

Microsoft Professional Services

Service Definition for GCloud 15



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Table of Contents

1.	Introduction	4
2.	Microsoft Core Service Definitions	76
3.	Data Backup and Restore	2015
4.	Disaster Recovery and Business Continuity Services	2116
5.	Onboarding Support	2217
6.	Offboarding Support	2418
7.	Service Constraints	2519
8.	Service Levels	2620
9.	After Sales Support	2721
10.	Technical Requirements	2822
11.	Outage and Maintenance Management.....	2923
12.	Hosting Options	3024
13.	Access to Data (Upon Exit)	3125
14.	Security	3226

1. Introduction

1.1 Symity - Your Trusted Microsoft Partner

Symity is a leading Microsoft partner dedicated to helping organisations unlock the full potential of Microsoft technologies. With a proven track record of delivering innovative, secure, and scalable solutions, Symity combines deep technical expertise with a customer-first approach to transform the way businesses communicate, collaborate, and operate.

Symity holds multiple Microsoft Solution Partner designations and advanced specialisations that demonstrate its depth of expertise across Modern Work and Security. The company is recognised as a Solutions Partner for Modern Work - Enterprise and Solutions Partner for Security - Enterprise, validating its ability to deliver comprehensive Microsoft 365 and security solutions. In addition, Symity has achieved several advanced specialisations, including Adoption and Change Management, Calling for Microsoft Teams, Meetings and Meeting Rooms for Microsoft Teams, Custom Solutions for Microsoft Teams, and Identity and Access Management. These credentials highlight Symity's proven capability in driving collaboration, deploying complex Teams telephony and meeting room solutions, and ensuring secure identity and access practices. Collectively, these designations and specialisations reinforce Symity's position as a leading Microsoft partner committed to innovation, customer success, and technical excellence across the Modern Work and Security solution areas.

Our Mission is to empower organisations through strategic guidance, seamless deployment, and ongoing optimisation of Microsoft solutions - enabling productivity, security, and innovation at every level.

1.2 Our Core Services

The following outlines the core Microsoft services we deliver to organisations, enabling them to modernise communications, accelerate digital transformation, enhance security, and deploy intelligent customer and collaboration platforms at scale.

Microsoft Teams Services

- Strategy, Design, Planning, Deployment & Operational Management
End-to-end services to ensure your Teams environment is optimised for collaboration and performance.
- Meeting Room Design, Deployment & Operational Management
Creating modern, integrated meeting spaces that deliver exceptional user experiences.
- Certified Contact Centre Solutions
Planning and deploying Teams-certified contact centres for streamlined customer engagement.
- Call Recording Solutions
Design and deployment of compliant and secure call recording capabilities.

Microsoft 365 Services

- Adoption, Training & Communication
Driving user engagement and productivity through tailored adoption programmes.
- Consultancy & Managed Security Services
Expert guidance and proactive security management to safeguard your Microsoft 365 environment.
- Copilot Strategy, Planning, Deployment & Operational Management
Helping organisations harness AI-powered productivity with Microsoft 365 Copilot.

Advanced Solutions

- Microsoft Dynamics 365 Contact Centre
Planning and deployment of intelligent contact centre solutions for superior customer service.
- Application Development
Custom solutions built on Microsoft Teams, Microsoft 365, Power Platform, and Azure.
- Microsoft Copilot Studio Services
Strategy and deployment of AI-driven workflows and automation for enhanced business efficiency.

1.3 Our Value Proposition

This section highlights the core strengths that define how we deliver Microsoft solutions, showcasing our technical expertise, full-lifecycle ownership, security foundations, and a personalised, outcome-driven approach to enable sustainable transformation.

❖ Microsoft Expertise

Our team is made up of certified specialists with deep technical and functional knowledge across the Microsoft ecosystem. Our consultants hold a range of Microsoft certifications aligned to our solution designations and specialisations, including advanced credentials such as MS-700: Managing Microsoft Teams, SC-100: Microsoft Cybersecurity Architect, SC-200: Security Operations Analyst, SC-300: Identity and Access Administrator, and AZ-500: Azure Security Engineer Associate, ensuring deep expertise in Modern Work, Teams telephony and meeting solutions, and enterprise security. We combine platform expertise, industry experience, and practical delivery skills to guide organisations in making strategic technology decisions while ensuring successful implementation at scale.

❖ End-to-End Delivery

We provide full-lifecycle service ownership - from initial strategy, discovery and solution design, through to deployment, adoption and long-term operational management. Our delivery model ensures that every stage is aligned, governed and optimised, reducing complexity, accelerating time-to-value, and delivering measurable business outcomes, not just technical milestones.

❖ Innovation & Security

Our solutions are built to be future-ready - leveraging the latest Microsoft cloud capabilities, AI enablement and automation, while maintaining the highest security and compliance standards. We design and deploy services that adhere to industry regulations and recognised standards, ensuring resilience, data protection, and ongoing governance in highly regulated and risk-averse environments.

❖ Customer-Centric Approach

We take a tailored and consultative approach, shaping every engagement around your organisational needs, business ambitions and operational reality. Our consultation typically begins with understanding your organisation's goals, challenges, and operational environment, allowing us to tailor every aspect of the engagement to your specific needs. This process usually involves close collaboration with key customer stakeholders such as your IT leadership, project sponsors, operational managers, and subject-matter experts to ensure the solution is aligned, practical, and future-ready. By focusing on user experience, stakeholder alignment and outcome-driven delivery, we ensure solutions that support your goals, empower your people, and improve both employee productivity and customer engagement.

❖ Long-Term Partnership

Beyond deployment, we stay closely connected through ongoing managed services, regular optimisation reviews, proactive security governance, and continuous adoption support to ensure your solution keeps delivering value. We maintain long-term partnership through scheduled check-ins, dedicated account and service management, clear communication channels, and collaborative planning sessions that help us innovate together and adapt as your needs evolve.

❖ Delivered with Purpose

The result is a connected, secure and intelligent Modern Work foundation that supports collaboration, transforms customer service, and prepares your organisation to scale confidently into an AI-driven future.

2. Microsoft Core Service Definitions

The following section defines each of our core Microsoft services, outlining the strategic consulting, technical design, deployment activities, adoption support, development capabilities, and ongoing operational management we deliver for each solution, covering collaboration, contact centre transformation, AI enablement, security, compliance, and custom application development across the Microsoft ecosystem.

2.1 Microsoft Teams Strategy, Design, Planning, Deployment and Operational Management Services

Symity provides a full lifecycle approach to Microsoft Teams Telephony demonstrated through our Modern Work Solutions Partner designation and specialisation in Calling for Microsoft Teams, ensuring organisations achieve a secure, scalable, and feature-rich voice solution integrated seamlessly with Microsoft Teams. Our methodology combines strategic consultancy, technical expertise, and operational excellence.

