



SERVICE DEFINITION DOCUMENT

M365 ADVISORY AND ARCHITECTURE

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TABLE OF CONTENTS

BACKGROUND.....	2
OUR CAPABILITIES.....	2
APPROACH.....	6
RISK MANAGEMENT, GOVERNANCE & ASSURANCE.....	8
SUSTAINABILITY/GPM	9
UN SUSTAINABILITY GOALS	9
PRICING	9
CONTACTS	9
ABOUT US.....	10
OUR GLOBAL FOOTPRINT	10
CORE CAPABILITIES.....	11
ACCREDITATIONS & CERTIFICATIONS.....	11
CROSS-INDUSTRY IMPACT	12
POWERED BY PEOPLE	12

TABLE OF FIGURES

<i>Figure 1: M365 Advisory and Architecture Capabilities.....</i>	<i>2</i>
<i>Figure 2: M365 Advisory and Architecture Approach.....</i>	<i>6</i>
<i>Figure 3: M365 Advisory and Architecture Framework</i>	<i>7</i>

BACKGROUND

Organisations today face complex digital transformation challenges driven by evolving business models, legacy system constraints, increasing regulatory requirements, and rapid advances in cloud, data, and AI technologies. Without a clear architectural direction and effective governance, technology initiatives risk becoming fragmented, costly, and misaligned with strategic objectives.

Simplex Services delivers an integrated **Advisory & Architecture** capability designed to provide strategic clarity, architectural governance, and continuous assurance across enterprise and cloud environments. This service combines **Architecture-as-a-Service (AaaS)**, **Technical Authority-as-a-Service (TAaaS)**, and specialist advisory services, enabling organisations to embed enterprise-grade architectural expertise without the overhead of permanent in-house teams.

The service supports both **enterprise-wide architecture** and **Microsoft 365-specific architecture**, incorporating data-driven and AI-aware design considerations to ensure platforms are secure, scalable, compliant, and future-ready. This includes guidance on information architecture, analytics enablement, and responsible adoption of Microsoft data and AI capabilities.

OUR CAPABILITIES

Simplex's Advisory & Architecture Services provide end-to-end support across strategy, design, governance, and assurance, covering enterprise, cloud, and Microsoft 365 environments.



Figure 1: M365 Advisory and Architecture Capabilities

1. Strategy & Technology Advisory

Simplex provides independent, vendor-neutral advisory services to support informed decision-making and strategic alignment.

Capabilities include:

- Digital transformation strategy and technology roadmap development
- Cloud, infrastructure, and modern workplace advisory
- Legacy system integration, simplification, and modernisation planning
- Target Operating Model definition
- Business case validation and ROI modelling
- Technology governance, risk management, and compliance advisory

These services ensure technology investments are aligned with business priorities and long-term objectives.

2. Architecture-as-a-Service (AaaS)

Architecture-as-a-Service provides continuous, scalable access to architectural expertise across enterprise and Microsoft 365 environments.

Capabilities include:

- Architecture vision, principles, and standards definition
- Enterprise, solution, cloud, and Microsoft 365 architecture design
- Requirements validation and scope definition
- Cross-functional alignment between business and technology teams
- Architecture artefact creation (roadmaps, models, reference architectures)
- Ongoing architectural guidance and decision support

AaaS enables organisations to maintain architectural coherence without maintaining large permanent architecture teams.

3. Microsoft 365 Architecture & Design Services

Simplex delivers specialised architecture and design services for the Microsoft 365 ecosystem.

Capabilities include:

- End-to-end Microsoft 365 architecture and design
- Secure and scalable collaboration, identity, and compliance architecture
- Information architecture, content structure, and lifecycle design
- Alignment with security, regulatory, and data protection requirements
- Independent architecture reviews, validation, and design assurance

These services ensure Microsoft 365 environments are robust, governable, and aligned with organisational needs.

4. Technical Authority-as-a-Service (TAaaS)

TAaaS provides a structured technical assurance and governance function for programmes and initiatives.

Capabilities include:

- Architecture compliance and design assurance
- Technical risk identification and mitigation
- Vendor-neutral reviews and challenge function
- Alignment across delivery teams and suppliers
- Governance for scope, specification, and execution
- Architectural gate reviews and decision oversight

This ensures consistent application of standards and reduces delivery risk.

5. Enterprise Architecture Services

Simplex supports holistic, enterprise-wide architectural alignment across:

- Business architecture
- Application and integration architecture
- Technology and infrastructure architecture
- Data architecture and governance
- Security architecture

A strong enterprise architecture capability reduces duplication, improves interoperability, and optimises total cost of ownership.

6. Data & AI-Aware Architecture Enablement

Simplex embeds data-driven and AI-aware considerations across all advisory and architecture services, using Microsoft-native capabilities where applicable. AI-aware design considerations are advisory in nature and support informed decision-making under organisational governance.

Capabilities include:

- Data and information architecture advisory, including classification, metadata, and lifecycle management
- Architectural readiness for analytics, reporting, and insight generation
- Guidance on use of Microsoft Graph, audit logs, and operational data
- Architectural readiness for Microsoft Copilot, Power BI, Power Platform, and automation
- Governance and assurance for responsible and secure AI adoption

These capabilities ensure architectures are insight-led, compliant, and future-ready without over-engineering.

