



SERVICE DEFINITION DOCUMENT

MICROSOFT 365 DIGITAL WORKPLACE

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BACKGROUND

Organisations are increasingly reliant on Microsoft 365 as a core digital workplace platform to support collaboration, productivity, information management, and secure remote working. To realise the full value of Microsoft 365, organisations require not only platform deployment, but also strong architectural direction, governance, operational alignment, and continuous optimisation.

This document describes Simplex's Microsoft 365 Digital Workplace, Advisory, and Architecture Services, delivered as part of its Infrastructure Modernisation capability. The service provides integrated technical advisory, architecture, consultancy, and support services to design, implement, govern, and evolve Microsoft 365 environments within the wider cloud ecosystem.

The service incorporates data-driven and AI-aware design considerations to support Microsoft 365 platforms to be secure, compliant, insight-led, and future-ready. This includes information architecture, analytics enablement, operational visibility, and readiness for Microsoft-native automation and AI capabilities.

OUR CAPABILITIES

Simplex delivers an end-to-end Microsoft 365 Digital Workplace and Architecture capability, covering strategy, design, implementation, governance, and continuous improvement.



Figure 1: Microsoft 365 Digital Workplace Capabilities

1. Strategy, Advisory & Consulting Services

Simplex provides independent advisory services to align Microsoft 365 adoption with business objectives and modernisation goals.

Capabilities include:

- IT strategy and digital workplace roadmap formulation
- Cloud, infrastructure, and Microsoft 365 advisory
- Business-aligned IT process design
- Target operating model definition
- Alignment of Microsoft 365 capabilities with organisational priorities

These services ensure Microsoft 365 initiatives are purposeful, scalable, and aligned with long-term transformation objectives.

2. Microsoft 365 Digital Workplace Services

Simplex delivers comprehensive Digital Workplace services to enable a consistent, secure, and productive end-user experience across devices and locations.

Capabilities include:

- Collaboration and productivity enablement using Microsoft 365
- Identity, access, and compliance architecture
- Information architecture and content lifecycle design
- Device and workplace integration
- Support for hybrid and remote working models

These services align people, technology, and business processes to improve productivity and organisational efficiency.

3. Infrastructure Modernisation Alignment

Microsoft 365 services are delivered within the context of broader Infrastructure Modernisation initiatives.

Capabilities include:

- Alignment with cloud migration and hosting strategies
- Integration with modernised infrastructure and platforms

- Support for hybrid cloud and modern operating models
- Governance alignment across infrastructure, workplace, and security domains

This ensures Microsoft 365 operates as part of a coherent, modernised technology estate.

4. Data-Driven & AI-Aware Enablement

Simplex embeds data and AI considerations across all Microsoft 365 advisory and architecture services, using Microsoft-native capabilities.

Capabilities include:

- Information and data architecture advisory
- Use of Microsoft 365 usage analytics and telemetry for insight
- Operational dashboards and reporting enablement
- Readiness for Power BI, Power Platform, and Copilot adoption
- Governance and assurance for responsible AI use

These capabilities support insight-led decision-making and future AI adoption without introducing product or SaaS risk.

5. Operational Governance & Support Readiness

Simplex ensures Microsoft 365 environments are designed for operational stability and supportability. This service defines the advisory, architectural, and governance foundations for the Digital Workplace; day-to-day operational support is delivered through dedicated Microsoft 365 Post-Migration Support services where required.

Capabilities include:

- Operational model and service readiness design
- Integration with ITSM and support processes
- Monitoring and management considerations
- Release, change, and lifecycle governance

APPROACH

Simplex delivers Microsoft 365 Digital Workplace and Architecture Services using its Alignment Build Capabilities (ABC) framework.

Phase 1: Discover

- Stakeholder workshops and requirement analysis
- Current-state environment and capability assessment
- Risk, dependency, and opportunity identification

Phase 2: Define

- Target-state Microsoft 365 architecture
- Digital workplace roadmap and standards
- Governance, security, and compliance alignment

Phase 3: Design

- Detailed architecture and solution design
- Information, security, and operational design
- Validation against business and technical requirements

Phase 4: Govern & Assure

- Architecture reviews and assurance
- Design compliance and quality control
- Vendor-neutral challenge and validation

Phase 5: Evolve & Optimise

- Continuous improvement and optimisation
- Alignment with Microsoft platform roadmap
- Readiness for data, automation, and AI enhancements