Strategy & Design

- **Strategic Assessment:** We begin by aligning telephony objectives with your business goals, compliance requirements, and user experience expectations, then work closely with your stakeholders to map call flows, define personas, and assess current telephony dependencies. From there, we design a Microsoft Teams Phone architecture that supports resilience, governance, and future scalability - covering number management, PSTN connectivity, emergency calling, and integration with existing systems. Throughout the process, we run workshops, readiness assessments, and pilot groups to ensure the solution is intuitive for users, meets regulatory obligations, and fully supports the operational outcomes your organisation needs.
- **Solution Architecture:** Symity designs a robust Teams Phone solution, incorporating Direct Routing, Operator Connect, and Calling Plans to meet diverse organisational needs. Symity presents the solution architecture through a clear, structured design pack that outlines how Teams Phone will operate within the customer's environment. This typically includes high-level and detailed architecture diagrams, call flow illustrations, integration points, number management approaches, and PSTN connectivity options. We walk the customer through each component during a design workshop, explaining the rationale behind Direct Routing, Operator Connect, or Calling Plans based on their requirements. The final output is a documented, validated architecture that the customer can review, approve, and use as a reference throughout deployment and beyond.
- **Governance & Security:** We ensure alignment with the customer's business and needs by first understanding their regulatory obligations, internal policies, and risk appetite. We then develop tailored governance frameworks and security policies that address these requirements, including encryption standards like Secure SIP over TLS, access controls, call recording compliance, and audit processes. Throughout the process, we engage key

stakeholders - such as IT, compliance, and security teams - through workshops and review sessions to validate that the policies are practical, enforceable, and fully integrated with existing operational practices, ensuring the solution both protects the business and supports its telephony objectives.

Planning

- **Requirements Capture:** We conduct a comprehensive discovery for Microsoft Teams Telephony by engaging with stakeholders across IT, operations, and business teams to map existing call flows, user roles, site-specific needs, and regulatory requirements. This involves workshops, interviews, surveys, and analysis of current telephony systems and reporting data to identify dependencies, usage patterns, and potential gaps. We also review compliance obligations, emergency calling requirements, and integration points with other business applications, ensuring that all findings are documented and validated to form a complete, actionable requirements baseline for the Teams Phone deployment.
- **Migration Planning:** Structured plans for transitioning from legacy PBX systems to Teams Phone, including risk mitigation and fallback strategies.
- **Adoption Campaigns:** Communication and training plans to drive user engagement and ensure smooth change management.

Deployment

- **Implementation:** Installation, configuration, and testing of Teams Phone systems, Session Border Controllers, and integrations with contact centres and analogue gateways.
- **Device Integration:** Deployment of certified Teams devices and integration with existing IT infrastructure.
- **Validation & Early Life Support:** We provide comprehensive testing and early life support to ensure stability and performance post go-live. This includes functional and call flow testing, monitoring call quality and connectivity, troubleshooting configuration issues, and providing on-site or remote support for end users. Early life support may also involve running targeted user adoption sessions, quickly resolving incident tickets, validating integrations with existing systems, and conducting performance reviews to ensure the Teams Phone solution is operating smoothly and meeting business expectations from day one.

Operational Management

- **Managed Services:** Ongoing monitoring, incident resolution, and lifecycle management under a defined service model.
- **Continuous Improvement:** Regular reviews and optimisation to align with evolving business needs and Microsoft innovations.
- **Global Support:** We provide tailored support for multinational organisations, ensuring compliance with regional telephony regulations and carriers while delivering a consistent, harmonised user experience across all locations. Adaptation may include configuring local emergency numbers, integrating region-specific calling plans, adjusting call routing for different time zones, and providing multilingual training or support materials so that all users, regardless of location, can adopt Teams Phone seamlessly and confidently.

2.2 Microsoft Teams and Microsoft 365 Adoption, Training and Communication Services

Symity ensures that organisations not only deploy Microsoft Teams and Microsoft 365 successfully but also achieve high levels of user adoption and engagement. Our approach combines strategic planning, tailored training, and effective communication to drive behavioural change and maximise ROI.

Adoption Strategy

- **User Profiling & Readiness Assessment:** We evaluate user roles, workflows, and organisational culture to design adoption strategies that align with each user group's needs. This process is highly collaborative: we work closely with stakeholders through workshops, surveys, and interviews to capture insights and build a shared understanding of readiness. Tools such as Microsoft's Readiness Toolkit and customised readiness assessments help quantify adoption potential and highlight areas needing targeted support.
- **Change Management Framework:** Symity leverages industry-standard methodologies, including ProSci ADKAR, to manage change effectively and minimise resistance. The ADKAR model focuses on five key elements of successful change: Awareness of the need for change, Desire to support and participate, Knowledge of how to change, Ability to implement required skills and behaviours, and Reinforcement to sustain the change. We work closely with customers to assess readiness, identify potential barriers, and design targeted interventions - such as communication plans, training programs, and stakeholder engagement activities - ensuring adoption is smooth and lasting.
- **Stakeholder Engagement:** We work closely with leadership teams to align adoption goals with business objectives and secure executive sponsorship.

Training Services

- **Role-Based Training:** Tailored sessions designed for end-users, administrators, and champions to ensure learning is relevant and practical. Customisations may include scenario-based exercises for call-handling staff, administration workshops on Teams Telephony configuration and reporting, and champion sessions focused on driving adoption and supporting peers. Training can also be adapted to different departments, locations, or skill levels, ensuring each participant gains the knowledge and confidence they need to use Microsoft Teams Telephony effectively.
- **Multi-Format Delivery:** Instructor-led workshops, virtual sessions, on-demand video libraries, and interactive e-learning modules.
- **Advanced Enablement:** Deep-dive sessions on Microsoft Teams Rooms, Teams Phone, and Microsoft 365 productivity tools for power users and IT teams.

Communication Services

- **Adoption Campaigns:** Creative communication plans including email templates, posters, and digital signage to raise awareness and excitement.
- **Content Development:** We create engaging, branded learning materials, including animated video libraries and quick-start guides, tailored to your organisation's style and needs. These resources are delivered directly into the client's own Learning Management System (LMS) or SharePoint folders, ensuring easy access, secure storage, and seamless integration with existing training platforms. This approach allows employees to view, download, and share

content on-demand while maintaining consistency and alignment with your adoption strategy.

- Feedback & Analytics: Continuous measurement of adoption metrics and user sentiment to refine communication strategies.

Continuous Improvement

- Post-Deployment Support: Ongoing engagement through webinars, Q&A sessions, and refresher training.
- Usage Analytics: Leveraging Microsoft 365 reporting tools to monitor adoption trends and identify optimisation opportunities.
- Innovation Updates: Regular briefings on new Microsoft features and best practices to keep users ahead of the curve.

2.3 Microsoft Teams Meeting Room Design, Deployment and Operational Management Services

Symity provides end-to-end services for Microsoft Teams Meeting Rooms, ensuring organisations achieve a seamless, secure, and high-quality meeting experience across all spaces—from huddle rooms to large conference facilities. Our approach combines technical expertise, user-centric design, and operational excellence.

Design

- Room Assessment & Strategy - We start with a comprehensive evaluation of meeting spaces, user requirements, and business objectives to define the optimal Microsoft Teams Rooms strategy. This assessment involves site visits, room measurements, technology audits, and stakeholder workshops to understand current usage, space constraints, and collaboration needs. The insights gathered inform room design, device selection, and deployment plans, ensuring each meeting space delivers a seamless and productive Teams experience.
- Solution Architecture - Symity designs meeting room solutions that integrate Microsoft Teams Rooms (MTR) technology, certified devices, and AV systems for consistent user experience.
- Standards & Governance - Development of design standards and governance frameworks to ensure scalability, security, and compliance across all meeting spaces.