7. Architecture Governance & Compliance

Simplex embeds structured governance to ensure architectural integrity throughout delivery.

Capabilities include:

- Architecture Review Boards (ARB)
- Design assurance and artefact approval processes
- Vendor-neutral technical assessment
- Definition of standards, patterns, and non-functional requirements
- Ongoing compliance and assurance reviews

8. Resource Ecosystem & Flexible Delivery Model

Simplex provides flexible access to multi-disciplinary expertise, including:

- Enterprise Architects
- Solution Architects
- Cloud and Infrastructure Architects
- Data & Integration Architects
- Security Architects
- Technical Analysts

Resources can be scaled up or down and delivered via retained, project-based, or embedded engagement models.

APPROACH

Simplex follows a structured and repeatable approach that aligns strategy, design, governance, and assurance from concept through delivery and evolution.

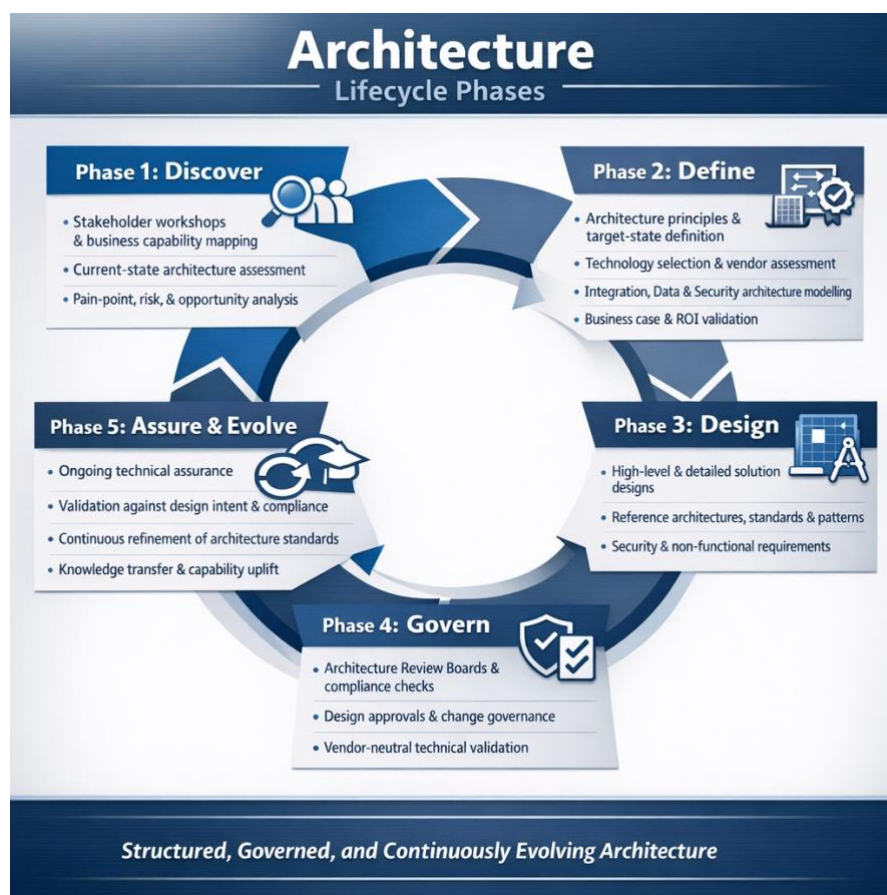


Figure 2: M365 Advisory and Architecture Approach

Phase 1: Discover

- Stakeholder workshops and business capability mapping
- Current-state architecture assessment
- Pain-point, risk, and opportunity analysis

Phase 2: Define

- Architecture principles and target-state definition
- Technology selection and vendor assessment
- Integration, data, and security architecture modelling
- Business case and ROI validation

Phase 3: Design

- High-level and detailed solution designs
- Reference architectures, standards, and patterns
- Security and non-functional requirements definition

Phase 4: Govern

- Architecture Review Boards and compliance checks
- Design approvals and change governance
- Vendor-neutral technical validation

Phase 5: Assure & Evolve

- Ongoing technical assurance
- Validation against design intent and compliance
- Continuous refinement of architecture standards
- Knowledge transfer and capability uplift

This approach provides consistent architectural oversight, reduces risk, and ensures alignment with organisational strategy.

Simplex M365 Architecture & Advisory Framework integrates:

1. Strategy & Advisory
2. Scope and Specification Governance
3. Enterprise & Solution Architecture
4. Technical Authority-as-a-Service
5. Data & AI-Aware Design
6. Flexible Resource Ecosystem

The framework ensures strategic alignment, robust governance, and high-quality architectural outcomes delivered at pace and scale.



