROSS-INDUSTRY IMPACT.....	9
POWERED BY PEOPLE	9

Table of Figures

Figure 1: M365 Post Migration Framework.....	4
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BACKGROUND

This document describes Simplex's technical advisory, consultancy, and support services for Microsoft 365 post-migration environments. The services focus on service stabilisation, operational transition, and ongoing optimisation across cloud-based ecosystems. In addition to core Microsoft 365 operational support, the services incorporate data governance, analytics enablement, and AI-assisted operational insights to help organisations maximise value from their Microsoft 365 investment following migration.

The offering is designed to ensure continuity, reliability, and effective management of Microsoft 365 services, while enabling data-driven decision-making, proactive service monitoring, and intelligent optimisation using native Microsoft cloud, data, and AI capabilities.

OUR CAPABILITIES

Service Features

- Business continuity assurance to maintain service availability, resilience, and recoverability
- ITIL-aligned service reviews to ensure operational effectiveness, governance, and compliance
- Ongoing review and enhancement of the Microsoft 365 service catalogue in line with evolving public cloud, data, and AI capabilities
- End-to-end service management across Microsoft 365 and integrated cloud platforms
- 24x7x365 monitoring using cloud-native and AI-assisted monitoring tools to proactively identify, predict, and resolve service issues
- Continuous service improvement aligned with Microsoft 365 roadmap updates, cloud platform evolution, and emerging data and AI trends
- Maintenance of an up-to-date cloud, data, and digital workplace strategy and roadmap
- Service validation and testing to confirm operational readiness, performance, and user experience
- Service integration across Microsoft 365, identity, security, data, and collaboration platforms
- Controlled release and deployment management to support stable service changes and feature adoption

Data & AI Enablement Features:

- Operational insights using Microsoft 365 usage analytics and telemetry data
- Support for Microsoft Graph, audit logs, and activity data to improve service visibility
- AI-assisted incident detection, trend analysis, and service optimisation recommendations
- Enablement of reporting dashboards for service performance, adoption, and productivity metrics
- Alignment with Microsoft Copilot, Power BI, and Power Platform capabilities where applicable

Service Benefits (Enhanced)

- Ensures service teams are equipped with the skills, processes, tools, and insights required to support Microsoft 365 cloud services effectively
- Improves user experience through continuous review and refinement of service processes informed by operational data
- Provides clear visibility into the impact of Microsoft cloud platform updates, feature releases, and AI enhancements on the client environment
- Bridges organisational requirements with Microsoft 365, data, and AI platform capabilities
- Enables effective, on-demand support through proactive monitoring and predictive insights
- Drives ongoing service improvement, optimisation, and innovation using data-driven and AI-enabled approaches

Approach (Minor Enhancement – Data & AI Alignment)

Simplex's Cloud Strategy-to-Execution journey is based on its Alignment Build Capabilities (ABC) framework. The framework integrates cloud operations, data visibility, and AI-enabled insights to support stable, secure, and continuously improving Microsoft 365 environments.

Technologies and Components Covered

- **Hosting:** In-house, outsourced, private, and public cloud
- **Building Blocks:** Compute, storage, backup, archive
- **Platform:** Microsoft 365 services, database and middleware platforms
- **Data & Analytics:** Usage analytics, operational dashboards, reporting and insights
- **Operations:** Monitoring, management, and AI-assisted operational intelligence
- **Security:** Compliance, regulatory controls, identity, and data protection
- **Process:** Business, service, and operational level agreements

APPROACH

Simplex's Cloud - Strategy to Execution journey for its clients is based on our Alignment Build Capabilities (ABC) framework as shown below:

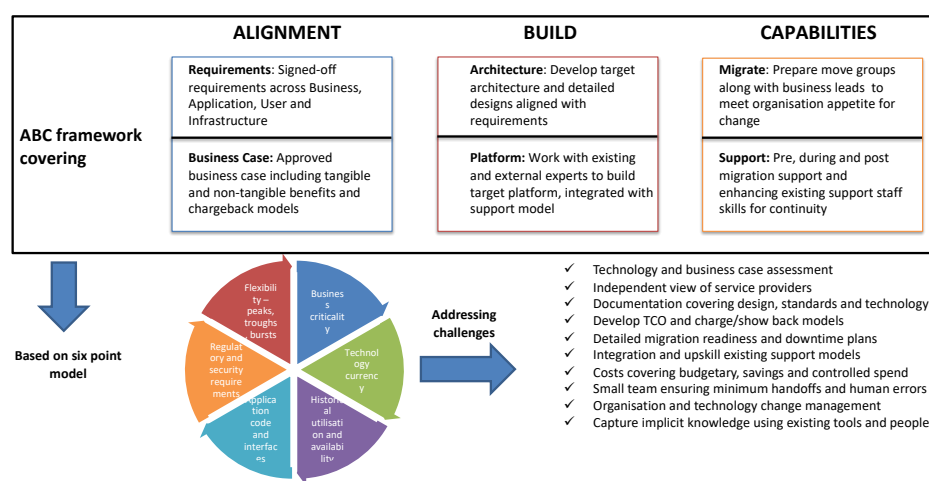


Figure 1: M365 Post Migration Framework

The various technologies and components covered are as below:

- **Hosting** - In-house, Outsourced, Private and Public Cloud
- **Building Blocks** - Compute, Storage, Backup, Archive
- **Platform** - Database and Middleware
- **Operations** - Monitoring and Management
- **Security** - Compliance and Regulatory
- **Process** - Business, Service & Operational Level Agreements

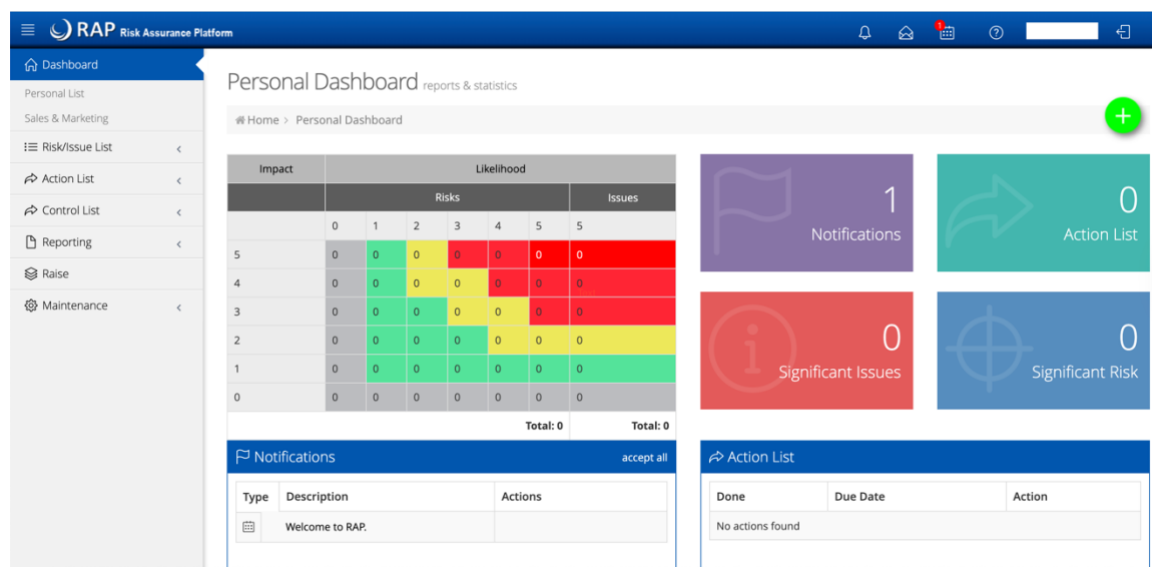
Risk Management, Governance & Assurance

As part of its governance and assurance approach, Simplex applies a structured and consistent risk management capability, supported where appropriate by a secure, cloud-based Risk Assurance Platform. This capability is used to enable systematic identification, assessment, and ongoing management of risks across delivery, operational, architectural, and programme contexts throughout the service lifecycle.

The approach ensures that all identified risks are clearly defined, categorised, and assigned accountable owners, creating transparency and reinforcing ownership from the point of identification through to resolution. Risks are assessed using auditable and configurable scoring models that consider likelihood and impact across multiple dimensions, enabling informed prioritisation and evidence-based decision-making.

The platform supports clear differentiation between inherent risk, residual risk, and target risk states, providing stakeholders with visibility into control effectiveness and progress toward risk reduction objectives. Continuous monitoring and structured reporting enable early identification of emerging risks, trends, and control gaps, supporting proactive governance rather than reactive intervention.

Risk controls, mitigating actions, and dependencies are managed through governed workflows with role-based access, ensuring that responsibilities, approvals, and changes are appropriately controlled and traceable. This structured approach supports strong compliance, audit readiness, and assurance requirements, particularly in regulated and assurance-driven environments, while enabling Simplex and its clients to maintain a consistent, defensible, and data-informed approach to risk management across all services.



Sustainability/GPM

Simplex Services embeds sustainability into the way projects and services are designed, governed, and delivered, rather than treating it as a standalone initiative. As a GPM-aligned organisation and Accredited Training Partner, Simplex applies Sustainable Project Management principles to reduce waste, optimise resource utilisation, and improve long-term value across cloud, digital, and infrastructure engagements. Sustainability considerations are integrated into planning, delivery, and assurance activities, ensuring that environmental, social, and economic impacts are assessed alongside cost, risk, and performance. This pragmatic approach enables clients to achieve responsible outcomes without adding unnecessary complexity or administrative burden.