Deployment

- End-to-End Implementation - Delivery of complete meeting room solutions, including hardware installation, Teams Rooms configuration, and integration with existing IT infrastructure.
- Certified Devices & AV Integration - Symity delivers end-to-end deployment of Microsoft-certified devices - including cameras, microphones, and speakers - combined with advanced AV system integration to ensure optimal audio-visual quality in every meeting space. Leveraging extensive experience in AV solutions design, installation, and deployment, we tailor each setup to your environment, providing seamless connectivity, high-quality audio and video, and a fully integrated Microsoft Teams Rooms experience.
- Testing & Validation - Comprehensive testing and user acceptance to guarantee reliability and performance before go-live.

Operational Management

- Proactive Monitoring & Support - Symity provides managed services for ongoing monitoring, incident resolution, and performance optimisation.
- Lifecycle Management - Regular updates, firmware management, and feature enhancements to keep meeting rooms aligned with Microsoft innovations.
- User Training & Adoption - Ongoing enablement programmes that provide users with regular training sessions, hands-on workshops, and refresher resources, combined with tips, best practices, and feedback loops to ensure Teams Rooms technology is fully adopted and continually delivers value.

2.4 Microsoft 365 Consultancy and Managed Security Services

Symity provides expert consultancy and managed services to help organisations maximise the value of Microsoft 365 while ensuring robust security and compliance. Our approach combines strategic guidance, technical implementation, and proactive management to deliver a secure, efficient, and future-ready digital workplace.

Consultancy Services

- Strategic Assessment & Roadmap - We engage closely with stakeholders across IT, security, and business units to understand current processes, risk tolerance, and compliance obligations. Through workshops, interviews, and review of existing systems, we collaboratively identify gaps, priorities, and opportunities. This insight informs a tailored Microsoft 365 security strategy and roadmap that balances robust protection, regulatory compliance, and a seamless user experience.
- Solution Architecture & Design - Symity designs secure, scalable Microsoft 365 environments, incorporating identity management, compliance frameworks, and advanced collaboration tools.
- Governance & Compliance - We develop tailored governance models and security policies that align with your business priorities, processes, and regulatory obligations. By collaborating with stakeholders and reviewing existing practices, we ensure data protection, information lifecycle management, and adherence to industry standards are not only compliant but also practical and aligned with your organisation's operational needs.

Managed Security Services

- Threat Protection & Monitoring - Continuous monitoring using Microsoft Defender, Sentinel, and advanced analytics to detect and respond to threats in real time.
- Identity & Access Management - Implementation of Zero Trust principles, Multi-Factor Authentication (MFA), and Conditional Access policies to safeguard user identities.
- Compliance & Data Protection - Deployment of Microsoft Purview solutions for data classification, retention, and regulatory compliance across the organisation.
- Incident Response & Remediation - Leveraging Symity's deep expertise and extensive experience in Microsoft security solutions, we provide rapid, expert response to security incidents. Our team conducts thorough root cause analysis and implements targeted

remediation strategies to minimise risk, reduce downtime, and strengthen your overall security posture.

Continuous Improvement

- Security Posture Reviews - Regular assessments and optimisation of Microsoft 365 security configurations to align with evolving threats and best practices.
- Innovation Updates - Ongoing advisory on new Microsoft security features and compliance capabilities to keep organisations ahead of the curve.
- User Awareness & Training - Programmes to educate employees on security best practices and reduce human risk factors.

2.5 Microsoft 365 Copilot Strategy, Planning, Deployment and Operational Management Services

Symity helps organisations unlock the full potential of Microsoft 365 Copilot by delivering a comprehensive service framework that ensures secure, compliant, and effective adoption. Our approach spans strategic planning, technical deployment, and ongoing operational excellence.

Strategy

- Business Alignment - We collaborate closely with stakeholders across business, IT, and compliance teams to understand organisational priorities, workflows, and regulatory requirements. Through workshops, interviews, and review of current processes, we define Microsoft 365 Copilot objectives that drive productivity, support compliance, and deliver measurable business outcomes.
- Use Case Identification - Symity conducts interactive workshops with key stakeholders to map workflows, explore departmental challenges, and prioritise high-value scenarios for Microsoft 365 Copilot. These sessions include hands-on demonstrations, brainstorming of automation and AI opportunities, and evaluation of potential impact, ensuring selected use cases deliver measurable productivity gains and clear ROI.
- Governance & Risk Management - We work closely with stakeholders to understand your organisation's priorities, processes, and regulatory obligations. Using this insight, we develop tailored governance frameworks that ensure responsible AI usage, robust data security, and compliance with industry standards, while remaining practical and aligned to your business objectives and operational needs.

Planning

- Readiness Assessment - We perform a comprehensive evaluation of your Microsoft 365 environment, including licensing, configurations, and security posture. This involves reviewing existing workflows, data governance, and user access, identifying gaps or limitations that could impact Copilot adoption. Our assessment also includes stakeholder interviews, system audits, and reporting, providing clear recommendations to ensure your organisation is fully prepared for a successful Copilot deployment.
- Data Preparation - Guidance on optimising Microsoft Graph data, SharePoint structures, and permissions for Copilot functionality.

- Change Management - Creation of adoption strategies and communication plans to drive user engagement and minimise resistance.

Deployment

- Technical Enablement - We configure Microsoft 365 Copilot services across Teams, Word, Excel, and PowerPoint to align with your organisation's workflows and business requirements. This involves setting up permissions, data access, and security controls, integrating Copilot with existing processes, and optimising settings for specific departmental needs. Our approach ensures a seamless, secure, and fully tailored deployment that maximises productivity and adoption.
- Security & Compliance Setup - Implementation of Microsoft Purview, Conditional Access, and Zero Trust principles to safeguard sensitive data.
- Pilot & Rollout - Controlled pilot programmes followed by phased deployment for scalability and risk mitigation.

Operational Management

- Managed Services - Continuous monitoring, incident resolution, and optimisation of Copilot performance.
- Usage Analytics & Insights - Reporting on adoption metrics, productivity gains, and user feedback to refine strategies.
- Innovation Updates - Regular briefings on new Copilot capabilities and AI best practices to keep organisations ahead of the curve.

2.6 Microsoft Dynamics 365 Contact Center Planning, Deployment and Operational Management

Symity enables organisations to transform customer engagement through Microsoft Dynamics 365 Contact Center solutions. Our services ensure seamless integration, optimised workflows, and robust operational support for a modern, AI-driven customer experience.

Planning

- Requirements Analysis - We conduct detailed discovery sessions with key stakeholders, including contact centre managers, business leaders, IT teams, and compliance officers, to understand customer engagement models, service objectives, and regulatory requirements. These sessions allow us to capture critical requirements and ensure that the Dynamics 365 Contact Center solution is fully aligned with organisational goals, operational workflows, and customer experience expectations.
- Solution Design & Architecture - Symity designs scalable, secure contact centre solutions leveraging Dynamics 365 Customer Service, Omnichannel capabilities, and integration with Microsoft Teams.
- Integration Strategy - Planning for interoperability with CRM systems, telephony platforms, and third-party applications to deliver a unified agent experience.
- Change Management - Development of adoption strategies and communication plans to ensure smooth transition and user engagement.

