

SCG Corporate

Microsoft 365 Licences

Service Definition

Table of Contents

1. Product Overview	3
2. Microsoft 365 Solution – Productivity & Collaboration	3
2.1 How does Microsoft 365 work?.....	3
2.2 Why Microsoft 365?	3
2.3 Solution Overview	3
2.4 Enable secure modern working with Microsoft 365.....	4
2.5 Features of Microsoft 365.....	4
2.6 Why Move to Microsoft 365?.....	4
3. Resilient Design.....	4
4. Licensing.....	4
5. Impact of Microsoft 365	4
6. End User Devices for Microsoft 365	4
6.2 Shared devices and meeting rooms.....	5
6.3 Desktop and mobile applications	5
7. 3rd Party Integration Bolt-on.....	5
8. Microsoft 365 Add-ons and Advanced Services	5
8.1 Security and compliance add-ons	5
8.2 Why use add-ons?.....	5
8.3 Key Features	5
9. Implementation.....	5
9.1 Timetable	5
9.2 Tenant setup and configuration.....	6
9.3 Data migration	6
11. Account Management.....	6
12. Support.....	6
12.1 Logging Support tickets.....	6
12.2 Escalation.....	7
13. Billing	7
13.1 Web Portal and Reporting	7
13.2 New Billing profile set-up	8
13.3 Modify existing billing profile.....	8
13.4 Activating and Billing Services	9

13.5 Add / amending rating component.....	9
13.6 Billing Dispute.....	9
14. Maintenance.....	9
14.1 Planned Maintenance.....	9
14.2 Unplanned maintenance.....	10
14.3 Maintenance notifications.....	10

1. Product Overview

We provide Microsoft 365 and Office 365 subscription licenses as a reseller, with optional onboarding, migration and UK-based support services. Microsoft 365 is a cloud productivity suite combining Microsoft Office applications and cloud services such as Exchange Online, OneDrive for Business, SharePoint Online and Microsoft Teams. The underlying cloud platform is delivered and operated by Microsoft.

2. Microsoft 365 Solution – Productivity & Collaboration

Microsoft 365 enables secure communication, collaboration and productivity across desktop, mobile and web. It supports modern working patterns while providing security and identity capabilities suitable for public sector organisations.

2.1 How does Microsoft 365 work?

Microsoft 365 is delivered as a cloud subscription service hosted and operated by Microsoft. Users access services through Microsoft 365 desktop applications (where included), web browser access and mobile applications. Organisations manage users, licensing and security settings through the Microsoft 365 Admin Centre and related management portals.

2.2 Why Microsoft 365?

Microsoft 365 provides a familiar productivity toolset for end users, integrated collaboration via Teams, SharePoint and OneDrive, centralised administration, and ongoing security updates and service improvements delivered by Microsoft.

2.3 Solution Overview

Our service includes supply of Microsoft 365 / Office 365 licences, licence management and renewals support, optional onboarding and migration services, optional end-user adoption support and training, and optional escalation support and service management.

2.4 Enable secure modern working with Microsoft 365

Microsoft 365 supports secure modern working by providing cloud email, calendars and contacts (Exchange Online), file storage and sharing (OneDrive), intranet/content services (SharePoint), meetings/chat/collaboration (Teams), and security/access controls (licence dependent).

2.5 Features of Microsoft 365

Depending on the licence plan selected, Microsoft 365 can include Microsoft 365 Apps (Word, Excel, PowerPoint, Outlook), business-class email services, file storage and version control, Teams meetings and collaboration tools, SharePoint sites and document libraries, centralised administration, and security features such as MFA and Conditional Access (plan dependent).

2.6 Why Move to Microsoft 365?

Organisations typically move to Microsoft 365 to support remote and hybrid working, reduce reliance on legacy on-premise systems, improve collaboration and document management, enable scalable licensing and predictable costs, and improve resilience and security posture (plan dependent).

