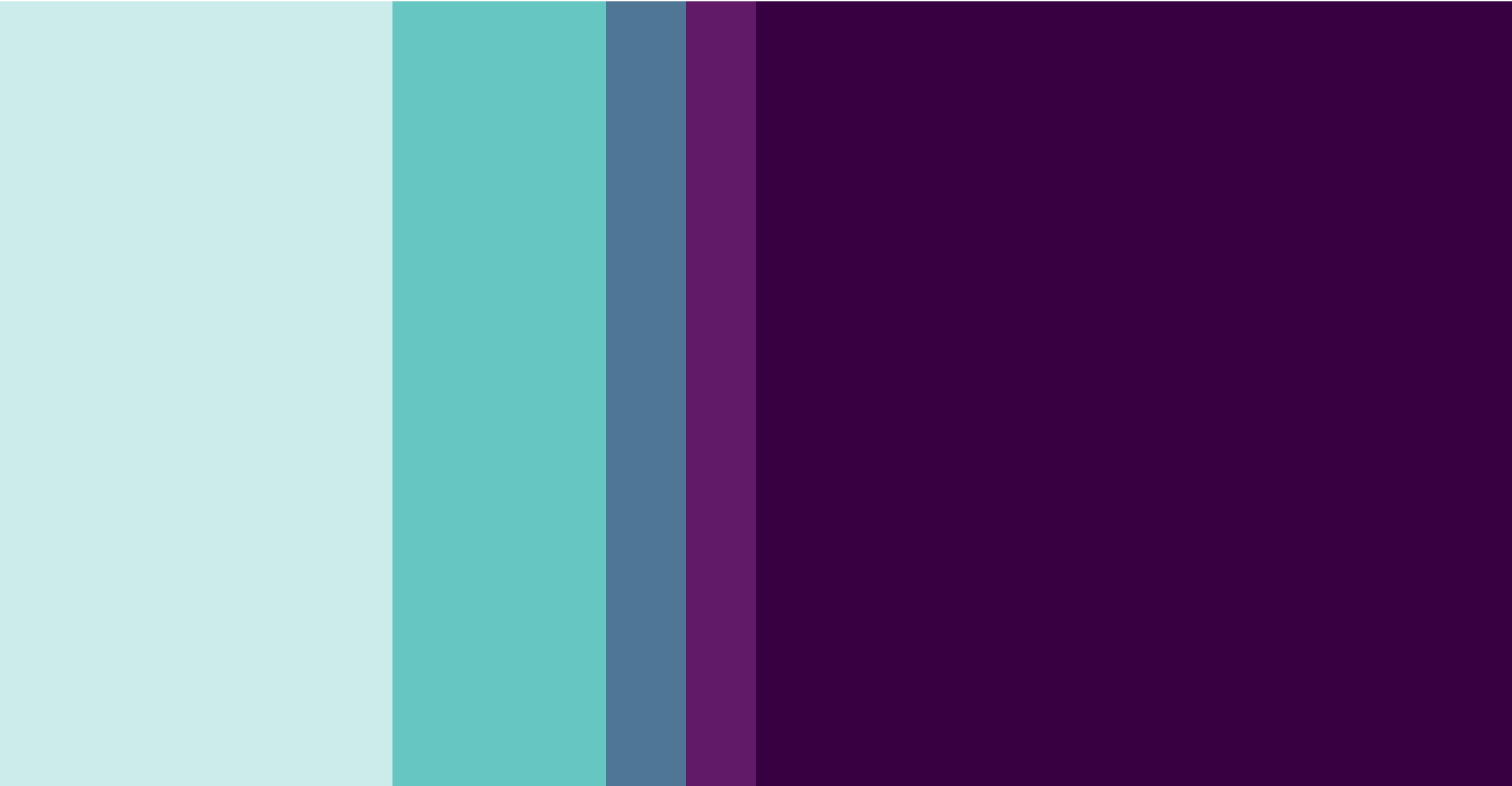




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Service Definition - Professional Services (Cloud Migration)





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1. Overview

TSG Professional Services (Cloud Migration) provides expert consultancy, design, migration, optimisation and transition support to help organisations securely and efficiently move workloads, applications and data to Microsoft cloud platforms. Our structured, best-practice approach ensures predictable delivery, reduced risk and long-term value.

2. Welcome to TSG Professional Services

We help organisations modernise and migrate with confidence.

Our consultants, architects and engineers deliver end-to-end cloud migration services, from discovery and planning through to execution, validation and handover. We specialise in Microsoft 365, Azure and hybrid cloud environments.

Our core delivery pillars:

- ASSESS: Readiness, discovery and analysis
- DESIGN: Architecture, governance, security and roadmap
- DELIVER: Migration, configuration and optimisation
- TRANSITION: Training, documentation and handover

3. What You Get

Core Professional Services

- Cloud readiness assessment
- Architecture and solution design
- Data, application and workload migration
- Identity, security and compliance alignment
- Infrastructure and Modern Workplace transformation

- Workflow, automation and integration services
- Testing, validation and cutover support
- Technical roadmap and strategic guidance
- Training, documentation and knowledge transfer

Optional Add-Ons

- Third-party integration services
- Advanced security consultancy
- Cost and performance optimisation

4. Service Scope and Boundaries

What You Need

- Appropriate Microsoft licences and subscriptions
- Access to systems, applications and environments

- Engagement from technical and business stakeholders

What We Need

- Admin access where required for migration activities
- Availability for discovery workshops and UAT
- Timely approvals to maintain delivery timelines

Out of Scope

- Ongoing managed services (covered by CloudCare/SystemCare/CyberCare)
- Remediation of unsupported legacy systems unless scoped
- Hardware break/fix activity
- Full incident response or digital forensics

5. Service Constraints

- Primarily delivered remotely unless otherwise agreed
- Migrations may require scheduled downtime or maintenance windows
- Delivery is dependent on customer preparedness and third-party availability
- Additional tooling may be required depending on source environment

6. Service Levels

Professional Services are project-based and not bound by operational SLAs. All timeframes, deliverables and acceptance criteria are defined in the Statement of Work (SOW).

7. How We Work

Engagement Models

- Fixed-price project delivery
- Time-and-materials consultancy
- Prepaid consultancy days

- Outcome-based engagements

Communication

- Dedicated project team and engagement lead
- Regular status reviews and progress reporting
- Shared project workspace (where applicable)

8. Implementation Approach

Typical Engagement Stages

1. Kick-Off & Discovery – confirm goals, access, constraints
2. Design & Planning – define architecture, migration plans and configuration
3. Delivery & Build – migration, implementation and development
4. Test & Validate – UAT, refinements and security checks
5. Go-Live & Handover – transition, documentation and knowledge transfer

Timelines vary by project and will be specified in the SOW.

9. Commercial Terms

- Fixed-price or day-rate charging
- Standard 7.5-hour consultancy day
- Travel and on-site charges apply if required
- Formal change control for scope amendments

10. Why TSG

- Accredited Microsoft experts across Azure, M365, Data and Security
- Proven methodologies aligned to the Cloud Adoption Framework
- UK-based consultants and project management
- Clear documentation, transparent communication and predictable outcomes