Deployment

- Configuration & Customisation - Implementation of Dynamics 365 Contact Center features including case management, omnichannel routing, and AI-powered insights.
- Telephony & Channel Enablement - Integration of voice, chat, email, and social channels for a true omnichannel experience.
- Testing & Validation - Comprehensive testing of workflows, security policies, and performance benchmarks before go-live.
- Training & Enablement - Role-based training for agents, supervisors, and administrators to maximise productivity and customer satisfaction.

Operational Management

- Managed Services - Continuous monitoring, incident resolution, and performance optimisation under a defined service model.
- Analytics & Reporting - Utilisation of Dynamics 365 dashboards and Power BI for real-time insights into KPIs, SLAs, and customer experience metrics.
- Continuous Improvement - Regular reviews and enhancements to align with evolving business needs and Microsoft feature updates.
- Security & Compliance - We implement ongoing governance tailored to your organisation, collaborating with stakeholders to understand business processes, data handling requirements, and regulatory obligations. This ensures that security measures and compliance practices not only meet data protection regulations and industry standards but are also practical, aligned with operational needs, and integrated seamlessly into your Dynamics 365 Contact Center environment.

2.7 Microsoft Teams Certified Contact Centre Planning, Deployment and Operational Management

Symity is a trusted Microsoft Solutions Partner with over 17 years' experience delivering end-to-end design, deployment, adoption, and support services for Microsoft Teams Phone and Teams-certified Contact Centres. Leveraging deep expertise in Microsoft's Connect, Extend, and Unify certification models, as well as our advanced specialisation in Teams Calling, Symity ensures organisations can deliver exceptional customer engagement experiences through fully integrated Teams-based solutions.

Planning

- Requirements Capture: Symity conducts workshops with key stakeholders, including business leaders, contact centre managers, IT teams, and compliance officers, to gain a comprehensive understanding of business objectives, customer interaction models, and regulatory requirements. These collaborative sessions ensure that all perspectives are considered in defining a Teams Contact Centre solution that meets organisational needs.
- Solution Design: We map customer journeys, define call flows, and design omnichannel routing strategies using Microsoft-certified platforms such as Luware and AnywhereNow
- Technical Readiness: Assessment of Teams tenant configuration, licensing, and integration points with CRM or other business platforms.

Deployment

- Configuration & Integration:

- Setup of Teams Phone System and Contact Centre queues.
- Integration with PSTN via Operator Connect or Direct Routing.
- Enablement of digital channels (webchat, social media, email) for omnichannel support.
- Testing & Migration:
 - Service acceptance testing and pilot migrations to minimise disruption.
 - Controlled cutover of DDIs and user enablement for Teams Enterprise Voice.
- Go-Live Support:
 - Floor-walking and early life support during UK business hours.

Operational Management

- Managed Service:
 - Incident management, proactive monitoring, and SLA-driven support.
 - Optional Business Continuity Planning and Disaster Recovery simulations
- Continuous Optimisation:
 - Regular service reviews, adoption campaigns, and roadmap alignment with vendor innovations.
 - Integration of new features such as AI-driven enhancements.

2.8 Microsoft Teams, Microsoft 365, Power Platform & Azure Application Development Services

Symity provides bespoke application development services leveraging Microsoft 365, Microsoft Teams, Power Platform, and Azure to deliver innovative solutions that enhance collaboration, streamline operations, and improve user experience. As a holder of the Microsoft Advanced Specialisation for Custom Solutions for Microsoft Teams, we combine deep technical expertise with agile delivery methodologies to ensure secure, scalable, and user-centric applications tailored to meet each organisation's unique requirements.

Our Development Approach

- Discovery & Design
 - Engage stakeholders to capture requirements and define user journeys.
 - Create solution architecture aligned with Microsoft best practices and security standards.
- Build & Integration
 - Develop applications using Power Apps, Power Automate, and Azure Functions for extensibility.
 - Integrate seamlessly with Microsoft Teams and M365 services for a unified experience.
- Testing & Deployment
 - Conduct rigorous functional and security testing.
 - Deploy via controlled release cycles with governance and compliance checks.
- Support & Optimisation
 - Provide ongoing maintenance, feature enhancements, and performance monitoring.

Symity-Developed Applications

These innovative applications are exclusively developed by Symity and are not available from any other supplier, delivering unique functionality to enhance Microsoft Teams and Teams Rooms experiences.

- Assist for Microsoft Teams Rooms - A cloud-based management solution that provides proactive monitoring, remote diagnostics, and automated alerts for Teams Rooms devices. It works by continuously tracking device health, connectivity, and software status, enabling IT teams to identify and resolve issues before they impact meetings. Assist also offers remote remediation capabilities, such as restarting devices or applying updates, without requiring on-site intervention. By ensuring devices are always up to date, connected, and functioning correctly, Assist minimises downtime, reduces technical disruptions, and delivers a consistent, high-quality meeting experience for users.
- Hub Number Management - A comprehensive solution for managing telephony numbers within Microsoft Teams, designed to streamline allocation and lifecycle control. It enables administrators to easily assign, track, and reclaim numbers across users and devices, ensuring optimal utilisation and reducing waste. By providing clear visibility and automated workflows for number provisioning and deprovisioning, the tool improves allocation accuracy and governance, preventing duplication or unused numbers. For customers, this simplifies the entire process - eliminating manual spreadsheets and complex tracking - so they can manage telephony resources efficiently, maintain compliance, and reduce operational overhead, ultimately making number management faster, more transparent, and hassle-free.
- Request a Desk for Microsoft Teams - A desk booking application integrated with Teams, supporting hybrid work models and optimising workspace utilisation.

Key Benefits

- Native Integration: All apps are built to work seamlessly within Microsoft Teams and M365 environments.
- Rapid Deployment: Utilising Power Platform accelerates delivery while maintaining enterprise-grade security.
- Scalability & Flexibility: Azure-based architecture ensures solutions grow with your business needs.

2.9 Microsoft Copilot Studio Strategy, Planning, Deployment and Operational Management Services

Symity leverages deep expertise and proven experience to deliver end-to-end services for Microsoft Copilot Studio, helping organisations design, deploy, and manage AI-driven Copilots and agents with confidence. Drawing on our track record in Modern Work and AI integration, we ensure strategic alignment with business goals, secure implementation across enterprise environments, and continuous optimisation for maximum impact. Our approach enables organisations to embed generative AI and automation seamlessly into workflows, unlocking efficiency, innovation, and measurable value.

Strategy & Planning

- Vision & Value Workshops - We run tailored workshops to educate stakeholders on Copilot Studio capabilities, identify high-value use cases, and define success metrics.

- Readiness Assessment - Includes licensing checks, data lifecycle and security evaluation, and adoption readiness analysis.
- Implementation Roadmap - A structured plan covering governance, compliance, and integration with Microsoft 365, Power Platform, and Azure services.

