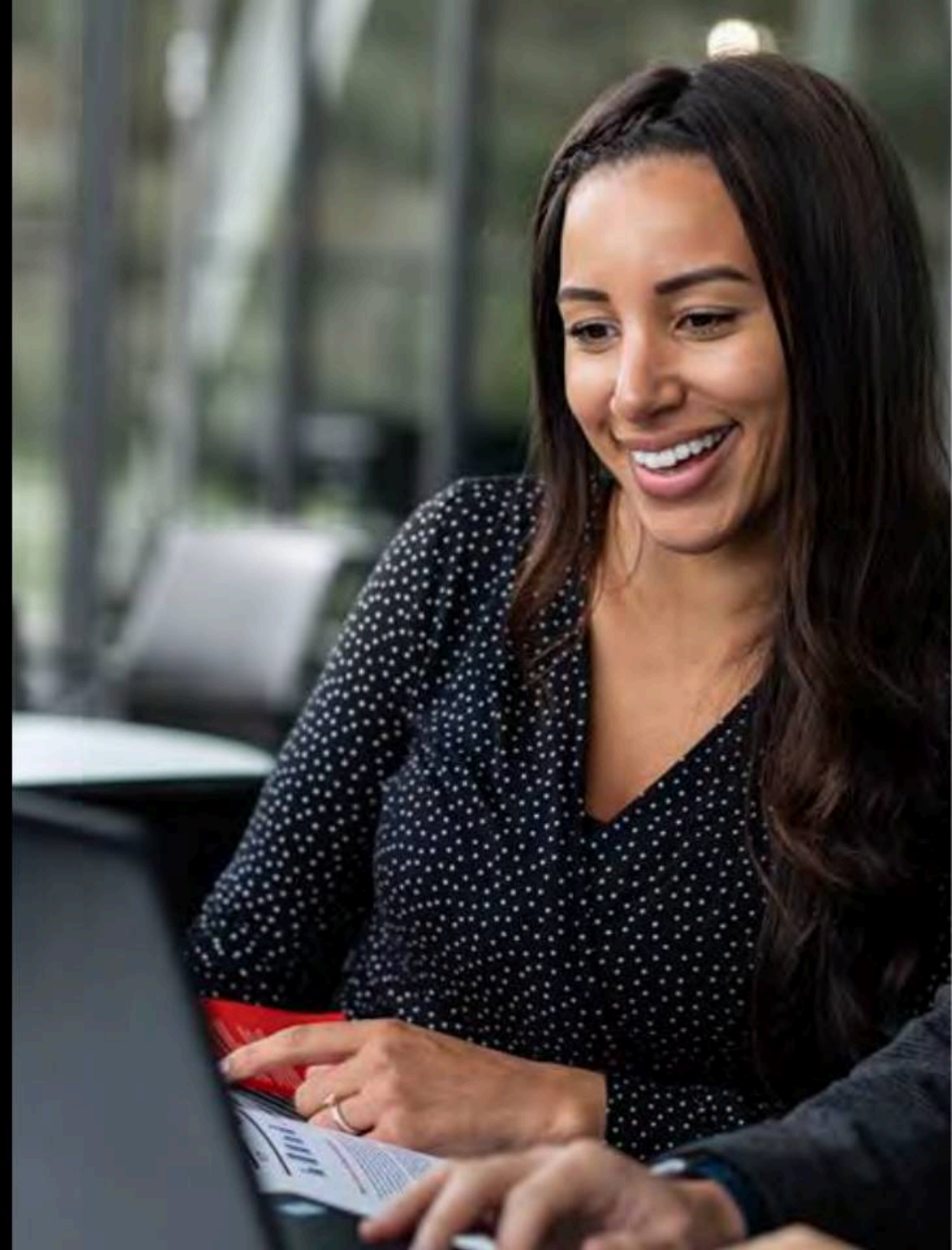


ROCK

Microsoft 365 Modern Workplace

Core Productivity and Collaboration Software

Microsoft



About ROCK

Our Services

Our Approach

Key Features

Key Benefits

Management & Governance

Security & Data Protection

Customer Benefit

Values & Outcomes

Working with Us

Accreditations

How to Buy



About ROCK

ROCK is a technology services group delivering cloud, cybersecurity and managed IT services to public sector, healthcare, education, housing and regulated organisations.