3. Resilient Design

Microsoft 365 is hosted and operated by Microsoft in geographically distributed datacentres and is designed for high availability. Service availability, resilience features are provided under Microsoft's service commitments and terms. We support customers with service administration, configuration guidance and escalation to Microsoft support where required.

4. Licensing

We provide access to Microsoft 365 / Office 365 licences through a subscription model. Licensing options may include Microsoft 365 Business plans, Microsoft 365 Enterprise plans, Office 365 plans (where applicable), and add-on licensing (for example, security or compliance add-ons). Licensing entitlements, features and limitations are determined by the specific Microsoft SKU purchased.

5. Impact of Microsoft 365

Microsoft 365 supports user productivity and secure collaboration. It is feature-rich, provides integrated services within a single tenant environment, and increases productivity through shared workflows, collaboration and secure access from multiple devices.

6. End User Devices for Microsoft 365

Microsoft 365 supports use across modern devices including Windows, macOS, iOS and Android. Users can access services via desktop applications (where included), mobile applications and web browsers.

6.2 Shared devices and meeting rooms

Microsoft 365 supports shared resource usage such as shared mailboxes and calendars, Teams meeting rooms (licensing dependent), and shared document libraries.

6.3 Desktop and mobile applications

Microsoft 365 Apps provide the ability to create, edit and collaborate on documents securely and consistently across supported platforms.

7. 3rd Party Integration Bolt-on

Microsoft 365 supports integration with third-party services and applications through APIs and connectors, including Microsoft Graph API integrations, identity federation and SSO integrations, and line-of-business application integration (customer-specific). We can provide advice and configuration support for integrations where required (subject to agreed scope and pricing).

8. Microsoft 365 Add-ons and Advanced Services

Microsoft 365 supports additional capabilities depending on licence selection and organisational needs.

8.1 Security and compliance add-ons

Depending on plan, Microsoft 365 may support enhanced capabilities such as advanced threat protection features, data loss prevention, information protection and classification, and retention/eDiscovery (all licence dependent).

8.2 Why use add-ons?

Add-ons may be selected to meet enhanced security, compliance and retention requirements.

8.3 Key Features

Add-on features are dependent on licensing but may include advanced policy controls, reporting, and administration tools.

9. Implementation

We provide implementation support services to help customers deploy and adopt Microsoft 365.

9.1 Timetable

Implementation timescales depend on customer requirements and scope, including number of users, existing environment, migration complexity and data volumes.

9.2 Tenant setup and configuration

Implementation may include tenant setup support, domain configuration guidance, user provisioning support and security baseline configuration guidance.

9.3 Data migration

Where required, we can support migration activities including email migration and file migration to OneDrive / SharePoint (subject to agreed scope and pricing).

11. Account Management

We provide account management for licensing supply and service support, including licence renewals and subscription changes, commercial and billing queries, and optional service reviews.

12. Support

SCGC offer access to the support team which are based on site within our offices. The team are available to resolve support issues as well as respond to service queries.

Standard support hours are Monday – Friday 0830-1730

- Support tickets logged with a unique ticket ID to aid fault tracking and faster resolutions.
- Support tickets operate to SLAs around response time and updates with tracking in place and an escalation path communicated should it be required.

A range of support offered includes:

- Adding and removing new licences
- Fault management
- Advice on best practice
- Access to experts on the full M365 application stack
- Manage escalations into Microsoft

12.1 Logging Support tickets

SCGC support desk work using a simple incident ticket system whereby each request logged receives a unique ticket ID to enable the ticket to be tracked quickly and effectively throughout the process.

A priority is allocated to each ticket depending on the incident and impact on the organization.

A summary of ticket priority allocation is provided below for reference.

Priority	Initial Response	Frequency of Update	*Estimated Time to Close
P1	Call within 1 hour of issue being logged	Hourly	ASAP - dependent on the issue

P2	Call/Email within 2 hours of issue being logged	Twice a day	1 Business Day
P3	Call/Email within 4 hours of issue being logged	Once a day	2-3 Business Days
P4	Call/Email within 8 hours of issue being logged	On completion	4+ Business Days

12.2 Escalation

Where issues relate to Microsoft service availability or platform faults, we will escalate to Microsoft support in accordance with Microsoft support processes and the customer's agreed support route.