Deployment

- Foundations
 - Prepare Microsoft 365 tenant and enforce security and compliance policies.
 - Configure identity, data source controls, and Power Platform connectors.
- Build & Deploy
 - Create custom copilots using Copilot Studio with generative AI plugins, conversational design, and workflow automation.
 - Integrate with existing SaaS apps, CRM systems, and legacy platforms via custom connectors.
- Pilot & Scale
 - Enable carefully selected personas - such as customer service agents, sales representatives, HR specialists, and IT support teams - for pilot adoption to validate real-world benefits and gather feedback. By focusing on these role-based scenarios, we can refine functionality, optimise workflows, and ensure the solution delivers measurable value before a full-scale rollout. This approach helps tailor Copilot experiences to specific business needs, driving higher adoption and impact across the organisation.

Operational Management

- Agent Lifecycle Management
 - Conduct regular audits of Copilot usage, reviewing adoption rates, interaction patterns, workflow efficiency, and alignment with business objectives. We also assess performance, identify opportunities for optimisation, and manage costs to ensure your Copilot implementation delivers maximum value while maintaining governance and compliance standards.
- Governance & Compliance
 - Continuous monitoring of security policies, data protection, and identity controls.
- Enhancement & Support
 - Ongoing feature updates, integration improvements, and user adoption campaigns.

Key Capabilities

- Custom Copilot Development: Build enterprise-specific copilots with embedded bots and connectors. Build enterprise-specific Copilots tailored to your organisation, incorporating features such as embedded bots for departmental tasks, connectors to internal systems (CRM, ERP, HR platforms), role-based access controls, and automated workflows that align with corporate policies and business processes. These capabilities ensure the Copilot is fully integrated, secure, and optimised for enterprise-scale use.
- Integration with Power Platform: Extend functionality using Power Automate and Power Apps.
- Analytics & Optimisation: Monitor KPIs and refine conversational flows for better outcomes.
- Multi-Channel Deployment: Distribute copilots across Teams, web portals, and other digital channels.

2.10 Microsoft Teams Call Recording Design, Deployment and Operational Management Services

Symity provides end-to-end services for the design, deployment, and operational management of Microsoft Teams Call Recording solutions. These services ensure compliance with regulatory requirements, secure data handling, and seamless integration with your organisation's communication environment. Our approach leverages Microsoft-certified recording platforms and best practices to deliver a robust, scalable solution.

Design

- Requirements Analysis
 - Conduct workshops to capture compliance, legal, and business needs (e.g., FCA, MiFID II, GDPR).
 - Identify call types to be recorded (voice, video, meetings) and retention policies.
- Solution Architecture
 - Design a compliant recording solution integrated with Microsoft Teams using certified partners such as Numonix and Luware Recording.
 - Define storage strategy (Azure Blob, secure archive) and encryption standards.
- Governance Framework
 - Establish policies for access control, audit trails, and data lifecycle management.

Deployment

- Configuration & Integration
 - Enable recording policies in Microsoft Teams Admin Centre and assign compliance recording policies to users.
 - Integrate with third-party recording platforms via Microsoft Graph APIs and Azure Communication Services.
- Testing & Validation
 - Perform functional and compliance testing, including encryption and retention checks.
- Go-Live Support
 - Provide hands-on support immediately following deployment, including guidance on system configuration, troubleshooting, and issue resolution. This also includes tailored user enablement sessions covering recording policies, access controls, compliance requirements, and best practices, ensuring a smooth adoption and confident use across the organisation.

Operational Management

- Monitoring & Incident Management
 - Proactive monitoring of recording services and resolution of issues within SLA.
- Compliance & Audit
 - Regular audits of recording policies and retention schedules to maintain regulatory compliance.
- Continuous Improvement
 - Ongoing optimisation, feature updates, and integration with analytics tools for reporting and insights.

Key Benefits



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- Regulatory Compliance: Meets global standards for financial and legal sectors.
- Secure & Scalable: Built on Microsoft Azure with enterprise-grade security.
- Integrated Experience: Native integration with Microsoft Teams for minimal disruption.

3. Data Backup and Restore

Symity aligns its backup and restore services with Microsoft's native capabilities across Microsoft 365, Teams, Power Platform, and Azure. These services leverage Microsoft's built-in resilience, retention, and recovery features to ensure compliance, security, and business continuity for all solutions delivered under this G-Cloud offering.

3.1 Microsoft Backup and Restore Levels

- ❖ Microsoft 365 Native Retention & Versioning
 - Exchange Online: Deleted items are retained for 14 days by default (extendable to 30 days). Retention is actively managed through Litigation Hold and eDiscovery, allowing administrators to preserve content indefinitely for compliance purposes.
 - SharePoint & OneDrive: Version history and the recycle bin (retention of 93 days) are automatically managed, enabling recovery of files or folders at any previous version or point in time.
 - Teams: Conversations are stored in Exchange mailboxes, with retention policies centrally configured and enforced via Microsoft Purview, giving IT teams control over data lifecycle, compliance, and deletion rules.
- ❖ Azure Backup for Workloads
 - VMs, SQL, and Azure Files: Protect critical workloads with daily snapshots that enable point-in-time restore, allowing you to recover data exactly as it existed at a specific moment, minimising data loss.
 - Retention options: Short-term (daily backups for 30 days), Medium-term (weekly/monthly backups for up to 12 months), Long-term (yearly backups for up to 10 years).
- ❖ Power Platform & Dynamics 365
 - Environment Backups: Automatic daily backups retained for 7 days; manual backups available for critical changes.
 - Restore options include full environment rollback.
- ❖ Microsoft Teams Meeting Recordings & Call Recording
 - Recordings are stored in OneDrive or SharePoint, where versioning and retention policies are automatically applied and managed by administrators to ensure data integrity and compliance.
 - Compliance recording solutions leverage Microsoft Graph APIs to securely capture, archive, and retrieve calls and meetings, with centralised management that enforces retention, access controls, and regulatory requirements.

3.2 Restore Capabilities

- Granular Restore: Recover individual emails, files, Teams messages, or Power Platform components using Microsoft-native tools.
- Full Environment Restore: Rollback entire workloads (e.g., Azure VM, Dynamics environment) to a previous state.

- Compliance-Driven Restore: Utilise Litigation Hold, eDiscovery, and retention policies for legal and regulatory requirements.

3.3 Security & Compliance

- All backups and restores use Microsoft encryption standards (AES-256) and comply with GDPR, ISO 27001, and UK G-Cloud requirements.
- Storage can be provisioned within UK or EU regions, with the specific location determined by a customer's data residency and compliance policies to meet internal and regulatory requirements.

3.4 Key Benefits

- Native Integration: No third-party complexity - leverages Microsoft's built-in resilience.
- Flexible Retention: Configurable policies to meet business and regulatory needs.
- Cost-Efficient: Utilises existing Microsoft licensing and infrastructure.

4. Disaster Recovery and Business Continuity Services

Symity is committed to delivering resilient and reliable services to all G-Cloud customers. Our Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) are designed to ensure that critical systems, data, and services remain available - or are restored quickly - in the event of a disruption, disaster, or major incident. These plans align with ISO 27001, Cyber Essentials Plus, and Microsoft best practices for cloud resilience.

