
txp
Technology
X People

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G-CLOUD 14 SERVICE DEFINITION

Microsoft Consultancy for Cloud

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MICROSOFT CONSULTANCY FOR CLOUD

This service enables your organisation to configure Microsoft applications to your business requirements and cloud strategy.

It covers design, implementation and support across the Microsoft range of products.

To ensure the full features of your cloud-delivered Microsoft applications are matched to your business processes, TXP's team support the definition of the exact requirements.

TXP's team deliver a high level of assurance and ensure that applications remain aligned to any future organisational changes, through a programme of ongoing support.

Quality is assured by TXP's certification to ISO9001 and ISO27001 standards, our Microsoft Solution Partner designations for Digital & App Innovation on Azure and for Infrastructure on Azure. Our delivery teams hold over 70 Microsoft Certifications.

Service covers, but not limited to:

- SharePoint
- Microsoft Team
- Power BI
- Power Apps
- Power BI Report
- Office 265
- Dynamics 365

Microsoft Solutions Partner
Digital & App Innovation
Azure

Microsoft Solutions Partner
Infrastructure
Azure

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FEATURES & BENEFITS

Features

- Vast experience working with government organisations to deliver Microsoft Consultancy for Cloud
- Design, configure and support Microsoft SharePoint
- Upgrade and consolidate your Microsoft SharePoint instances
- Upgrade to the latest Cloud based version
- Design, configure and support of Microsoft Teams
- Implementation and setup of Microsoft Power BI
- Design and development of bespoke Microsoft Power BI reports
- Empowers users to build applications with Power Apps

Benefits

- Configure Microsoft applications to your business requirements
- Ensure applications are matched to your business processes
- Supports definition of your exact requirements
- Ensures full features of the software are utilised
- Applications remain aligned to organisational changes through ongoing support

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ADDITIONAL SERVICE INFORMATION

Backup, Restore and Disaster Recovery

TXP has a robust DR plan, tested six-monthly (further details on request). Though we would look to use shared repositories when executing work with the client, any repositories which are within our domain will be subject to these disaster recovery and backup plans. The majority of repositories and tooling are typically cloud based and so benefit from the associated assurance of continuity of service.

Onboarding / Offboarding

As part of the service design phase, the onboarding requirements would be carefully scoped and planned. Typically, this would be sensitive to the impact of business change and underlying technology and services.

Benefits

TXP has a general four phase implementation plan that looks to pragmatically onboard, measure and continually improve services. Further information is available on request, but the phases are summarised as:

	Overview	Milestone
Phase 1	Scoping & Planning	Agree Plan
Phase 2	Initial Setup	Agree SLAs, KPIs
Phase 3	Transition	Service Sign Off
Phase 4	Continual Improvement	Monthly Service Reviews

Benefits

Due to the nature of the services being provided, the pricing is reflected in the SFIA model, referenced in the Pricing Document within the G-Cloud Service Description on Digital Marketplace.

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ADDITIONAL SERVICE INFORMATION

Service constraints

There are no specific service constraints.

Service levels for support hours

Support is available by email/ticketing, phone and web – and is available 24/7/365. Extra charges may apply.

Service levels

These are typically on a project-by-project basis, but mechanisms for remedy include the use of service credits for example.

The process

Ordering, invoicing and cancellation are as per the G-Cloud process.

After-sales support

After-sales support for the cloud related services provided under G-Cloud is typically 9am-5pm and available by phone and email.

TXP also operates an ITIL-aligned, SLA driven support function which can provide 24/7 support as part of a specific offering. Our governance wrapper extends to the use of third-party support providers to deliver scalability.

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WHAT WE CAN DO FOR YOU

25

Years in Operation



True Technology Partner

180+

Staff Base



4 Specialist Sectors



Innovative Engagement Models

£40m

Annual Turnover



Near-shore & Off-shore development Partners



Access to more than 1000 Associates

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WHY TXP



Secure, Agile Cloud Development

We execute cloud projects using agile DevSecOps.



Driving ROI

We help clients drive out improving ROIs, by upwards of 20%.



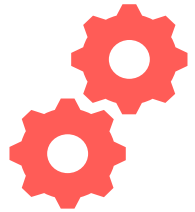
UK - Led

Our client engagement, execution and design governance teams reside in the UK



Industry Experience

We have a proven track record of successful delivery within the Public Sector



Scalable Offering

We are able to respond rapidly to emerging resourcing needs and scale up and down at pace.

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THANKS

txp.co.uk

TXP
SUITE 103-105
FORT DUNLOP
FORT PARKWAY
BIRMINGHAM
B24 9FD