Headquartered in the UK, the ROCK Group supports clients globally across and beyond Europe and North America.

The group is structured for scale and resilience, combining disciplined delivery with deep regulatory understanding. This enables ROCK to operate as a trusted partner in complex, high-assurance environments where reliability and security are critical.

The group operates through two focused service disciplines:

- As a Managed Service Provider (MSP), ROCK runs and optimises cloud platforms, infrastructure and modern workplace environments.
- As a Managed Security Service Provider (MSSP), ROCK delivers continuous cyber defence, risk management and compliance-led security operations.

These services can be consumed independently or combined into a unified operating model.

Clients partner with ROCK for clarity and confidence. From a client standpoint, every partnership is shaped by three principles.

Commitment – Through clear ownership and long-term partnership.

Proof – Through measurable outcomes, service metrics and transparent reporting.

Certainty – Through predictable delivery, resilient design and controlled change.

ROCK supports organisations to modernise securely and operate more effectively. We pair technical depth with practical guidance to support informed decisions and keep technology aligned to business priorities.

The group operates within a mature governance framework aligned to ISO 27001:2022, ISO 9001:2015 and Cyber Essentials Plus.

Engineering and service practices are consistent, repeatable and auditable, enabling scale while managing risk.

Ongoing investment in people, platforms and innovation strengthens capability and keeps services responsive to evolving needs. As a strategic partner, ROCK helps clients improve today while building the foundations for long-term change.

Responsible & Sustainable Delivery

ROCK is committed to delivering Social Value alongside high-quality technology services. Our approach is aligned to the UK Government Social Value Model and focuses on creating good jobs, developing skills, supporting inclusive employment, strengthening supply chains, protecting the environment, and promoting workforce wellbeing.

Social Value is embedded into how we operate as an organisation and how we deliver services, including through fair working practices, skills development and training, responsible supply chain management, environmental sustainability, and community engagement.

For each contract, commitments are tailored to customer needs and local context, and agreed during mobilisation and contract governance.



Our Services

ROCK's Microsoft 365 Licensing service provides UK public-sector organisations with a streamlined, SaaS-delivered licensing engine.

As a product only provision, we focus on the commercial architecture of your Microsoft estate, ensuring you have the right mix of Business, Enterprise, and Frontline licenses to meet your mission without overpaying for unused "shelfware."

We replace the rigid, multi-year commitment of traditional Enterprise Agreements (EA) with a flexible, consumption-based model.

This allows you to scale your seat count up or down in real-time, ensuring your budget is always optimised for your current workforce.

The Executive Pillars of License Management

Commercial Agility & Scalability

We eliminate the Lock-In risk. Our approach allows you to adjust your license counts monthly or annually, ensuring you only pay for the users you actually have today.

Unified Billing & Invoicing

We consolidate Microsoft SKUs into a single, transparent monthly or annual invoice. The outcome is a simplified procurement process that reduces the administrative burden on your finance and IT teams.

Proactive Cost Optimisation

We don't just sell seats. We provide the visibility to identify underutilised high-tier licenses (e.g., E5) that could be downgraded to more cost-effective tiers (e.g., E3 or F3) based on actual user activity.

Compliance & Governance Baseline

Our provision includes access to the Microsoft Customer Agreement (MCA) framework, ensuring your organisation remains compliant with Microsoft's global terms while benefiting from ROCK's public sector focused support.



“Teams can collaborate more effectively with a secure, consistent productivity platform that supports modern, flexible working at scale.”

Ian Elsbury, COO at ROCK

Our Approach

We replace the rigid one size fits all mentality of traditional enterprise agreements with a Lean Licensing Model. By acting as your Cloud Solution Provider (CSP), we provide a structured approach to licensing that treats your Microsoft 365 estate as a dynamic asset rather than a static overhead.

Phase 1: Estate Right-Sizing & "Shelfware" Elimination

Goal: Eliminate waste and align spend with actual organisational headcount.