4.1 Business Continuity Plan

- Objective: Maintain essential services and minimise downtime during unexpected events.
- Key Measures:
 - Identification of our critical services and dependencies.
 - Communication strategies for internal teams and customers.
 - Escalation paths and predefined roles/responsibilities for continuity management.
- Testing: Regular simulation exercises and annual reviews to validate effectiveness.

4.2 Disaster Recovery Plan

- Objective: Restore systems and data to operational state within agreed Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO).
- Core Components:
 - Use of Microsoft Azure geo-redundancy, load balancing, and failover capabilities for hosted services.
 - Symity NOC services delivering 24/7 monitoring of key platforms using dashboards, alerts, and logs.

- Predefined incident response workflows, including escalation and resolution processes.

4.3 Integration with Microsoft Services

- Symity leverages Microsoft 365 and Azure resilience features, including:
 - Built-in replication and backup for Exchange, SharePoint, Teams, and Dynamics 365.
 - Azure Backup and Site Recovery for virtual machines and workloads.
- Coordination with Microsoft support teams for rapid incident resolution and compliance adherence.

4.4 Governance and Compliance

- Plans reviewed annually and after major incidents.
- Adherence to ISO 27001, UK GDPR, and G-Cloud security requirements.
- Customer-specific DR documentation available upon request for tailored solutions.

4.5 Key Benefits

- **Rapid Recovery:** Minimise downtime and data loss.
- **Regulatory Compliance:** Meets FCA, GDPR, and ISO standards.
- **Transparent Communication:** Clear escalation paths and regular status updates during incidents.

5. Onboarding Support

Symity delivers a structured and collaborative onboarding process to ensure rapid mobilisation and successful adoption of our Microsoft-based services. Our approach is designed to minimise disruption, accelerate value realisation, and align with G-Cloud governance and security standards. This methodology applies across all Symity services offered on G-Cloud.

5.1 Onboarding Framework

Symity uses a four-phase structured approach to ensure clarity and consistency:

❖ Evaluate

- Experienced consultants lead collaborative sessions to understand the client's organisational goals, technical environment, and compliance requirements. These workshops draw on their expertise in technology strategy, solution adoption, and regulatory best practices, and involve key stakeholders such as IT teams, business leaders, and compliance officers to ensure all perspectives are considered.
- Evaluate the organisation's preparedness for services such as Teams telephony, Copilot integration, or Contact Center deployment using a combination of structured readiness frameworks, diagnostic tools, and stakeholder interviews. This includes assessing technical infrastructure, user adoption levels, compliance alignment, and workflow maturity. Insights

are gathered through surveys, system health checks, and gap analysis workshops to identify potential risks, dependencies, and areas for optimisation, ensuring a smooth and successful deployment.

- Provide a comprehensive gap analysis and a prioritised onboarding roadmap. The gap analysis covers not only technical gaps in systems, integrations, and configurations but also identifies areas where users may lack skills, knowledge, or confidence with the new solutions. This holistic approach ensures both technology and people readiness are addressed, enabling a smoother adoption, faster value realisation, and targeted training or support where it's needed most.

❖ Plan

- Define onboarding milestones for each service (e.g., Teams Rooms deployment, Copilot enablement).
- Establish governance, security alignment, and communication plans.
- Agree success criteria and reporting cadence with stakeholders.

❖ Deliver

- Execute onboarding activities such as tenant configuration, licensing validation, and initial enablement sessions.
- Provide tailored training and adoption support for services like Microsoft 365, Teams, and Copilot.
- During onboarding, we review the client's current IT governance, security policies, and compliance standards to understand existing controls and requirements. We then map the new solution's configuration, access controls, and operational processes to align with these frameworks. This includes collaborating with IT and security teams, performing risk assessments, and implementing policies or configurations that maintain regulatory compliance, minimise security risks, and ensure seamless integration with the client's established governance practices.

❖ Review

- Assess the success of the onboarding process against agreed metrics, such as user adoption rates, system performance benchmarks, and compliance adherence levels. This validation ensures that the solution meets organisational objectives, delivers expected value, and highlights any areas requiring additional support or optimisation.
- Capture lessons learned and identify optimisation opportunities.
- Transition to steady-state operational management or managed service.

5.2 Key Principles

- **Transparency:** We work with the client to define and agree on the onboarding scope, timelines, and responsibilities through collaborative planning sessions. These agreements are captured in clear, accessible documentation, such as onboarding plans, RACI matrices, and milestone trackers, which are shared with all stakeholders to ensure alignment, accountability, and visibility throughout the onboarding process.

- Compliance: Adherence to G-Cloud security and governance standards throughout onboarding.
- User-Centric: Focus on adoption and change management for services such as Teams, Copilot, and Dynamics 365.
- Scalable: A flexible onboarding approach designed to adapt to the client's needs, whether implementing a single service or multiple services simultaneously. Flexibility may include phased deployment, tailored training schedules, adjustable resource allocation, and the ability to prioritise specific services or departments, ensuring the onboarding process aligns with organisational capacity, timelines, and strategic objectives.

6. Offboarding Support

Symity ensures a secure, structured, and compliant offboarding process for all Microsoft-based services delivered under the G-Cloud framework. Our approach guarantees that customer data, configurations, and access rights are managed responsibly, while maintaining business continuity and meeting regulatory requirements. This methodology applies across all Symity services offered on G-Cloud.

6.1 Offboarding Framework

Symity follows a four-phase structured approach to ensure a smooth and compliant transition:

❖ Plan

- Agree offboarding scope, timelines, and responsibilities with the customer.
- Identify data retention requirements and compliance obligations (e.g., GDPR, FCA).
- Define secure data transfer or deletion processes.

❖ Execute

- Remove or reassign user licences and access permissions across Microsoft 365, Teams, and related services.
- Export or archive customer data using Microsoft-native tools (e.g., SharePoint export, Teams chat archive, Dynamics data export).
- Decommission integrations, applications, and meeting room devices where applicable.

❖ Validate

- We manage the offboarding process by executing defined steps to securely remove user access, transfer or delete data as required, and verify that all actions have been successfully completed. This includes auditing permissions, confirming data migration or deletion, and providing the client with documented confirmation that all offboarding activities have been properly executed in line with organisational policies and compliance requirements.
- Provide evidence of compliance (audit logs, certificates of data destruction if required).
- Validate that no residual data or configurations remain in Symity-managed environments.

❖ Review & Close

- Conduct a final review meeting with stakeholders.
- Share offboarding report detailing actions taken, compliance adherence, and recommendations for future engagements.
- Close the engagement formally and revoke any remaining administrative rights.

6.2 Key Principles

- Security First: All offboarding activities follow ISO 27001 and G-Cloud security standards.
- Compliance: Adherence to GDPR and customer-specific regulatory requirements.
- Transparency: Clear documentation and reporting throughout the process.
- Customer Control: Data ownership remains with the customer at all times.

7. Service Constraints

Symity's services are designed to be flexible and scalable; however, certain constraints apply to ensure security, compliance, and operational stability. These constraints are consistent across all our services offered under the G-Cloud framework.

