



G-Cloud 15

Service Definition Document

Ongoing Support of M365

Prepared for G-Cloud 15, 14th January 2026, Version 1.0

H3O Digital Ltd. makes no warranties, express or implied, in this document.

H3O Digital Ltd. may have patents, patent applications, trademarks, copyrights or other intellectual property rights (together “IPRs”) covering subject matter in this document. The provisions of this document do not give you any licence to these IPRs.

All rights reserved. Any use or distribution of these materials without express authorisation of H3O Digital Ltd. is strictly prohibited.

Table of Contents

Table of Contents.....	2
1. About H3O Digital	3
2. Overview of Services	3
3. On-boarding / Off-boarding	3
4. Service Delivery	4
5. Pricing.....	4
6. Invoicing	5
7. Termination of Contract.....	5

1. About H3O Digital

At H3O Digital, our aim is to make the latest IT solutions work for all in an uncomplicated, efficient and cost-effective way. To achieve this, we use our extensive industry knowledge to develop IT solutions to support your business goals and objectives. Our team of IT professionals all have over 20 years of experience in providing innovative IT solutions and support in both public and private sector organisations. H3O Digital is Cyber Security accredited and most of our team are security cleared, offering peace of mind when it comes to handling your information. At the heart of our company are our core values of trust, reliability and service excellence with customer satisfaction at the forefront of everything we do.

2. Overview of Services

Digital Transformation services with a specialisation in end user compute solutions and Microsoft 365 migration using our proprietary enterprise suite of applications to provide fast, efficient and automated migrations. Support of your existing environment, including security reviews, software updating, and user and device management.

Key features of our services are:

- Online ticketing support providing structured issue management and timely responses.
- Microsoft 365 incident resolution delivered by accredited cloud support engineers.
- Proactive monitoring identifying issues, risks and optimisation opportunities early.
- Regular service reviews assessing performance, adoption and improvement actions.
- Guidance on Microsoft updates and feature changes impacting business operations.

Benefits to our Customers are:

- Improves service stability by resolving Microsoft 365 issues quickly.
- Reduces operational risk through proactive monitoring and early issue detection.
- Enhances productivity by supporting users with timely, knowledgeable assistance.
- Supports continual improvement through structured reviews and actionable recommendations.
- Minimises disruption by preparing organisations for upcoming Microsoft 365 changes.

3. On-boarding / Off-boarding

On-boarding

Once you have selected the service you are interested in from the digital marketplace please contact us at info@h3odigital.co.uk

We will find the most suitable person to talk to you about your specific needs and they will be in touch with you to discuss your requirements in more detail.

A proposal will be drawn up by H3O Digital and customers have 30 calendar days to accept the proposal document. The proposal shall only be effective upon written or electronic approval of the proposal document.

Once a proposal is submitted, if the customer requests any changes to the requirements, H3O Digital Ltd. may re-evaluate this proposal, and, withdraw it or modify it, as applicable. Should H3O Digital Ltd. modify the document, the proposal will be resubmitted as a new proposal with a new proposal expiry date.

Once fully understood and agreed both parties will sign to accept the terms and conditions of the proposal. The proposal document will form the basis of the Statement of Work.

Off-boarding

The customer may terminate the work being performed under the agreement.

If for any reason, the customer decides to cancel or terminate this work once approval has been given and/or project activities have been performed, H3O Digital will recoup incurred effort by:

Billing for all charges incurred up to the receipt of cancel notification, along with any additional labour expenses incurred to place the project into Cancelled status.

Please see Terms and Conditions document for further information.

4. Service Delivery

At H3O Digital, we use a Service Delivery framework based on ITIL best practice, to ensure a consistent level of service is provided to our customers. The framework consists of a set of principles, standards and policies covering design, development, deployment and operation of services.

Service Delivery Management options will be discussed during initial consultations with one of our ITIL qualified Service Delivery Managers. They will provide advice and guidance on which elements of the framework are important to you and your project and will define a Service Delivery approach to meet your needs in the Proposal Document.

Service Levels

Our standard operating hours are Monday to Friday, 9am until 5pm. During project delivery, overnight and weekend working is not uncommon and is scheduled in consultation with the Customer to accommodate their business needs.

The standard H3O Digital service level is 4-hour response. Enhanced service levels can be provided at an extra cost. Service level requirements will be discussed with you to ensure you receive the level of support required for the continued operation of your business.

5. Pricing

The H3O Digital SFIA rate card provides an overview of consultancy rates for H3O Digital workers.

For project activities, pricing is provided within the Proposal document issued by H3O Digital. The pricing mechanism is dependent on the services required as set out by the customer and may include

several pricing structures which will be specific to the request. This could include one-time costs, unitary pricing and time and materials.

Please see the H3O Digital Ltd. rate card for more information.

6. Invoicing

Invoices are to be paid within 30 days. In some cases, particularly for larger projects, an invoicing schedule may be produced and documented within the Financial Summary of the Proposal. This would usually occur at milestones within a project where key deliverables have been met.

7. Termination of Contract

H3O Digital Ltd may terminate the Contract immediately by serving the other party with a written notice if:

- The Customer commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of H3O Digital Ltd providing the other with a written notice specifying the breach and requiring its immediate remedy.
- a resolution is passed or a petition presented or an order made for winding up of the Customer (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or the Customer becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.
- H3O Digital Ltd may terminate the Contract immediately by serving the Customer with a written notice if the Customer fails to pay any invoice within 30 days of receipt.
- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.
- Where the Customer has subscribed to H3O Digital Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

The Customer may terminate the Contract immediately by serving the other party with a written notice if:

- H3O Digital Ltd commits any material breach of the Terms and Conditions which if capable of remedy is not remedied within 30 days of the Customer providing the other with a written notice specifying the breach and requiring its immediate remedy.
- A resolution is passed or a petition presented or an order made for winding up of H3O Digital Ltd (except for the purpose of a bona fide reconstruction or amalgamation) or if an application is made for the appointment of an administrator or H3O Digital Ltd becomes subject to an administration order or a receiver or administrative receiver is appointed over its property or assets, or it becomes insolvent or would be taken as insolvent under Section 123 of the Insolvency Act 1986 or is dissolved or otherwise threatens or ceases to carry on business.
- On termination of the Contract for any reason each party shall return or delete any of the other party's Confidential Information and provide the other party with a written notice certifying compliance.

- Where the Customer has subscribed to H3O Digital Ltd Support Services then notwithstanding termination of the whole Contract, the Customer shall be liable to pay the charges for the entire term set out in the Contract.

Please refer to the Terms and Conditions Document for further information.