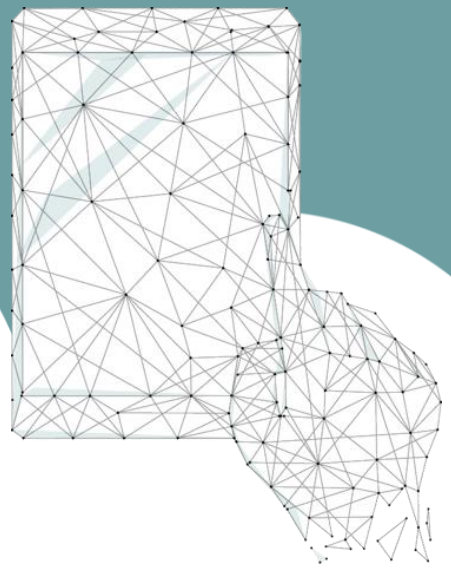
G Cloud - Support

Service Definition Document

SharePoint Migration Services



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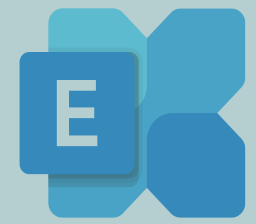
SERVICE DESCRIPTION

We work across private and public sector clients to assist in adopting the Microsoft 365 product stack, which includes SharePoint Online, OneDrive for Business, Exchange and Teams. Microsoft SharePoint and Microsoft Viva skills reside in our Modern Workplace and Security teams who deliver across our Managed Services, Projects and Professional Services client base.

We have experience of integrating Modern SharePoint with cloud-based and on-premises systems. This includes using external systems as lookups to a single source of truth, as well as two-way communications to facilitate updates to external systems either via an integrated Power App with Power Automate, or via an SPFx web part.

Our team of experienced professionals work with you to define each package of work to 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 SharePoint online.