7.1 Maintenance Windows

Planned Maintenance:

- Symity schedules maintenance activities outside UK business hours (typically evenings or weekends) to minimise disruption.
- Customers are notified at least 5 working days in advance for non-critical updates and 24 hours for urgent patches.

Microsoft Platform Updates:

- As services are built on Microsoft 365 and Azure, updates and feature releases follow Microsoft's update cadence.
- Symity monitors these changes and communicates any potential impact to customers proactively.

7.2 Levels of Customisation

Configuration vs Customisation:

- Symity primarily delivers solutions through configuration of Microsoft-native features to ensure compliance and maintainability.
- Customisation is available for specific requirements using Power Platform (Power Apps, Power Automate) and Azure services.

Limitations:

- Deep code-level customisation of Microsoft SaaS products (e.g., Teams, Dynamics 365) is restricted by Microsoft's governance and API boundaries.
- All customisations must adhere to Microsoft security and compliance standards.

Supported Extensions:

- Integration with third-party systems via certified connectors, such as such as Salesforce, ServiceNow, SAP, and Zendesk

7.3 Other Constraints

- **Licensing Dependencies:** Certain features (e.g., Copilot, Compliance Recording, Contact Centre) require appropriate Microsoft licences.
- **Connectivity Requirements:** Reliable internet connectivity and adherence to Microsoft network guidelines are essential for optimal performance.
- **Customer Responsibilities:** Customers must maintain their Microsoft tenant, identity management, and security policies in line with agreed governance.

8. Service Levels

Symity provides comprehensive support services to ensure the ongoing performance, availability, and reliability of all solutions delivered under the G-Cloud framework. Our support model is designed to meet public sector requirements for security, compliance, and service continuity, while offering flexible options to suit different organisational needs.

8.1 Performance and Availability

- **Service Monitoring**
 - Continuous monitoring of Microsoft 365, Teams, and Azure environments using Microsoft-native tools and Symity dashboards.
 - Automated monitoring delivers proactive alerts for performance degradation, capacity issues, and security events, with notifications typically issued in real time or within minutes of detection. Critical incidents trigger immediate alerts, while warning-level notifications may be surfaced within 5–15 minutes, enabling rapid investigation and response to minimise disruption and maintain service reliability.
- **Availability Targets**
 - Symity aligns with Microsoft's SLA commitments for cloud services (e.g., 99.9% uptime for Microsoft 365).

8.2 Support Hour Options

Symity offers tiered support models to accommodate different operational requirements:

Standard Support

- **Hours:** Monday to Friday, 08:00 - 18:00 (UK business hours).
- **Channels:** Email, phone, and service portal.
- **Response Times:**
 - Severity P1 (Critical) has a 30-minute response time and 6-hour target fix time.
 - Severity P2 (High) has a 60-minute response time and 8-hour target fix time.
 - Severity P3 (Medium) has an 8-hour response time and 12-hour target fix time.
 - Severity P4 (Low) has a 12-hour response time and 48-hour target fix time.

Extended Support

- Hours: Monday to Friday, 07:00–20:00.
- Includes early morning and evening coverage for organisations with extended operating hours.

Premium Support

- Hours: 24/7 coverage for Priority 1 incidents.
- Dedicated account manager and enhanced reporting.
- Optional on-site support for major incidents or planned changes.

8.3 Support Scope

- Incident Management: Resolution of service issues, outages, and configuration errors.
- Service Requests: Changes to configuration, licence management, and user enablement.
- Problem Management: Root cause analysis and long-term remediation for recurring issues.
- Advisory Support: Guidance on Microsoft roadmap, feature adoption, and optimisation.

8.4 Escalation and Governance

- Clear escalation paths for critical incidents dependant on the particular service and Service Level Agreement
- Regular service reviews and reporting to ensure transparency and continuous improvement.
- Compliance with G-Cloud security and governance standards throughout support delivery.

9. After Sales Support

Symity is committed to delivering ongoing value beyond initial implementation. Our after-sales services ensure that customers continue to maximise the benefits of their Microsoft solutions through proactive support, optimisation, and strategic guidance. These services apply across all Symity G-Cloud offerings subject to purchase within relevant product support offering.

9.1 Example Scope of After-Sales Service Options

Performance Monitoring & Health Checks

- Regular reviews of system performance and configuration to ensure optimal operation.
- Proactive identification of risks and recommendations for improvement.

Adoption & Training Continuity

- Ongoing user enablement sessions and refresher training for new features.
- Communication campaigns to drive adoption of Microsoft innovations such as Copilot and Teams enhancements.

Feature Optimisation & Roadmap Alignment

- Guidance on Microsoft roadmap and feature releases.
- Recommendations for integrating new capabilities into existing environments.

Change Management Support

- Assistance with configuration changes, licence adjustments, and scaling services as organisational needs evolve.

Periodic Service Reviews

- Option to include an Account Manager and Cloud Support Engineer for quarterly or bi-annual reviews.
- Detailed reporting on service performance, incidents, and improvement opportunities.

9.2 Benefits

- Continuous Improvement: Ensures solutions remain aligned with business objectives and Microsoft best practices.
- Enhanced Adoption: Drives user engagement and maximises ROI on Microsoft investments.
- Strategic Partnership: Provides expert guidance on future enhancements and compliance requirements.

10. Technical Requirements

To ensure successful delivery of Symity's services under the G-Cloud framework, certain technical prerequisites and responsibilities may be required from the customer. These requirements vary depending on the specific Microsoft solution but generally include the following:

10.1 Core Requirements

- Microsoft Licensing
 - Appropriate Microsoft 365 licences for services such as Teams, Copilot, Dynamics 365, and Power Platform.
 - Additional licences for advanced features (e.g., Teams Phone System, Compliance Recording, Contact Centre integrations).
- Tenant Access and Permissions
 - Administrative access to the Microsoft 365 tenant for configuration and deployment activities.
 - Ability to assign roles and permissions for Symity engineers during implementation.
- Network and Connectivity
 - Reliable internet connectivity meeting Microsoft's recommended bandwidth and latency guidelines.
 - Firewall and proxy configurations to allow Microsoft 365 and Azure services traffic.
- Hardware and Devices
 - Certified Teams Meeting Room devices for meeting room deployments.
 - End-user devices running supported versions of Windows or macOS for Teams and Microsoft 365 applications.
- Identity and Security
 - Active Directory or Azure Active Directory configured for user authentication.
 - Multi-Factor Authentication (MFA) enabled for administrative accounts.

10.2 Additional Requirements for Specific Services

- Microsoft Copilot and Copilot Studio

- Access to Microsoft Graph and relevant data sources for AI-driven experiences.
- Compliance with Microsoft security and governance policies for generative AI.
- Dynamics 365 Contact Centre and Teams Certified Contact Centre
 - Integration readiness for CRM systems and telephony platforms.
 - SIP trunk or Operator Connect configuration for voice services.
- Application Development (Power Platform & Azure)
 - Set up secure and governed environments for Power Apps and Power Automate, including creating development, test, and production spaces, applying DLP policies, configuring access controls, and integrating required Azure resources to support compliant and scalable application development.
 - Azure subscription for hosting custom applications and services.
- Call Recording Solutions
 - Compliance recording licences and integration with Microsoft-certified recording platforms.
 - Storage configuration for retention policies (e.g., Azure Blob or SharePoint).

