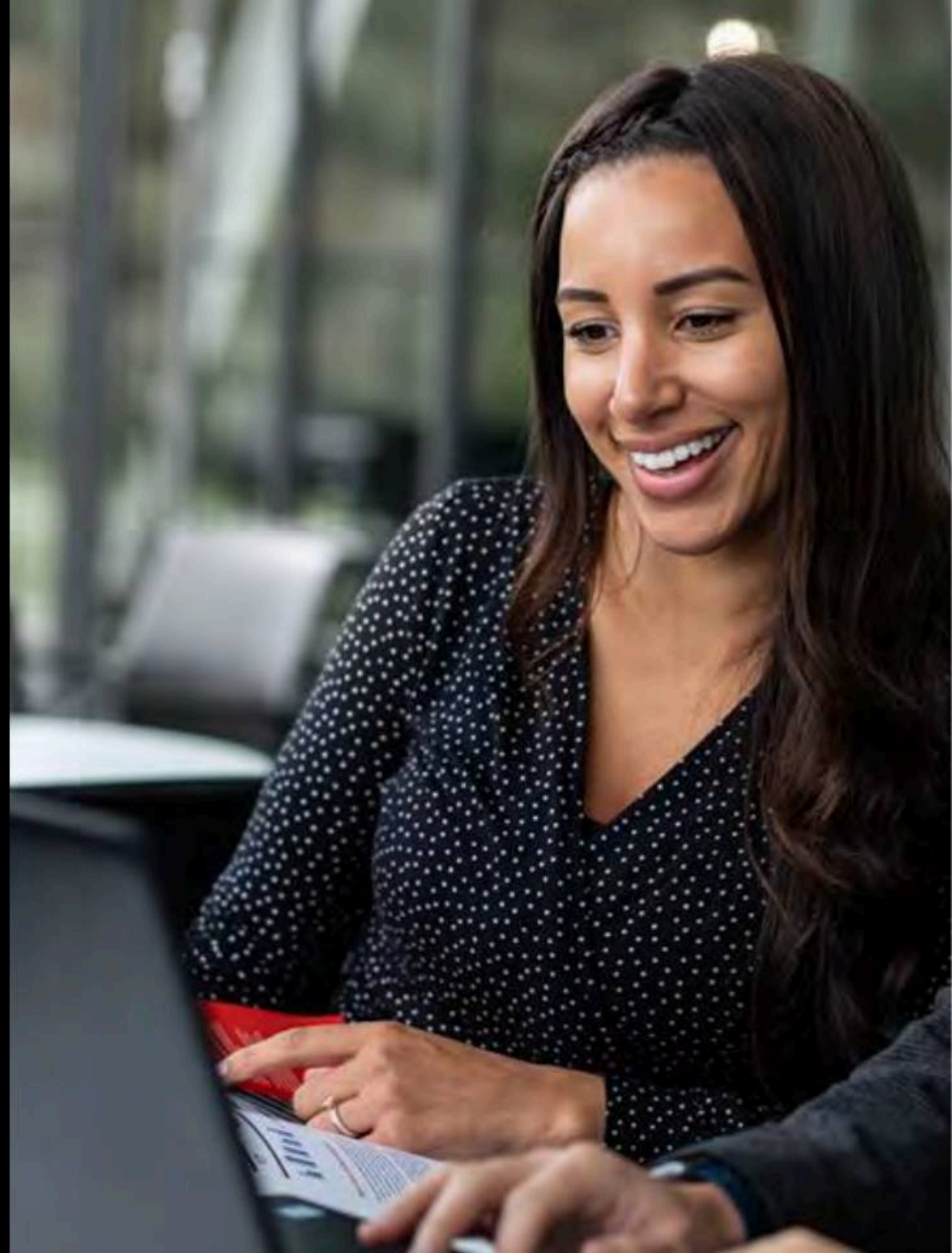


ROCK

Copilot for Microsoft 365

Readiness, Adoption &
Implementation Services

Microsoft



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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 Copilot for Microsoft 365 – Readiness, Adoption and Implementation Services support public-sector organisations in preparing for, deploying and adopting Microsoft Copilot capabilities safely and effectively.

The service is designed to help organisations realise productivity benefits from Copilot while ensuring data security, governance and user readiness are properly addressed.

We support organisations across the full Copilot lifecycle, including technical readiness assessment, security and data governance alignment, licensing and configuration, pilot deployment and user adoption.

Our approach ensures Copilot is introduced in a controlled, compliant and value-driven way, rather than as a standalone technology change.

The service can be delivered as:

- A short readiness and enablement engagement.
- A as part of a wider Microsoft 365 modernisation programme, operating alongside existing IT and security teams.

Our Approach

Our approach to Copilot for Microsoft 365 focuses on preparedness, risk management and practical adoption. We begin by assessing the organisation's Microsoft 365 environment, identity configuration, information architecture and security controls to determine Copilot readiness.

We place particular emphasis on data exposure risk, permissions hygiene and governance alignment, ensuring that Copilot access reflects organisational policies and regulatory requirements. This includes reviewing SharePoint, OneDrive and Teams permissions to reduce the risk of unintended information disclosure.

