

848

Workforce Productivity and Collaboration

Service Definition

Efficient Business

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Driven by **people.**



Powered by **intelligence.**



Value chain **led.**

1. Service Overview

Employees work more effectively when they can find information, collaborate consistently and use dependable workplace tools. Fragmented workspaces or inconsistent device and meeting experiences can interrupt routine tasks. Workforce Productivity and Collaboration establishes selected Microsoft workplace capabilities and the practices needed to make them useful in everyday work.

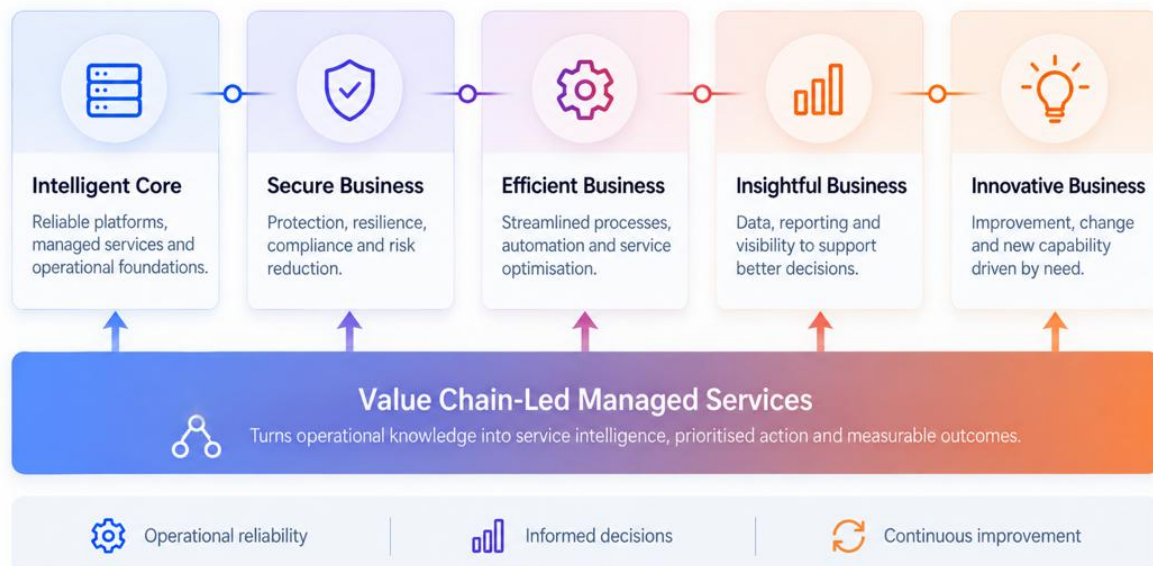
Workforce Productivity and Collaboration sits within The Efficient Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

The service connects workplace configuration to how people communicate and share knowledge. A clear foundation supports access and collaboration, while selected adoption and review activity helps employees use that capability consistently. Customer teams gain a workplace they can understand, maintain and improve.

The Secure Business provides further protection services where needed, and The Intelligent Core supplies underlying architecture and platform foundations. This service concentrates on the employee experience within The Efficient Business. Copilot readiness and adoption can then build on the relevant information and permission arrangements.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Microsoft 365 workplace foundation	Core tenant configuration prepares selected communication and collaboration services. Content migration, detailed workspace governance and device management are separate.
SharePoint knowledge and content	Selected information architecture and workspace structures support communication and knowledge access. Bespoke branding, extensive content rewriting and custom workflows are separate.
Modern device management	Selected Windows enrolment and configuration policies support consistent device administration. Endpoint threat protection, procurement and repair are separate.
Viva deployment	Selected Viva capabilities connect workplace information and employee experience. HR strategy, learning content creation and behavioural change programmes are separate.
Hybrid meeting standardisation	Assessment and configuration of selected Teams Rooms and compatible devices support consistent meetings. Physical installation, cabling and device procurement are separate.
Workforce communications managed service	Selected mobile communications and user lifecycle arrangements provide the commissioned managed capability. Device logistics and wider communications transformation require separate scope.
Collaboration governance	Workspace rules and selected lifecycle controls support ownership of Teams and SharePoint. Existing content remediation and ongoing governance operation are separate.
Microsoft 365 Copilot readiness	Selected permission and data exposure checks prepare the environment, with limited remediation and pilot enablement. Large-scale content redesign and custom Copilot extensions are separate.
Microsoft 365 adoption	An adoption plan and targeted communications support champions and working practices. Instructor-led end-user training and technical deployment are separate.
Workplace improvement review	Available usage and stakeholder evidence identify opportunities to improve the existing workplace. Implementing recommendations and ongoing monitoring are separate.

Dependencies and exclusions

The selected elements define which workplace services and user groups are included. Device logistics, physical meeting-room work and wider security engineering require their own scope. Readiness or adoption work does not imply delivery of every associated technical change. Managed workforce communications has separately agreed operational responsibilities and coverage.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Review current working patterns

848 examines the selected collaboration and workplace needs with users and service owners. Existing configuration and feedback identify barriers to effective work. The customer confirms the intended outcomes and the groups or environments included.

Design the workplace capability

848 develops the selected configuration or working model. Customer owners review information organisation and access expectations where relevant. Dependencies on the existing tenant, devices or physical environment are confirmed before implementation.

Implement and validate the selected services

848 configures the commissioned capability and checks representative user scenarios. Customer specialists participate in validation and address retained prerequisites. The findings distinguish delivered functions from further work outside scope.

Support use and operational handover

848 explains the relevant guidance and administration tasks to the receiving team. Selected adoption work reinforces practical use. Review findings inform further improvement, with ongoing managed activity limited to the elements expressly commissioned.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Workplace design and configuration	Records the selected tenant, workspace or device arrangements.
Enabled workplace capability	Provides the commissioned collaboration, employee experience or communications services.
User and operational material	Explains validation findings and the selected guidance for adoption and administration.

4.2. Working with 848

Workplace owners approve the intended experience and scope. Information owners confirm content and access needs. Customer administrators and representative users support validation and operational handover.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Checks assess the selected configuration and representative user experience. Customer review confirms that the commissioned outputs are usable and understood. Remaining access or environment issues are recorded for the relevant owner.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	Relevant Microsoft licences and administrative access are required. Customer teams provide user and environment information, with suitable devices or physical prerequisites available for selected device and room work.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Usage and feedback can expose further opportunities to simplify work or strengthen adoption. Customer owners prioritise the next changes. A selected workplace review supplies recommendations, with implementation separately scoped.

4.6. Handover and Exit

848 explains the delivered workplace components and their administration needs. The customer confirms ownership of content, user support and continuing operation, including any selected managed communications service.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.