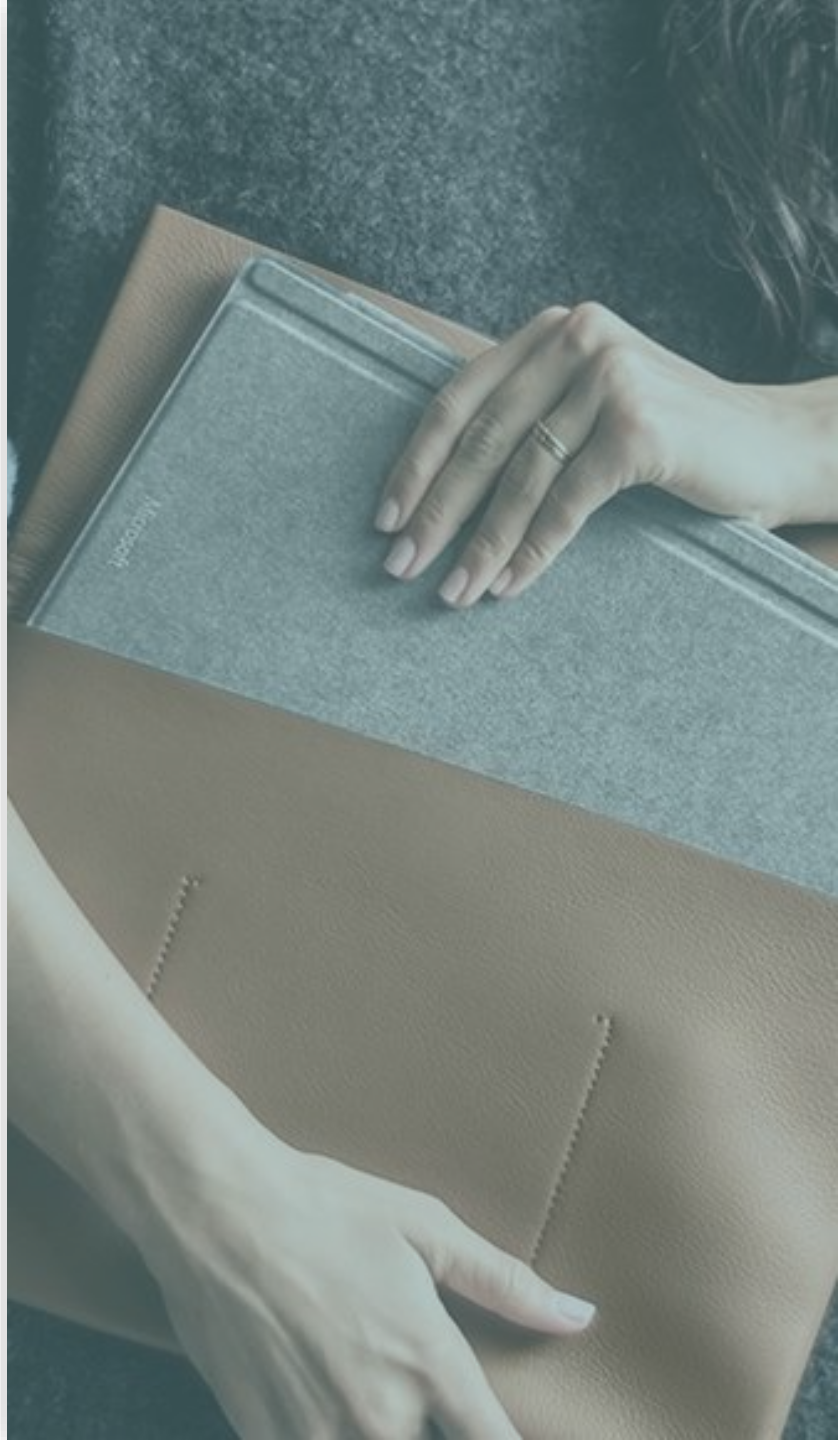




SERVICE FEATURES

- **Expertise -** Our planning covers all aspects of Teams, OneDrive for Business and SharePoint migration.
- **Visualised Planning -** We use Power BI to help you visualise your data.
- **Data Enrichment -** Data enhanced in flight.
- **Automation -** Our completely automated scripts scale to any size of data set.
- **Scalability -** Store up to 30 million items in a single library, with easy to find data after enrichment.
- **Speed -** Can start migrating departments in as little as three weeks.
- **Savings -** Run department migrations in parallel to maximise savings.
- **Future Proofing -** Can provide flat view of files even if they're in folders.
- **Housekeeping -** No need to tidy up.

We sort through the mess and migrate files into order as part of our migration planning. Work with us to map what goes where and we take care of the rest.



SERVICE BENEFITS

- **Robust Security:** SharePoint Online offers robust security features. This includes features like Advanced Threat Protection, Data Loss Prevention, Information Rights Management and more.
- **Access from Anywhere:** SharePoint Online can be accessed from any computer with Wi-Fi and a browser, eliminating the need for costly VPNs. This increases productivity as employees can work from anywhere.
- **Predictable Costs:** With SharePoint Online, you pay a fixed cost per user, making the costs predictable and straightforward. This can be a significant advantage over maintaining on-premise servers.
- **Value for Money:** SharePoint Online offers a wide range of tools and features for the same cost, providing value for your investment. This includes features like team collaboration, communication sites, content management, and more.



Secure Access Mobility



Predictable Costs

SERVICE BENEFITS continued

- **Continuous Improvement**: SharePoint Online is continuously improving to meet ever-changing requirements. Microsoft regularly updates SharePoint Online with new features and capabilities without any additional cost.
- **Enhanced Collaboration**: SharePoint Online empowers teamwork with dynamic and productive team sites for every project team, department, and division. It integrates with Microsoft 365 to provide a seamless work experience.
- **Advanced Document Management:** SharePoint Online offers extensive document management system features, including version control, metadata management, and powerful search capabilities. This makes it easy to manage and find content.
- **Workflow Automation:** SharePoint Online allows you to streamline repetitive processes, improving efficiency. With Microsoft Power Automate, you can create automated workflows between your favourite apps and services.



Continuous Improvement,
Seamless Collaboration



Streamlined
Workflow Automation

SECURITY

With every Microsoft 365 deployment, there is a heavy focus on security. We adopt the Microsoft Purview suite of tools. Our SharePoint Engineers complete data migration projects ensuring they include incorporating built-in security features to protect the environment from security threats and cyber-attacks.