Once readiness is confirmed, we support configuration, pilot rollout and controlled enablement. Adoption activities focus on practical use cases, role-based guidance and change support to help users understand how Copilot can be used responsibly and effectively in their day-to-day work.



“Copilot is introduced safely and effectively, unlocking productivity while protecting data and governance.”

Warren Walker, CTO at ROCK

Key Features

Our Copilot for Microsoft 365 service delivers a structured set of activities designed to enable safe deployment and meaningful adoption.

Each feature is intended to reduce risk, improve confidence and maximise value.

Readiness assessment

Aligned Assessment of Microsoft 365 tenant readiness, including identity, licensing and security configuration

Risk review

Review of information architecture, permissions and data access to identify potential exposure risks.

Governance & policies

Governance and policy alignment to support responsible Copilot usage.

Configuration & enablement

Configuration and enablement of Copilot for Microsoft 365 in line with organisational requirements

Pilot deployment

Pilot deployment planning and execution for defined user groups.

Cross platform integration

Integration with Microsoft Entra ID, Conditional Access and compliance controls.

Copilot support

Support for Copilot usage across Microsoft 365 applications such as Outlook, Teams, Word, Excel and SharePoint.

Use case development

Development of practical use cases aligned to organisational roles and workflows.

User enablement

User guidance and enablement sessions to support effective adoption.

Continuous advisory

Ongoing advisory support to refine configuration and adoption as usage matures.

Key Benefits

Our Copilot services deliver tangible productivity improvements while maintaining strong governance and control.

By taking a structured approach, organisations gain confidence that Copilot is deployed safely and delivers meaningful outcomes.

Improved employee productivity

Improved productivity, as users are supported in applying Copilot to real, day-to-day tasks rather than generic scenarios.

Reduced data risk

Reduced data exposure risk, through early identification and remediation of permission and governance gaps.

Employee confidence

Stronger user confidence, with clear guidance on how Copilot should be used responsibly.

Managed rollout

Controlled rollout, avoiding unmanaged adoption or inconsistent usage across teams.

Compliance alignment

Better alignment with organisational policies, compliance requirements and security standards.

Faster time to value

Faster time to value, by focusing on high-impact use cases rather than experimentation alone.

Higher employee adoption

Improved adoption rates, supported by targeted training and change support.

Visibility & control

Greater visibility and control, with insight into Copilot usage patterns and maturity.

Reduced internal burden

Reduced internal burden, with ROCK providing structured guidance and technical expertise.

Foundation for AI capabilities

A scalable foundation for future AI-enabled capabilities within Microsoft 365.

Management & Governance

Copilot services are delivered through a structured engagement model that prioritises clarity, risk management and accountability. ROCK ensures all activities are aligned to organisational governance and delivered with clear communication.

Engagement & Support Framework

ROCK provides a single point of contact throughout the engagement, coordinating technical specialists, security input and adoption activities. Queries, actions and decisions are documented to ensure transparency and traceability

Governance & Oversight

Governance focuses on ensuring Copilot usage aligns with organisational intent. Regular checkpoints review readiness findings, deployment progress, adoption feedback and any identified risks. Recommendations are prioritised and agreed collaboratively.

Change & Adoption Management

Change activities are planned and communicated clearly, ensuring users understand what Copilot is, how it should be used and where boundaries exist. This reduces confusion and promotes responsible adoption.

Reporting & Insight

Reporting provides visibility into readiness outcomes, deployment status, adoption progress and recommended next steps, supporting informed decision-making.

Security & Data Protection

Security and data protection are central to Copilot enablement. ROCK ensures Copilot is deployed in a way that respects data sensitivity, access controls and regulatory requirements.

Security Framework & Best Practice Alignment

Copilot deployments are aligned to Microsoft security best practices, including identity protection, conditional access and compliance tooling.

Data Handling & Privacy

ROCK does not access or extract customer data. We assess configuration, permissions and governance settings only. All activity complies with UK GDPR and Cyber Essentials Plus requirements.

Identity & Access Controls

Access to Copilot is governed through Microsoft Entra ID using least-privilege principles and MFA. User enablement follows defined approval processes.

Monitoring & Oversight

Where required, we support the use of Microsoft Purview and audit tooling to provide insight into Copilot usage and information access patterns.

Incident & Risk Escalation

Any identified data exposure or governance risks are escalated promptly with clear remediation guidance.



Values & Outcomes

Our Copilot services deliver value across productivity, governance and strategic readiness, helping organisations adopt AI responsibly.

Operational Value

Reduced internal effort through structured readiness assessment and guided deployment.

Clear adoption pathways that reduce confusion and misuse.

Improved consistency in how Copilot is used across teams.

Financial Value

Better return on Microsoft 365 investment by focusing on high-impact Copilot use cases.

Avoided rework or remediation costs by addressing data exposure risks early.

Predictable engagement costs with defined scope and outcomes.

Security & Compliance Value

Reduced risk of unintended data access through improved permissions hygiene.

Stronger alignment with compliance and information governance requirements.

Improved audit readiness through documented controls and oversight.

Strategic & Organisational Value

A controlled foundation for AI adoption within the organisation.

Improved leadership confidence in the safe use of generative AI tools.

A scalable approach that can evolve as Copilot capabilities expand.

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