UN Sustainability GOALS

Simplex's sustainability practices directly support the UN Sustainable Development Goals, particularly goals relating to responsible consumption and production, industry innovation and infrastructure, climate action, and decent work and economic growth. Through responsible IT delivery, cloud optimisation, governance-led decision-making, and sustainable project management practices, Simplex helps organisations reduce carbon impact, improve operational efficiency, and build resilient digital foundations. By focusing on measurable outcomes—such as reduced waste, improved lifecycle management, and stronger governance—Simplex enables clients to demonstrate tangible progress against sustainability objectives while maintaining compliance with public-sector standards and long-term organisational goals.

PRICING

Please refer to the associated Pricing Document relevant to this Service.

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ABOUT US

Simplex Services responds to the diverse business needs of enterprises of all sizes, focusing on aligning business priorities with technology solutions, operating models, and costs.

For over a decade, our service offerings have been aimed at maximising the potential that technology can offer. Our customers and partners trust us not just for solutioning & implementation, but also to improve efficiency, reduce costs, identify new revenue streams, and make them future-ready.

1200⁺

Years of Industry Experience

8800⁺

Hours of Consulting Delivered So Far

97%

Projects Completed on Time

95⁺

Employees & Associates

11

Years in Business



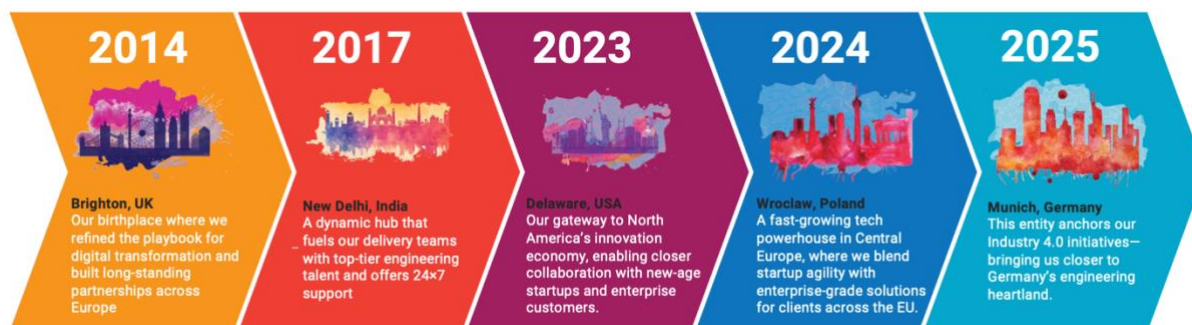
Our Global Footprint

Mapping Impact Worldwide

Our Global Footprint

Mapping Impact Worldwide

From its conception in Brighton, UK, Simplex Services has expanded its global footprint by establishing offices in key locations worldwide to deepen relationships, tap local expertise and deliver hands-on support to clients worldwide.