Microsoft 365 Engagement Lifecycle

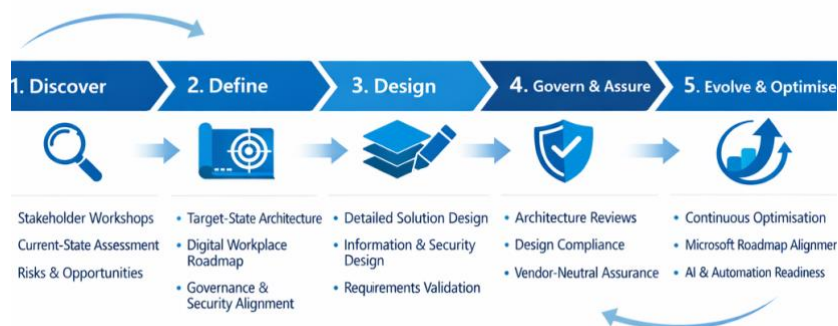


Figure 2: Microsoft 365 Digital Workplace Approach

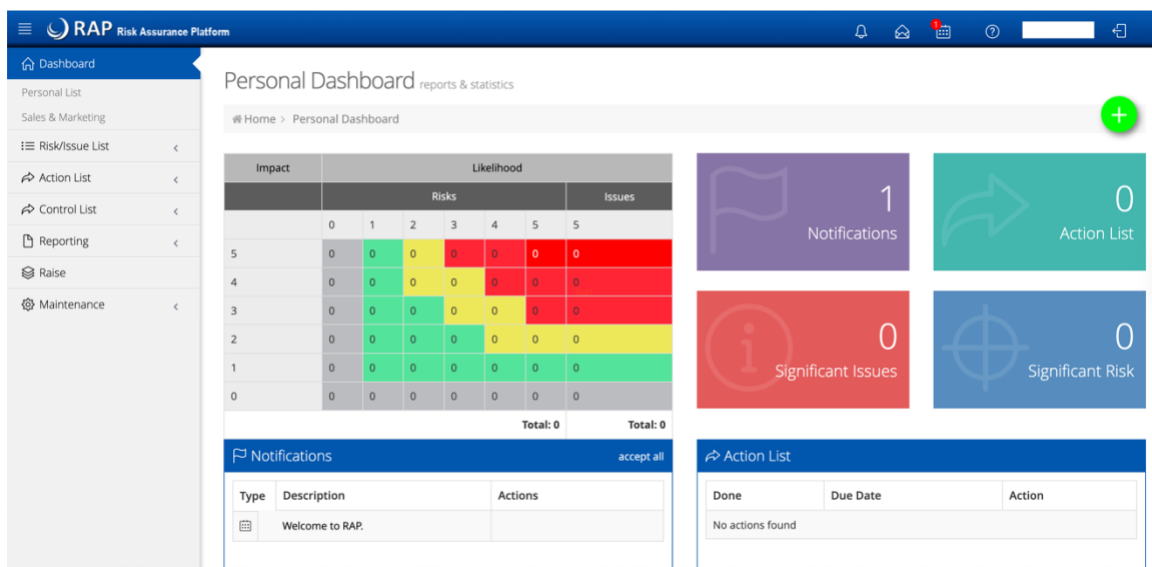
Risk Management, Governance & Assurance

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.



Framework

The Simplex Microsoft 365 Digital Workplace Framework integrates:

- Strategy & Advisory
- Architecture-as-a-Service
- Digital Workplace Enablement
- Infrastructure Modernisation Alignment
- Data & AI-Aware Design
- Governance and Assurance

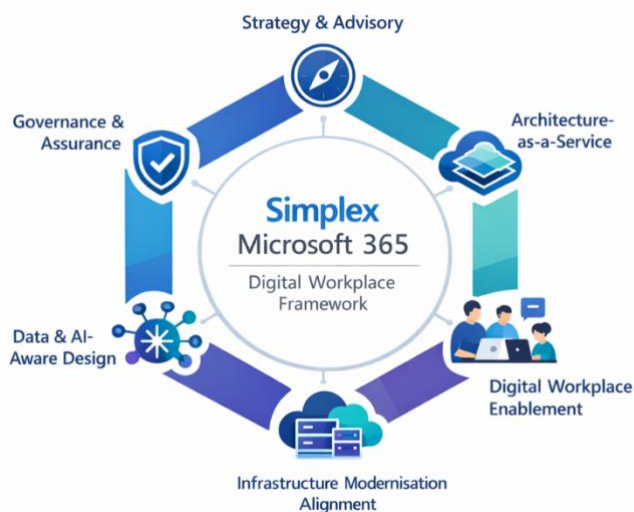


Figure 3: Microsoft 365 Digital Workplace Framework

This framework ensures consistent, secure, and future-ready Microsoft 365 solutions.

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.

CONTACTS

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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	Data and AI	Digital Workplace	Infrastructure Modernisation	Workforce Staffing
- 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.	- 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.	- 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.	- 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.	- 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	Merger and Acquisition	Operational Resilience	Risk Assurance Platform	Sustainability
- 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.	- 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.	- 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.	- 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.	- 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.

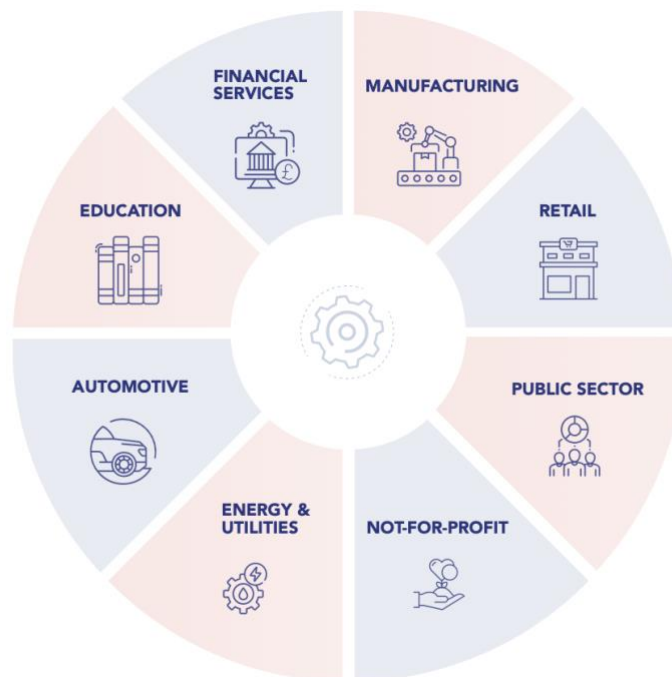
Accreditations & Certifications

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.