MICROSOFT 365 LICENCE PROVISION

G-Cloud 15





ABOUT IMICRO

iMicro is a UK-based IT and communications services provider supporting public and private sector organisations. We deliver managed IT, cloud, cyber security, and connectivity services, with experience supporting healthcare providers, local authorities, and other public sector bodies.

ABOUT THIS DOCUMENT

This document provides the service definition for iMicro's **Microsoft 365 Licence Provision** service offered under the G-Cloud framework. It describes the scope of the service, how it is delivered, and any relevant constraints. Pricing, service levels, and contractual terms are agreed at call-off in accordance with the G-Cloud framework.

1. SERVICE OVERVIEW

iMicro provides Microsoft 365 Licence Provision services for UK public sector organisations. The service supports the procurement and ongoing supply of Microsoft 365 subscriptions in line with customer requirements and Microsoft licensing terms.

2. SERVICE SCOPE

The service includes the supply of Microsoft 365 licences, assistance with licence selection, subscription changes, renewals, and centralised billing.

This service does not include administration, configuration, security management, user support, or access to the customer's Microsoft 365 tenant.

3. SERVICE FEATURES

- Supply and procurement of Microsoft 365 licences
- Assistance with licence selection
- Management of licence quantities and subscription terms
- Renewal and term change support
- Centralised billing and invoicing
- Coordination with Microsoft for licence-related queries

4. SERVICE BENEFITS

- Simple procurement of Microsoft 365 licences
- Reduced administrative overhead
- Clear visibility of licence costs
- Flexible scaling as requirements change
- Single supplier for licence procurement

5. SERVICE CONSTRAINTS

This service is limited to licence procurement only and does not require or include access to customer Microsoft 365 environments. Operational management and security responsibilities remain with the customer and Microsoft.

6. ONBOARDING AND OFFBOARDING

Onboarding is supported through guidance on licence selection and ordering. At contract end, licence supply and billing will cease in line with agreed terms.

7. SECURITY AND DATA HANDLING

iMicro does not store or process customer data as part of this service. All data remains within the customer's Microsoft 365 environment and is managed using Microsoft's native tools.

8. SUPPORT

Support is limited to administrative and commercial queries relating to licence procurement and billing. No technical support is included.

9. ORDERING AND PRICING

Services are ordered through a call-off contract under the G-Cloud framework. Pricing is provided in the associated Rate Card.

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