Consumption-Based Baseline

We establish your license requirements based on real-time user needs. Our approach identifies unassigned or orphan licenses from departed staff, ensuring you stop paying for users who no longer exist.

Tier-Alignment Analysis

Not every user needs an E5 license. We analyse your departmental requirements to identify where users can be right sized from high cost Enterprise tiers to more cost effective Frontline (F3) or Business Standard licenses.

Phase 2: The Hybrid Commerce Strategy

Goal: Balance price protection with operational flexibility.

Strategic Term Blending

We use Microsoft's New Commerce Experience (NCE) to blend contract terms. We recommend committing to Annual Terms for your core permanent staff to lock in lower pricing, while using Monthly Terms for seasonal staff or contractors.

Price Lock Protection

By securing annual commitments through the ROCK CSP portal, we shield your organisation from mid-year global price increases, providing budgetary predictability for the fiscal year.

Phase 3: Continuous Governance & Self-Service Empowerment

Goal: Provide your leadership with total visibility and control over the "Cost of Productivity."

Consolidated Transparent Billing

We consolidate complex Microsoft SKUs into a single, simplified invoice. This provides the CEO and Finance team with a clear Total Cost of Ownership (TCO) view of the entire 365 estate.

Admin-Ready Reporting

Our approach provides your internal IT admins with the reporting tools needed to track license velocity, identifying trends in seat growth before they impact your annual budget.

Key Features

Our provision offers the full spectrum of Microsoft 365 SKUs, categorised to help you match cost to user value. Whether you are supporting frontline staff or protecting information workers, each tier provides a specific strategic outcome.

Business Tiers (Up to 300 Users)

Ideal for small to mid-sized public sector entities or specific departments that require agility without full enterprise complexity.

Microsoft 365 Business Basic: The entry-level cloud tier. Includes web/mobile versions of Office apps, Teams, and 1TB of OneDrive storage.

Microsoft 365 Business Standard: Adds the desktop versions of Office apps (Word, Excel, PowerPoint) for offline working and premium tools like Microsoft Bookings.

Microsoft 365 Business Premium: The gold standard for secure remote work. Adds Microsoft Intune (device management) and Microsoft Defender for Business (ransomware protection).

Enterprise Tiers (Unlimited Users)

Designed for larger organisations or those with high-security and compliance mandates.

Microsoft 365 E3: Provides foundational enterprise security and compliance. Includes Windows 11 Enterprise, advanced data loss prevention (DLP), and core eDiscovery.

Microsoft 365 E5: The most comprehensive security and analytics suite. Adds Power BI Pro, Microsoft Teams Phone, and the full Defender XDR suite (Endpoint, Identity, Office 365).

Frontline (F1/F3): Tailored for workers who primarily use mobile or shared devices. Focuses on Teams, SharePoint, and core security without the full desktop app suite.

NCE Administrative Features

As your CSP partner, we leverage Microsoft's NCE framework to provide superior commercial control:

Hybrid Term Blending: The ability to commit your base headcount to Annual Terms (locking in lower prices) while using Monthly Terms for contractors or seasonal staff.

Partial License Upgrades: Scale individual users mid-term (e.g., from E3 to E5) to unlock advanced features instantly without needing to renegotiate the entire estate.

Consolidated Invoicing: One single, transparent invoice for all Microsoft SKUs (M365, Azure, Dynamics), simplifying your internal accounting and budget tracking.

Key Benefits

Our M365 product provision is designed to provide a measurable return on investment (ROI) by shifting from fragmented third-party tools to a natively unified cloud architecture.

Cost Consolidation

Vendor Rationalisation

M365 allows you to replace separate subscriptions for video conferencing (Zoom/Slack), cloud storage (Dropbox/Box), and security (various antivirus/MFA vendors). The outcome is a reduction in licensing complexity and a significantly lower Total Cost of Ownership (TCO).

Zero Infrastructure Overhead

By moving to a 100% cloud-delivered model, you eliminate the need for on-premise servers, maintenance contracts, and energy costs. Many organisations see an ROI of up to 150-160% by fully adopting the M365 stack.