Figure 3: M365 Advisory and Architecture Framework

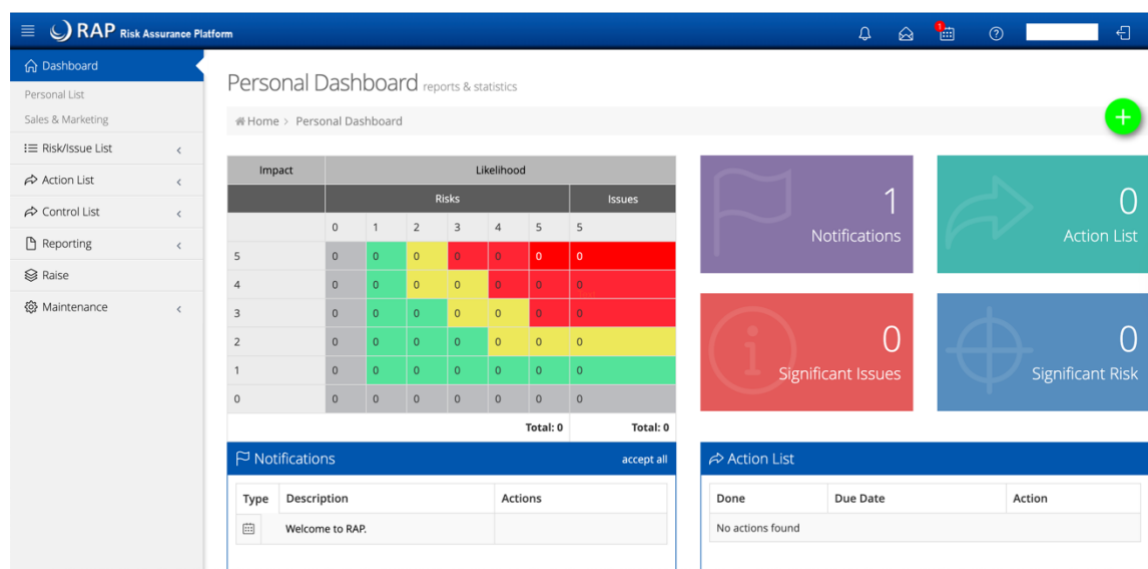
Risk Management, Governance & Assurance

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.

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



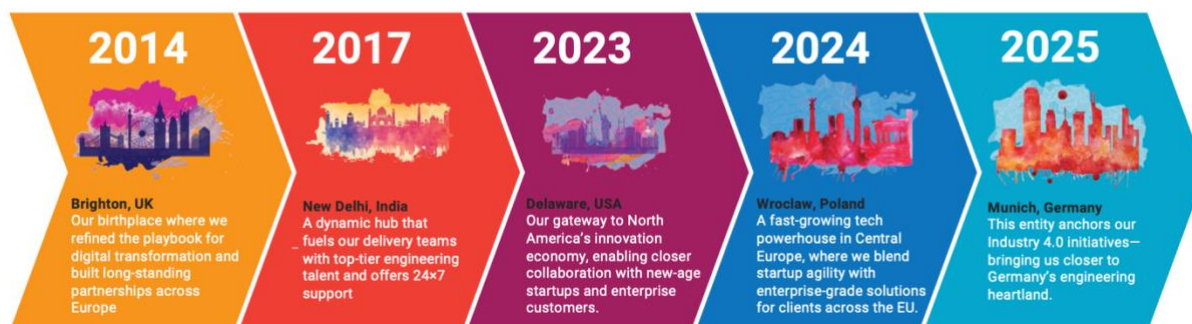
Our Global Footprint

Mapping Impact Worldwide

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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.

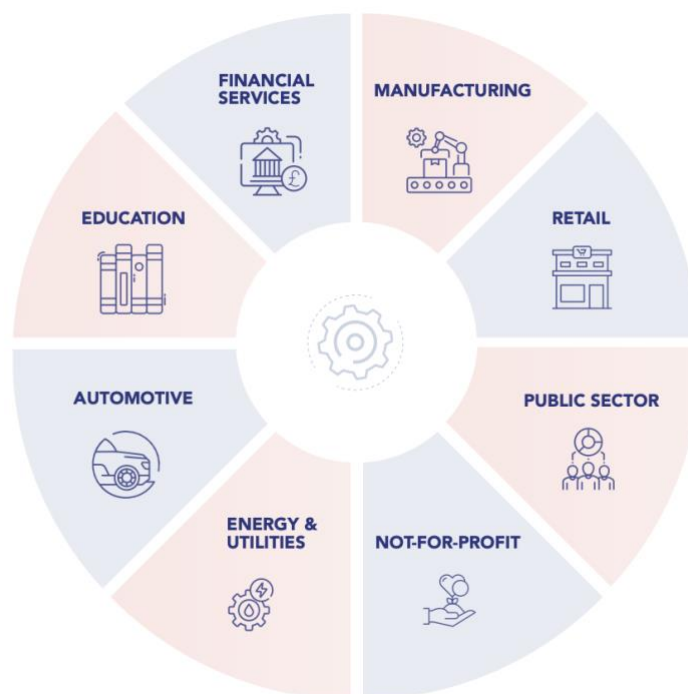
Accreditations & Certifications

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.