



JANUARY 2026

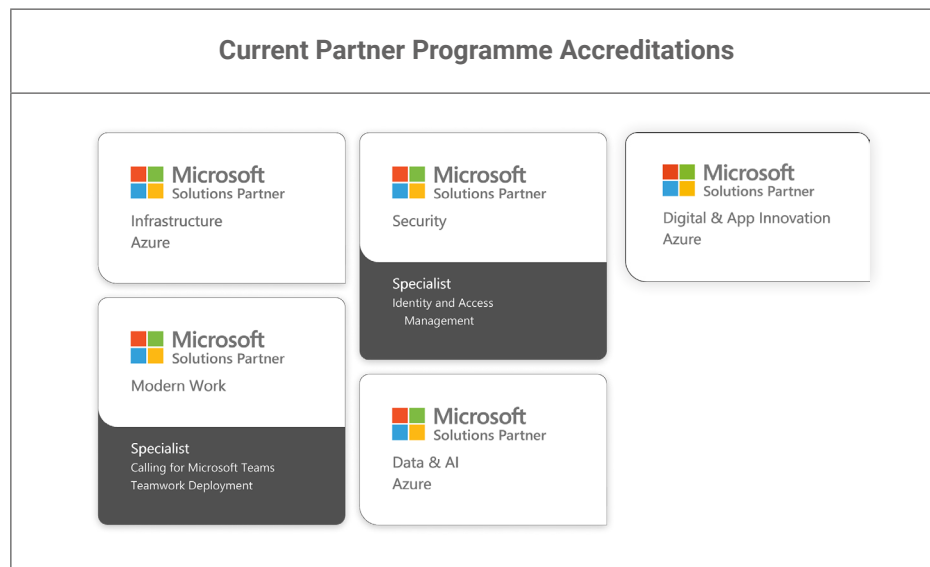
Managed Support Services

G-Cloud 15 Service Definition

About Chess

Chess is a Microsoft Solutions Partner, specialising in Microsoft 365 and cloud and hybrid infrastructure.

Helping you to deliver a 'Modern Workplace', providing flexibility of access to services and information in a secure and compliant environment. Addressing your challenges through professional services, support, adoption and change management.



As well as being experts in the latest cloud solutions, we also have considerable experience helping organisations with legacy applications and infrastructure.

Public Sector Customers

We have a wealth of experience providing cloud solutions to public sector customers as part of a drive towards digital transformation. Here are just some of them:

Government	Emergency Services	Healthcare	Higher Education	Third Sector	Housing Associations
East Sussex Council	London Fire Brigade	North Bristol NHS Trust	University of Hertfordshire	The Royal British Legion	Southern Housing Group
Royal Borough Kensington & Chelsea	Hampshire & Isle of Wight Fire & Rescue	University Hospital Birmingham	University of Greenwich	Plan International	London & Quadrant Housing Trust

Managed Support Services

We provide support services to enable organisations to manage their on-premises, Microsoft Azure and Microsoft 365 environments.

Service Features

- ✓ Pay-as-you-go to fully managed service options
- ✓ Dedicated service desk and support team
- ✓ Full reporting and review activities
- ✓ Issue escalation to our professional services team and Microsoft
- ✓ Scalable SLAs to match the business-critical nature of the service
- ✓ Flexible support service hours to suit the needs of an organisation

Service Benefits

- ✓ Benefit from expert advice and guidance from established subject matter experts
- ✓ On-demand advice, guidance and support
- ✓ Support service options aligned to the needs of the organisation
- ✓ Gain visibility and insights into the Microsoft roadmaps
- ✓ Monthly pay-as-you-go Microsoft Cloud consumption billing

Our Approach

The success of an Office 365 implementation is in maximizing usage and thereby realising the productivity benefits that this powerful suite of applications offers. In order to optimise success there are four key areas to be considered. Each of these are areas of expertise within Chess so we can support you across the whole project lifecycle.

Key Topics

Technical Readiness



Enablement of the environment and service on-boarding

Migration



Moving apps, data and users into Microsoft 365

Security & Compliance



Keeping your data, users and environment safe and secure

Driving User Adoption



Maximising ROI from user subscriptions

Advice, Guidance, Recommendations, Resources & Tools

Ordering Process

Contact us via email or phone to discuss these services. The full scope and timings are agreed with you and then a work order is released to you for approval.

Email: bids@chessict.co.uk

Call: 0344 770 6000

Why Chess?

- ✓ Focus on successful outcomes
 - ✓ Specialists in Microsoft 365 and Azure
 - ✓ On premises skills support hybrid cloud model
 - ✓ Consultants highly regarded for deep expertise in their areas
 - ✓ Experienced project management team
 - ✓ In-house customisation and software development capability
 - ✓ In-house support
 - ✓ 30 years of proven success
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Our Other Services

Please find a full list of services published on G-Cloud 15:

- ✓ Microsoft 365 Professional Services & Consulting
- ✓ Microsoft Azure Professional Services & Consulting
- ✓ Microsoft 365 Adoption and Change Management
- ✓ Power Platform professional services & consulting
- ✓ Managed and support services
- ✓ Microsoft Exchange Implementation & Migration
- ✓ SharePoint Implementation & Migration
- ✓ Azure Cloud/Hybrid Implementation & Migration
- ✓ Microsoft Teams Enablement & Management
- ✓ Microsoft 365 Security and Compliance
- ✓ Microsoft CSP
- ✓ Identity and Access Management