Escalation Level	Contact	Contact Number
Level 1 Assistance to reprioritise or request updates on inflight faults	SCGC Support Desk	0333 800 8811
Level 2 Escalate if actions of level 1 have not rectified the situation to a successful outcome	Service Delivery Manager	01372 385727
Level 3 Would deal with significant performance failures within above levels	Operations Director	01372 387667
Level 4 Serious contract issues e.g. Repeated SLA non-compliance	Managing Director	01372 385732

13. Billing

We provide billing support relating to licence supply and subscription management.

13.1 Web Portal and Reporting

SCGC issue invoices monthly via our billing webportal. The portal provides users with an array of flexible reporting tools to enable customers manage their estate as much or as little as you like. Available features include:

SCGC offers various options for managing charges which include:

- Alerting of high usage
- Client Web portal for invoicing and reporting
- Training around web portal usage.
- Ability to view charges breakdown and unbilled usage

- Export of billing data to excel
- Management reports of usage.
- Allocation of users by cost center, subsite and / or department.

Customers can structure their invoice and charges by:

- Site
- Subsite
- Department
- Cost Centre

Individual usage can be analysed by:

- Call destination
- Call duration

Standard reports available for analysis are:

- Most frequently dialled numbers
- Most frequently dialled destinations
- Most expensive dialled numbers – Total
- Most expensive calls
- Longest calls
- CLIs with most calls
- CLIs with highest calls cost

Payment can be made by either BACS or Direct Debit and payment terms are 30 days.

As part of the onboarding process customers are provided portal training to understand the reporting tools that are available.

13.2 New Billing profile set-up

Prior to the commencement of invoicing, SCGC will setup a Customer billing account using the following information:

- Customer invoice address;
- Payment method;
- Payment date;
- Contact details (including where the electronic bill should be sent); and Opt-in to electronic billing, in addition to paper bill.

13.3 Modify existing billing profile

The customer shall advise SCGC of any changes to an existing billing account via

Method	Details
Email	accounts@scgcorporate.co.uk
Telephone	01256 391 050
Business Hours	Monday – Friday 0900 - 1700

13.4 Activating and Billing Services

SCGC will charge for services in accordance with the signed service order.

Monthly invoices will be generated 14 (fourteen) days in advance of the payment due date. The invoice will list all sites (and associated Access Circuits), bill to/from dates together with any additional charges as applicable e.g. connection charges.

The Customer must validate any invoice received (whether received via paper and/or electronically) and advise their SCGC Service Relationship Manager of any disputes to charges relating to an invoice within 14 (fourteen) days from the invoice date.

13.5 Add / amending rating component

If a Customer is eligible for any reductions or adjustments to the SCGC Price List, SCGC will apply these to the relevant invoice together with a description.

13.6 Billing Dispute

A Customer must advise SCGC within 14 (fourteen) days of date of invoice, if they wish to dispute the charges. SCGC will place a dispute on the relevant invoice; this will remain on hold until such times as SCGC confirm the dispute is correct or declined.

Any confirmed dispute will result in SCGC rebilling the invoice accordingly, placing a credit amount on the Customers billing account.

14. Maintenance

Microsoft manages maintenance and updates for Microsoft 365 as a cloud service. Customers receive ongoing improvements and security updates without needing to manage patches for the platform.

14.1 Planned Maintenance

Microsoft performs planned maintenance in line with its operational processes. Notifications and service health updates may be available through the Microsoft 365 Admin Centre.

14.2 Unplanned maintenance

Unplanned outages or incidents are handled by Microsoft and communicated through Microsoft service health reporting. We support customers by providing guidance and escalation where required.

14.3 Maintenance notifications

Customers can view service health status and maintenance updates via Microsoft's service health dashboards. We can assist customers in interpreting notifications and planning around major change events where applicable.