



TSG Cloud Care Service Definition

Pay for what you use. Use what you pay for.

Welcome to Cloud Care

We monitor your Microsoft 365 and Azure usage, cut the waste, and ensure you're only paying for what your people actually need. Our One View portal shows you exactly where every pound goes. No more mystery bills or unused subscriptions draining your budget.

TSG Cloud Care manages your Microsoft 365 and Azure environments. We monitor what your people actually use, handle licensing procurement, and make sure you're getting value from your investment.

The service provides expertise, tools, and proactive management for your Microsoft cloud infrastructure. We focus on operational efficiency, cost reduction, and security improvement through dedicated support personnel, quarterly reviews, and ongoing monitoring.

LICENSING

Handles your Microsoft 365 procurement and tracks what's actually being used.

M365 OPTIMISATION

Adds comprehensive end-user support and productivity enhancement across your Microsoft 365 environment.

PROCURE

Extends management to your Azure infrastructure with cost controls and performance tuning.

What You Get

We offer three tiers that build on each other. Pick the level that matches where you need help.



Licensing

The starting point. We handle your Microsoft licensing and keep an eye on what you're actually using.

What's included:

- License allocation reviews comparing what's assigned versus what's actually used
- Reallocation and consolidation recommendations to eliminate waste
- Cost optimisation analysis with specific actions you can take
- Quarterly service management reports showing trends and opportunities



M365 Optimisation

Everything in Licensing, plus comprehensive support for your Microsoft 365 environment.

Additional inclusions:

- End-user support for operating systems and M365 applications
- Usage analytics for Teams, OneDrive, OneNote and other M365 tools
- Automated Joiners, Movers, Leavers processes
- Regular Microsoft Secure Score reviews with recommended security actions
- Device lifecycle management using Intune, Autopilot, and compliance policies



Azure Optimisation

Everything in M365 Optimisation, plus Azure infrastructure management.

Additional inclusions:

- Azure Cost Management with budget alerts to prevent overspending
- VM right-sizing and performance tuning
- Reserved instance and hybrid benefit reviews
- Azure Virtual Desktop optimisation including autoscaling and auto start/stop
- Backup and recovery testing for files, folders, email, and virtual machines
- Storage tier optimisation (e.g. moving powered-off resources from Premium SSD to Standard HDD)
- Cloud Management Platform reports on unused resources, AVD hostpool utilisation, and FSLogix container sizes
- Uptime reporting and monitoring

What You Get

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Cloud Care essentials: What's included in every tier.

Regardless of which tier you choose, you get:

Microsoft 365 Business Premium licensing for all users. This covers the full suite of productivity apps, cloud services, and security features.

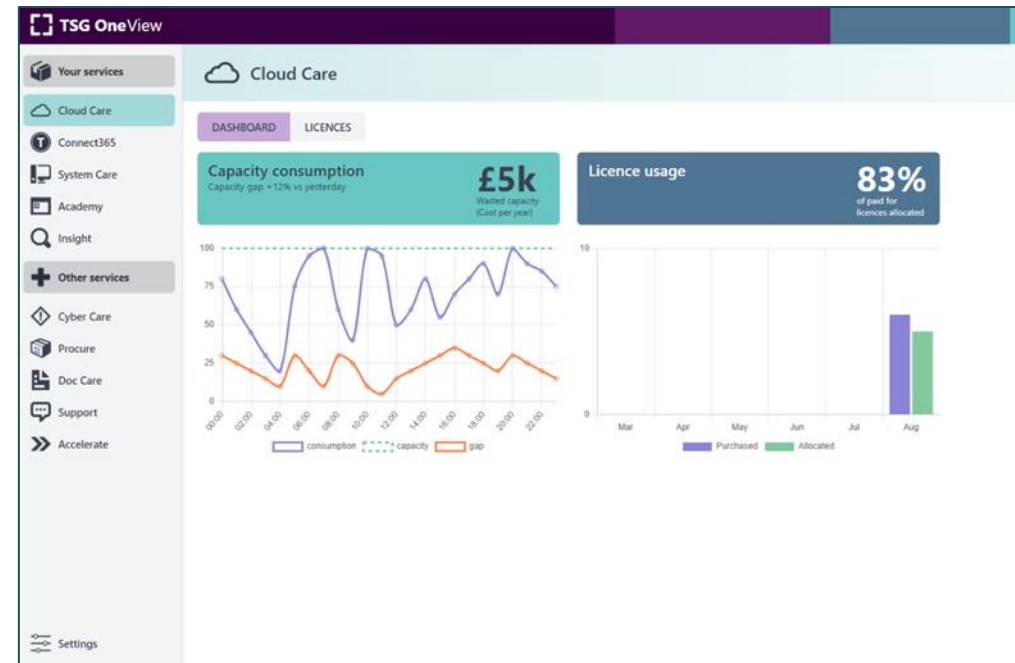
Quarterly optimisation reviews to ensure your environment keeps improving based on usage patterns and Microsoft's evolving features.