10.3 Customer Responsibilities

- Maintain governance and compliance policies for data protection and security.
- Provide timely access to stakeholders for workshops, approvals, and testing.
- Ensure internal IT teams are available for coordination during deployment and operational phases.

11. Outage and Maintenance Management

Symity operates a structured approach to managing outages and planned maintenance across all services delivered via G-Cloud. This ensures service continuity, transparency, and compliance with client governance processes.

11.1 Planned Maintenance

- All planned changes or maintenance activities initiated by Symity are subject to formal change control. Symity prepares a detailed Change Plan and submits it to the Client's Change Advisory Board (CAB) for approval. Where required, Symity representatives attend CAB meetings to present and discuss proposed changes.
- Clients are expected to notify Symity in advance of any planned changes to dependent systems (e.g., Microsoft Teams, SharePoint, SQL databases, power or network infrastructure) that could impact Symity-supported services. Early notification enables Symity to mitigate risks and maintain effective incident management.
- Symity schedules recurring maintenance windows for certain platforms and communicates these in advance. Typical maintenance windows occur during low-usage periods and may involve short service interruptions. Clients are advised to record these windows in their Change Calendar to align with incident management processes.

11.2 Unplanned Outages

- Symity follows a structured process for unplanned outages, where incidents are logged, assessed, and prioritised based on severity and business impact. Our team investigates,

communicates updates, and escalates issues to specialist engineers when needed, working through to resolution and final confirmation with the client.

- Where outages are caused by third-party vendors or hardware providers, Symity coordinates with those suppliers and keeps clients informed of progress until resolution.

11.3 Communication and Reporting

- Clients are notified promptly of any service-impacting maintenance or outages.
- Monthly service reviews include a review of incidents, SLA adherence, and any major outages or maintenance activities.

11.4 Key Principles

- Advance notification for all planned changes.
- CAB approval for significant changes.
- Transparent communication during outages and maintenance.
- Alignment with ITIL-based workflows for incident and change management

12. Hosting Options

Symity delivers all services under the G-Cloud framework using secure, scalable, and compliant hosting models aligned with UK Government and Microsoft best practices. Hosting options vary depending on the service type but adhere to the following principles:

12.1 Cloud-Based Hosting (Default Model)

All Symity solutions are designed for cloud deployment, leveraging Microsoft 365, Microsoft Teams, and Azure platforms.

Services such as Microsoft Teams Strategy, Design, Planning, Deployment and Operational Management, Microsoft 365 Consultancy and Managed Security, and Microsoft Copilot Studio are hosted within Microsoft's UK-based Azure data centres, ensuring compliance with UK data residency and security standards.

This model supports high availability, resilience, and scalability without requiring on-premises infrastructure.

12.2 Hybrid Hosting

For organisations with existing on-premises investments or regulatory requirements, Symity supports hybrid configurations.

Examples include Microsoft Teams Meeting Room Design and Deployment and Teams Certified Contact Centre solutions, which integrate on-premises AV hardware or Session Border Controllers with cloud services for voice and video interoperability.

12.3 Remote Delivery and Managed Services

All operational management services, including Microsoft Teams Call Recording, Dynamics 365

Contact Centre, and Copilot Strategy and Deployment, are delivered remotely by Symity's UK-based support teams.

12.4 Security and Compliance

Symity ensures hosting environments comply with UK Government security standards, including Cyber Essentials Plus and annual penetration testing.

Data protection policies align with GDPR requirements, and solutions are compatible with secure virtual desktop environments where required.

12.5 Summary of Supported Hosting Models:

- Cloud-native (Microsoft Azure UK regions) - Default for all services.
- Hybrid (Cloud + On-premises) - For AV hardware, Session Border Controllers, and legacy integrations.
- Remote Managed Service - Operational support delivered from UK-based teams.

13. Access to Data (Upon Exit)

Symity ensures that customers retain full control over their data throughout the service lifecycle, including at contract termination. The following principles apply to all relevant services:

13.1 Customer Ownership of Data

All data generated or processed during the delivery of Symity services remains the property of the customer. Symity acts solely as a processor and does not claim ownership of any customer data.

13.2 Data Retrieval Options

Upon termination or expiry of the contract, customers are provided with reasonable access to retrieve their data from the relevant Microsoft 365, Teams, Dynamics 365, or Azure environments.

For services such as Microsoft Teams Call Recording, Dynamics 365 Contact Centre, and Copilot deployments, Symity supports export of data in standard formats (e.g., CSV, MP4, JSON) as permitted by the underlying Microsoft platform.

13.3 Secure Return and Destruction

Where Symity has stored data on Buyer-issued devices or within Symity-managed environments (e.g., for adoption and training services), these devices will be returned, and any residual data will be securely deleted in accordance with the Buyer's retention policies.

13.4 Compliance and Governance

Data handling during exit aligns with UK GDPR and government security standards. Symity follows best practices for data lifecycle management, including retention, classification, and secure disposal.

13.5 Exit Support

Symity provides offboarding support, including guidance on data extraction, tenant configuration handover, and documentation of operational processes. This ensures continuity and minimises disruption during transition.

14. Security

Symity applies robust security measures across all services delivered under the G-Cloud framework to ensure confidentiality, integrity, and availability of customer data. Security is embedded throughout the service lifecycle, from design and deployment to operational management.

14.1 Compliance and Standards

- All services adhere to UK Government security requirements, including Cyber Essentials Plus, ISO 27001, and GDPR compliance.
- Hosting environments leverage Microsoft's UK-based Azure and Microsoft 365 data centres, which meet global certifications such as ISO 27001, ISO 27018, SOC 1/2, and CSA STAR.

14.2 Identity and Access Management

- Symity enforces secure authentication and authorisation practices, including multi-factor authentication (MFA) and role-based access control (RBAC).
- Administrative access is restricted to authorised personnel and monitored through audit logs.

14.3 Data Protection

- All data in transit and at rest is encrypted using industry-standard protocols (TLS 1.2+ for transmission and AES-256 for storage).
- Customer data remains within UK regions unless otherwise agreed, ensuring compliance with data residency requirements.

14.4 Operational Security

- Regular vulnerability assessments and penetration testing are conducted on Symity-managed environments.
- Change management processes follow ITIL best practices, ensuring security validation before implementation.
- Incident management procedures include rapid escalation and reporting in line with contractual SLAs.

14.5 Service-Specific Security Controls

- For Microsoft Teams Call Recording and Contact Centre solutions, Symity ensures secure storage and controlled access to recordings and interaction data by applying role-based access controls, enforcing encryption at rest and in transit, and aligning retention and access policies with organisational governance. Regular reviews and audit checks help maintain ongoing compliance and security.

- For Microsoft Copilot and Copilot Studio deployments, Symity applies Microsoft's AI governance and data security guidelines to protect sensitive information.

14.6 Customer Responsibilities

- Customers are responsible for enforcing their own internal security policies within their Microsoft 365 tenant, including user access controls and compliance configurations. Symity provides guidance and best practices to support these requirements.