Risk Containment

Identity first security

With Microsoft Entra ID, the outcome is a Zero Trust perimeter. Features like Conditional Access and MFA ensure that your data is only accessible by the right people and on the right devices.

Proactive threat defence

The stack includes Microsoft Defender, which leverages AI to analyse trillions of global signals daily. The outcome is the ability to block phishing, ransomware, and malware attacks in real-time before they impact your operations.

Operational Resilience & Continuity

Anywhere, Anytime Productivity

Since all files and tools reside in the resilient Microsoft Cloud, your staff can transition seamlessly between the office, home, or field. The outcome is uninterrupted service delivery, even during local site failures or regional disruptions.

Collaborative Velocity

Tools like Teams and SharePoint enable real-time co-authoring and instant communication. The outcome is the elimination of data silos and a 20-30% increase in team decision-making speed.

Automated Compliance & Governance

Statutory Peace of Mind

M365 is built to satisfy UK GDPR, ISO 27001, and HIPAA standards out of the box. The outcome is a defensible compliance posture that reduces the risk of regulatory fines and data breaches.

Data Sovereignty

We ensure your tenant is configured for UK-based data residency, providing the legal assurance required for public-sector data handling.

Management & Governance

Service management and governance are designed to support control, assurance and delivery at scale, aligned to cloud operating models.

Service Desk & Support Framework

ROCK's ITIL-aligned Service Desk provides a single point of contact for Microsoft 365 incidents, requests and queries. Issues are triaged promptly and escalated to Microsoft 365 specialists where deeper expertise is required. All activity is logged for traceability and reporting.

Proactive Monitoring & Operational Oversight

We monitor Microsoft 365 service health, configuration and usage to identify issues, risks or optimisation opportunities. Proactive oversight helps maintain service stability and user experience.

Incident, Problem & Change Management

Incidents are managed with a focus on rapid restoration of service and clear communication. Recurring issues are analysed to reduce reoccurrence. Changes are planned and implemented in a controlled manner to minimise disruption.

Governance & Service Reviews

A dedicated Service Delivery Manager leads regular service reviews, providing visibility into:

- Service performance and incident trends
- User adoption and usage insights
- Security and compliance posture
- Licensing and cost considerations
- Agreed improvement actions and priorities

Vendor & Supplier Coordination

Where required, ROCK manages escalation and coordination with Microsoft to resolve platform-level issues efficiently.

Reporting & Insight

Regular reporting provides insight into:

- Service availability and support metrics
- Usage and adoption trends
- Security and compliance alignment
- Recurring issues and risks
- Recommended optimisation and improvement actions

Security & Data Protection

Security is embedded throughout our Microsoft 365 services. We apply Microsoft security best practice, cloud-native controls and ISO-aligned governance to protect environments and data.

Security Framework & Best Practice Alignment

Microsoft 365 environments are designed and managed in line with Microsoft security guidance, including secure identity, conditional access and audit logging.

Data Handling & Privacy

ROCK processes only the operational data required to deliver the service, such as logs and configuration metadata. Customer production data remains within Microsoft 365 and is governed by UK GDPR and Cyber Essentials Plus requirements.

Identity & Access Controls

Access is governed through Microsoft Entra ID using least-privilege permissions and MFA. All access is approved, logged, reviewed regularly and removed promptly when no longer required.

Secure Monitoring & Threat Visibility

Security monitoring using Microsoft security tooling to identify suspicious activity, misconfigurations and policy deviations. Findings are investigated and escalated where appropriate.

Backup, Continuity & Recovery Oversight

Where in scope, we review backup, retention and continuity configurations to ensure data protection aligns to organisational requirements.

Incident Response & Escalation

Security incidents are handled using documented processes aligned to ISO standards, with clear escalation and communication pathways.

Data Retention & Secure Disposal

Operational data is retained only for as long as required to deliver the service and is securely deleted at contract end in line with ISO-aligned sanitisation practices.



Values & Outcomes

Our Microsoft 365 Modern Workplace services deliver value across operational, financial and strategic dimensions.