We implement Multi-Factor Authentication, Conditional Access, threat protection policies and Data Loss Prevention to block unauthorised access, strengthen security and shield against security threats.



Built-in Security,
Conditional Access



Threat Protection,
Data Loss Prevention

TRAINING

We deliver training to our clients based on their SharePoint Online adoption maturity. Where customers are well-versed, we enable the built-in Microsoft Learning Pathways training at an app level and maintain these on an ongoing basis.

For clients who require a bespoke solution, we develop this training in house and deliver a train-the-trainer methodology using a combination of webinars, pre-recorded material and guides. All of this is hosted within the client's SPO environment to facilitate quick onboarding of new starters.

We produce our documents and supporting material using best practices for equality and diversity such as accessible slide designs and easy to read colour schemes.



Built-in or
Bespoke Training



Accessible

SERVICE PROVISION

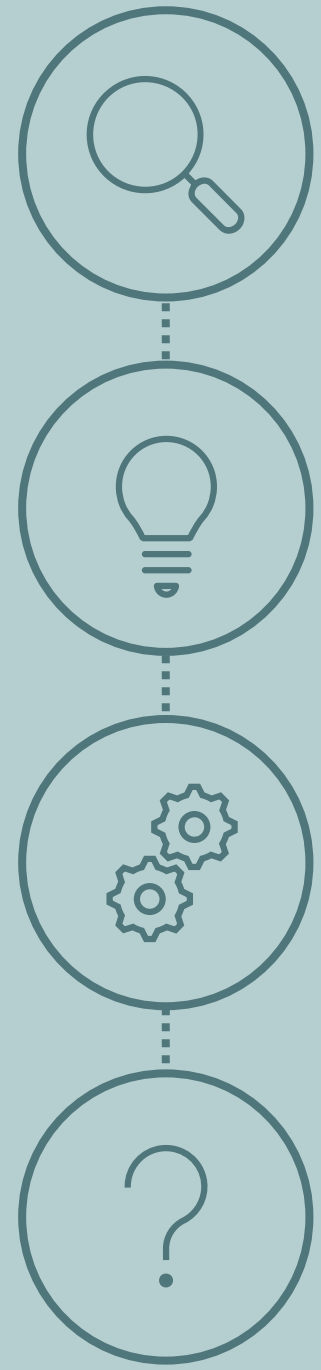
Onboarding

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

- Agile Project Manager
- Modern Workplace Architect(s) & 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.

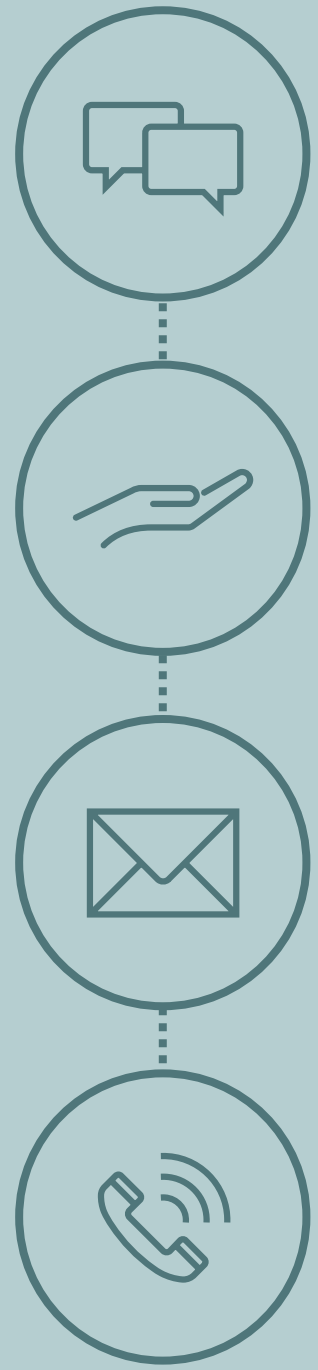
IT Director as a Service

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 strategy and roadmap, ensuring IT is aligned to the changing needs of your business.

End User and Infrastructure Support

As your outsourced partner, 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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