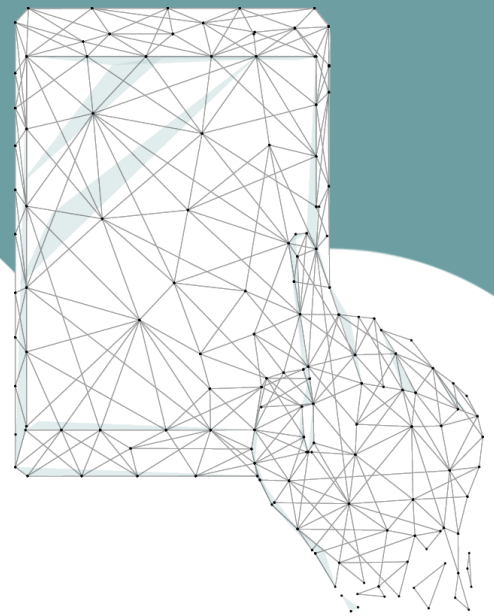
G Cloud - Support

Service Definition Document

Modern Digital Workplace



quorum

SERVICE DESCRIPTION

Quorum, as a Microsoft Solutions Partner in Modern Work and Security, offer a complete end-to-end Modern Digital Workplace adoption and migration service. Delivered by Microsoft certified consultants and Microsoft 365 subject matter experts, we securely integrate Microsoft 365 public cloud services with Windows 11 Enterprise and the Enterprise Mobility and Security (EMS) suite of products.

Windows 10/11 Enterprise	Microsoft 365	Enterprise Mobility & Security
•Build & Engineering •Group Policy Security (NCSC Compliance) •Application Compatibility •Application Packaging •Self-Service Application Delivery •Deployment & Migration •End User Support •Updates and Patching	•M365 Packaging and Deployment •M365 Tenant Enablement •Hybrid Azure Active Directory Integration •Exchange Online migration •Teams adoption and deployment •SharePoint & OneDrive for Business deployment and migration	•Azure AD Multi-Factor Authentication (MFA) •Conditional Access •Intune design and implementation •Cloud device management •Mobile Device Management (MDM) •Mobile Application Management (MAM)



Enterprise Mobility + Security

Our team of experienced professionals can work with you to define each package of work that can be delivered as outcomes, or we can embed our team within your existing internal project teams to support and educate your own staff and lead you through the adoption and migration to a Modern Digital Workplace.

SERVICE FEATURES

- Delivery of Windows 11 Image
- Group Policy (GPO) Analysis and Review
- Group Policy for Windows 11 NCSC compliance
- Automated Deployment, Software and Cloud Distribution
- Windows 11 image creation and deployment
- Windows 11 updates and upgrade device settings
- Microsoft 365 engineering and deployment
- Exchange Online migration
- SharePoint and OneDrive for Business adoption and deployment
- Teams enablement and deployment
- Implementation of secure cloud-based device management solution
- Intune for Mobile Device Management (MDM)
- Conditional Access for secure access to Office 365
- Enable Multi-Factor Authentication (MFA)



SERVICE BENEFITS

- DDaT or Fixed Price to meet customer business requirements
- NCSC security compliance
- Leverage Quorum's experience deploying across Public Sector organisations
- Rapid deployment of M365 (Windows 11, M365 and EMS) into production
- Utilise desktop experience using proven methodologies and tools
- Standardise applications or bespoke application deployment
- Improved user productivity
- Implement Modern Digital Workplace across the organisation
- Uplift from legacy EUC devices to maintain currency.
- Secure integration with M365 services
- Device management within the cloud