Operational Value

A centrally managed digital workplace simplifies support and administration.

Improved service stability and user experience.

Reduced reliance on legacy collaboration tools.

Financial Value

Predictable operating costs aligned to Microsoft licensing.

Improved return on investment through effective use of Microsoft 365 capabilities.

Reduced overhead associated with managing multiple disparate tools.

Security & Compliance Value

Stronger protection of organisational data.

Improved audit readiness through configured controls and reporting.

Reduced risk of data misuse or unauthorised access.

Strategic & Organisational Value

A modern workplace platform that supports hybrid working and collaboration.

Improved leadership insight into usage, cost and risk.

A scalable foundation for future digital transformation initiatives.

Accreditations & Certifications

ROCK maintains a proven, independently assessed way of working that underpins every service, helping us provide the best IT solutions to our clients. Our certifications and partnerships show that we take security, governance and quality seriously, strengthening our credibility through best-practice services, recognised standards, and ongoing accreditation.

Security Clearances

BS7858:2019 Screening

All staff undergo background screening aligned to BS7858:2019 for roles with access to client systems or sensitive information.

Security Check

Staff can hold UK Government Security Check clearance where required by the service scope, buyer requirements or contractual obligations.

Enhanced DBS Checks

Enhanced DBS checks are performed for staff supporting regulated or sensitive environments where required by client contracts or service scope.

Strategic Partnerships

ROCK works with a range of leading cloud and technology providers to deliver secure, resilient and well-governed services.



Microsoft Partner

Cloud, identity, security and productivity services across Azure, Microsoft 365, Microsoft Entra ID and Microsoft Defender.



AWS Partner

Infrastructure and platform services including compute, storage, networking and security.



Cisco and Meraki

Cloud-managed networking, SD-WAN and secure connectivity solutions.



Cloud Security & SASE

Secure access, firewalling, SD-WAN and ZTNA capabilities, including cloud security.



Backup & Recovery | N-Able & Cove

Cloud-based backup, replication and disaster recovery solutions supporting cloud, hybrid and endpoint environments.



Endpoint & Device Management

Endpoint security, configuration, monitoring and lifecycle management tooling across user devices and servers.



SonicWall

Network security, firewalling, secure remote access and SD-WAN capabilities for on-premise and cloud-connected environments.

Certifications & Compliance



ISO 27001:2022

Certified information security management system demonstrating effective controls for data protection, access management and operational security.



ISO 9001:2015

Certified quality management system supporting consistent service delivery, continuous improvement and effective governance.



Cyber Essentials Plus

Independently verified assurance of strong baseline cybersecurity controls across all operational systems.



ICO registration

Fully registered with the Information Commissioner's Office for data processing compliance.

How To Buy

This service can be procured quickly and compliantly through the Crown Commercial Service (CCS) G-Cloud 15 Framework under the Cloud Support lot.

This provides a streamlined route for public-sector organisations to access high-quality managed support without needing to run a full tender.

What Buyers Can Expect

- Fast mobilisation, with service commencement scheduled quickly after award.
- No contract negotiation, as all terms follow the standard G-Cloud framework.
- Transparent pricing, published and fixed in accordance with the G-Cloud catalogue.
- Clear onboarding processes, including asset discovery, documentation intake and communication setup.

Purchasing Steps

1. Search for ROCK on the Digital Marketplace under: Managed IT Services - Cloud Support
2. Review the Service Definition, pricing document and terms.
3. Shortlist ROCK based on your technical, operational and commercial criteria.
4. Evaluate shortlisted suppliers following CCS guidance.
5. Award a Call-Off Contract directly to ROCK through G-Cloud 15.
6. Agree service scope and onboarding timelines with our mobilisation team.

Support with Procurement

ROCK can support buyers with:

- Responding to clarification questions
- Helping shape scope within the boundaries of G-Cloud
- Providing guidance on service levels, onboarding and shared responsibilities
- Supporting internal approvals or business case preparation

We remain fully compliant with CCS rules - no pre-award customisation of terms.





Your Cloud and AI provider to
accelerate business transformation.

rock.co.uk