Core Capabilities

Accelerating Digital Transformation

Advisory & Architecture - Strategic guidance and technical expertise to help businesses navigate the complex world of IT architecture and make informed decisions about their technology investments. - With our Technical Authority-as-a-Service (TAaaS) framework, we offer businesses a flexible, cost-effective, and rapidly deployable solution to access the technical expertise needed, when needed, without the overhead of building in-house teams and improving organisational agility.	Data and AI - Transforming your core processes into self-optimising, intelligent operations to reduce costs, eliminate errors, and accelerate time to value. - Our AI-powered and data-led workflow automation solutions turn buzzwords into business value. We help you identify high impact automation opportunities that reduce errors, cut costs, and improve efficiency—from quick win deployments to enterprise-wide automation strategies for measurable outcomes.	Digital Workplace - Align technology, people, and business processes to improve productivity and organisational efficiency and enable a consistent end-user experience across multiple devices and locations. - Our solutions integrate productivity platforms like Microsoft 365 and identity management with a focus on user experience and security. The result is a workplace that boosts collaboration, streamlines workflows, and adapts to evolving business needs—without compromising compliance or performance.	Infrastructure Modernisation - Unlock agility, resilience, and cost efficiency by transforming your legacy infrastructure into a modern, cloud-optimised environment. - Our cloud services take you from assessment to execution. Whether it's migrating workloads to hyperscale's like Microsoft Azure, adopting hybrid or multi-cloud architectures, or DevOps integration, we design and deliver a scalable, secure, and high-performance foundation that supports continuous business innovation and delivers measurable ROI.	Workforce Staffing - Bridge talent gaps quickly with provide skilled professionals who integrate seamlessly into diverse teams, delivering immediate value on critical projects. - From niche technical experts to largescale deployment teams, we handle sourcing, vetting, and onboarding—so you can focus on delivery. Our flexible staffing solutions adapt to your needs, whether it's short-term augmentation, long-term placements, or rapid scaling for new initiatives.
Field Force - Empower your distributed workforce with a connected, secure, and intelligent digital workplace designed for the realities of field operations. - Our framework delivers end-to-end IT support—from on-site assistance and IMAC (install, move, add, change) services to legacy device lifecycle management—resulting in a resilient, agile, and secure environment that keeps your field teams connected, your assets protected, and your operations running smoothly.	Merger and Acquisition - Simplify the IT complexities of M&A with end-to-end integration services, including managing due diligence, system consolidation, and process harmonisation. - By identifying synergies and mitigating risks early, we help you achieve a smooth transition ensuring your technology landscape supports the deal's strategic objectives. Our approach accelerates value realisation and ensures business continuity while aligning people, processes, and platforms across the merged entity.	Operational Resilience - Strengthen critical processes, improve disaster recovery readiness, and ensure continuity in the face of adverse events—adapt, respond, and recover. - We align resilience planning with regulatory requirements and industry best practices, enabling business continuity and helping you protect revenue, maintain trust, and recover faster. From risk assessments to disaster recovery strategy to incident response, we provide the guardrails your business needs to thrive under pressure.	Risk Assurance Platform - Transform the way your organisation identifies, owns, and mitigates risk with RAP—a highly configurable, cloud-based enterprise risk management solution built on ISO 31000 principles. - RAP combines data, analytics, and automation to help you identify, assess, and mitigate risks before they impact your business. From board-level oversight to frontline accountability, RAP embeds a culture of proactive risk governance across the business.	Sustainability - Embed sustainability into every stage of your digital transformation with strategies that deliver measurable ESG impact alongside business performance. - We help organisations reduce their carbon footprint by architecting energy-efficient infrastructure, sustainable IT asset disposition, and optimising processes. Through our partnership with Green Project Management (GPM), we bring proven methodologies to turn sustainability from a compliance obligation into a driver of innovation, cost savings, and brand value.

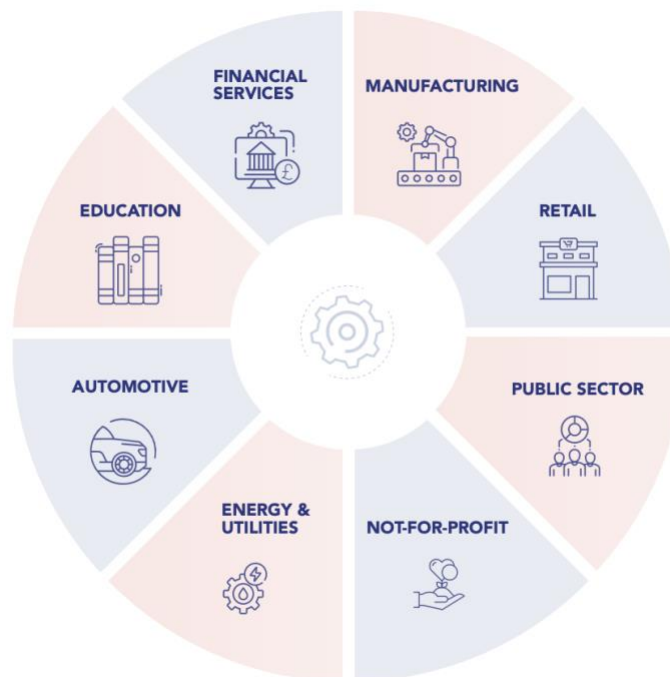
Accreditations & Certifications

Validated. Trusted. Proven.



Cross-Industry Impact

Tailored for Every Terrain



Powered by People

Human Insight. Technological Impact.

At Simplex Services, our people-first philosophy underpins every engagement. By putting human needs at the core, we ensure every stakeholder gains maximum value from future-ready solutions that deliver lasting returns on investment.

We listen—actively and attentively—to understand each client’s unique goals, challenges, and priorities. This deep understanding forms the foundation of partnerships built on trust, transparency, and collaboration. With a team of highly experienced and diverse professionals, our commitment is to ensure that every solution we provide continues to drive operational excellence and long-term success.

Additionally, within our organisation, every team member is empowered to thrive, not just deliver. We help our employees stay ahead of the curve by investing in their growth with hands-on training, learning programs, and industry-recognised certifications.

Simplex supports the Living Wage Campaign, led by Brighton Chamber and supported by Brighton & Hove City Council and UNISON Brighton, for promoting fair pay, improving employee wellbeing, and strengthening communities.

We are also proud of taking the Breathe Culture Pledge, joining a growing movement of businesses in the region committing towards investing in our company culture to super-charge employee engagement and propel the businesses forward.