SERVICE PROVISION

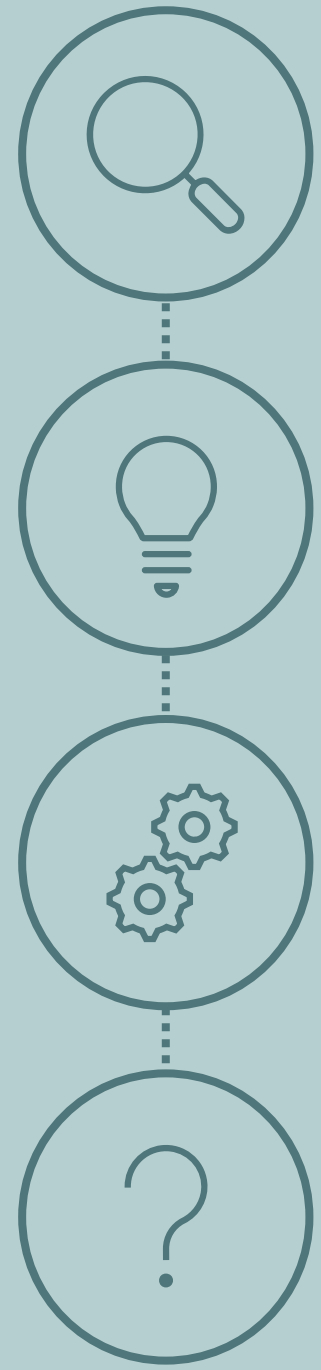
Onboarding

Our project and professional services professionals will require access to:

- Agreed business and technology stakeholders
- Environments, systems and platforms with appropriate rights and privileges
- On-site or remote access identities and operating environments
- Client security policies and standards
- Internal PMO processes and templates (can be provided if not available internally)

Key Roles

- Programme & Agile Project Manager(s)
- Cloud Architect(s) & Cloud Engineer(s)
- Security & Identity Engineer(s)



SERVICE SUPPORT

Quorum provide different options for clients looking for support. We offer the following (price dependent on client requirement):

Full Managed Service

Full responsibility for all your IT services end-to-end, including external suppliers and project delivery. 24x7x365 support is available by agreement and incurs an additional charge.

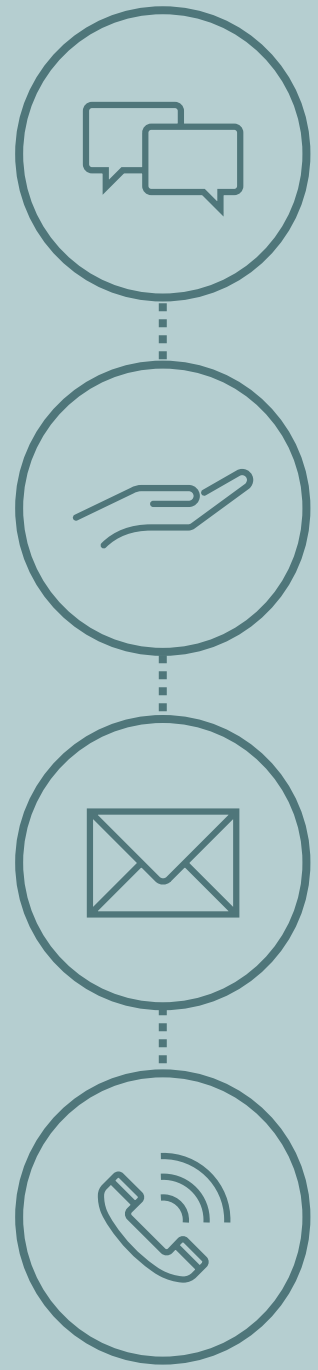
IT Director as a Service

Our IT Director Service gives access to senior IT Directors on a part time basis who can work with you to review your current IT capability and develop your IT roadmap, ensuring that IT is aligned to the changing needs of your business.

End User and Infrastructure Support

As your outsourced infrastructure team, we will take responsibility for proactively monitoring, patching and managing your servers, storage and network devices, ensuring they remain highly available, performant and healthy.

All clients will be assigned a designated Account Manager and if required, a lead Cloud Architect.





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