One View portal access giving you visibility into performance, security posture, and optimisation opportunities across your cloud environment.

Connect 365 portal for ticket management and tracking support requests.

Named Operations Manager who maintains overall responsibility for service quality and strategic direction.

Dedicated Onboarding Engineer to handle implementation and knowledge transfer.



Our proprietary One View portal gives you visibility across your cloud environments.

Service Scope and Boundaries

What we need from you to deliver Cloud Care effectively, and where other services take over.

Service Requirements

What you need:

- Minimum 20 seats
- Microsoft 365 Business Premium licensing for all users (we handle the procurement)
- 36-month contract term

What we need:

- Administrative access where required
- A nominated point of contact from your side

Contract Terms

Cloud Care requires a minimum 36-month commitment with at least 20 seats. This timeframe ensures we can deliver meaningful optimisation over time rather than just quick wins. Renewal terms are governed by the Master Services Agreement.

What We Don't Cover

To keep service boundaries clear, the following areas sit outside Cloud Care:

Hardware Support

- Physical device support (laptops, desktops, peripherals)
- On-premises server hardware
- Warranty management and break/fix services

On-Premises Infrastructure

- Physical site visits or installations
- Network cabling or physical infrastructure
- On-premises server, network, or storage management

Application Support

- Third-party application support (unless explicitly agreed)
- Custom application development

Security Services

- Advanced cyber threat detection and remediation
- Security incident response
- Penetration testing or vulnerability scanning

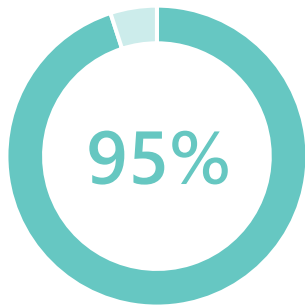
Note: These security services are available through our Cyber Care offering. For comprehensive coverage across your entire IT estate, consider combining Cloud Care with our System Care and Cyber Care offerings.

Response Times That Matter

When something goes wrong, you need to know when it'll be fixed.
Here's what you can expect from our Service Level Agreements (SLA):

Priority	What It Means	Response Time	Resolution Target
P1 Critical	Complete loss of a core service for multiple users (Email, SharePoint or OneDrive down)	30 minutes	4 hours
P2 Critical	Major feature or system down, widespread impact with workarounds (Teams meetings failing or policy affecting one group)	1 hour	1 business day
P3 Minor	Service issue affecting a single user or small group (Outlook profile issues, OneDrive sync errors)	4 hours	3 business days
P4 Low Priority	Request or Information (New or access to a mailbox)	8 hours	5 business days

SLA timers pause outside business hours (Monday to Friday 08:00-18:00).
If a P1 ticket is logged at 17:00, we'll respond by 17:30, with resolution due at 11:30 the next business day.



SLA Compliance Target

Minimum performance standard
across all priority levels



Net Promoter Score (NPS)

User satisfaction benchmark for
service quality



Quarterly Reviews

Completion rate for scheduled
business reviews

We hit our SLA targets 95% of the time. The other 5%? Sometimes the unexpected happens, but we'll keep you informed every step of the way.



Responsibilities

Clear responsibilities ensure effective service delivery and establish accountability for both your team and TSG.

What You Need to Do

We can't do this alone. Here's what we need from you:

- Maintain Microsoft 365 Business Premium licensing for all users
- Provide necessary administrative access and delegated rights
- Nominate a primary point of contact for service coordination
- Communicate organisational changes promptly
- Notify us of significant events (mergers, acquisitions, major restructures)
- Participate in scheduled quarterly review meetings
- Approve recommended optimisation actions as appropriate

What We'll Do

Our commitment to you. We will:

- Deliver all services in accordance with this document
- Meet or exceed defined SLAs and KPIs
- Provide proactive recommendations during quarterly reviews
- Maintain the One View portal for ongoing environment visibility
- Escalate service risks or optimisation opportunities promptly
- Assign a dedicated Operations Manager for service ownership
- Conduct thorough onboarding and knowledge transfer
- Maintain appropriate security and compliance standards

How We Work

Everything you need to know about getting in touch

Ways to Reach Us:



Connect 365 Portal (preferred)

Ticket tracking, appointment booking, secure communication.

connect365.tsg.com

Security Notice: Submit all high-risk security requests through the Connect365 portal. This ensures proper authentication and maintains audit trail compliance.



Phone

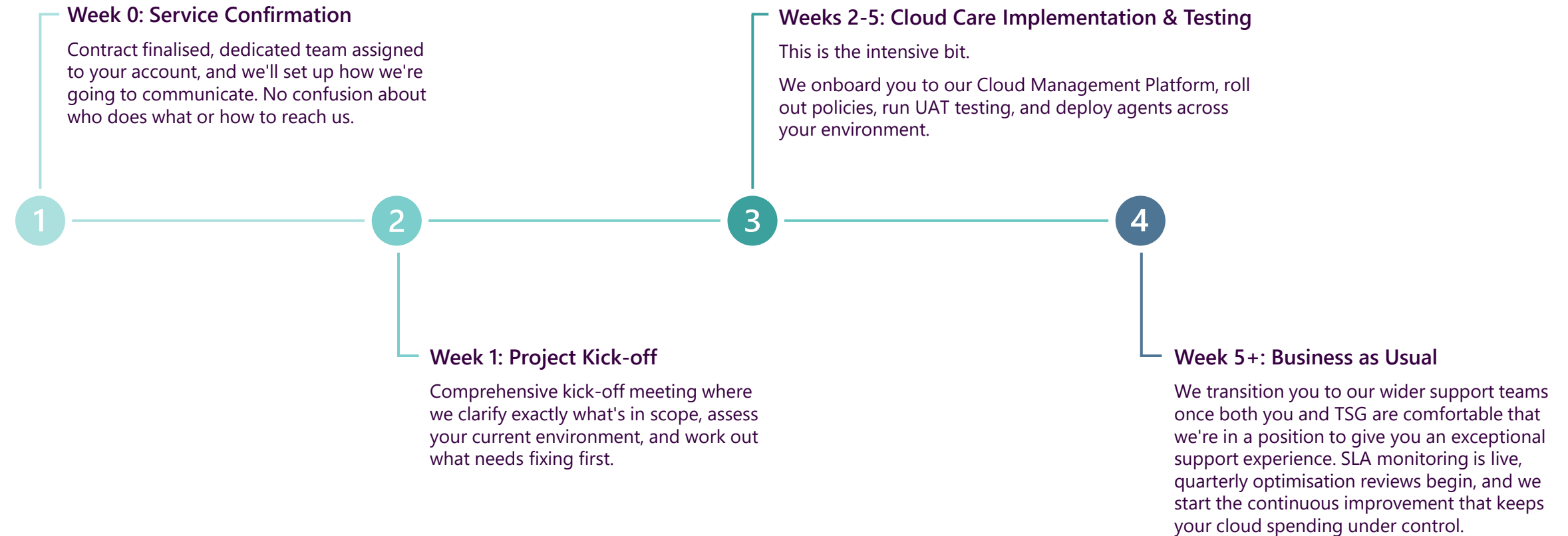
Direct access to our engineers for urgent issues.

0333 220 0777

Please Note: A PIN is required to connect to us via phone. This will be issued during onboarding and available to authorised contacts in the Connect 365 portal.

Implementation Timeline

From Day One to Full Operation - Getting Your IT Support in Place



36

Months Minimum

Service commitment period with 20+ users

£18

Licensing

Per user per month

£43 (£58 inc. Business Premium*)

M365 Optimisation

Per User Per Month

£45 (£60 inc. Business Premium*)

Azure Optimisation

Per User Per Month

Onboarding Investment: Approximately £5,000 setup fee covering initial discovery, agent deployment, configuration, and documentation creation.
*Price includes the purchase of Business Premium license, procured by TSG.



Commercial Terms

Additional Notes

- Every user must be covered by Cloud Care
- Every user must have Business Premium
- Cyber Control, Cyber Essentials, or Cyber Essentials+ is recommended as a minimum
- Fair use policy applies
- Pricing does not include cost of Azure consumed
- If you subscribe to both Cloud Care and Cyber Care, you only need to pay for Business Premium once
- Subject to a minimum of 20 users
- Volume discounts (>100 users) are available on request

