



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Microsoft Platform Customer
and Employee Experience



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1. Service Overview

Organisations today need to deliver clear, consistent and secure experiences for both their employees and the external partners they work with. Many rely on outdated intranets that no longer support modern communication needs, while others struggle to collaborate safely and effectively with third parties such as suppliers, contractors, and partner organisations.

Avanade's **Customer & Employee Experience Service** brings together two complementary capabilities, **Modern Intranets** and **External Collaboration Workspaces** to create a unified digital experience for everyone who interacts with your organisation. Internally, employees gain a structured, engaging, branded intranet that centralises communication, culture, and content. Externally, partners and suppliers gain secure, governed collaboration spaces designed specifically for working together with control and confidence. We apply our expertise in AI to transform traditional intranets and collaboration spaces into intelligent, proactive experiences. In addition, security remains a critical consideration throughout ensuring information is properly protected, governed, and compliant. We also offer separate services to help improve your broader security posture where needed,

Value Proposition

- Improves communication and connection for employees and external stakeholders
- Strengthens organisational culture and identity
- Reduces risk by providing structured, secure external collaboration
- Ensures employees and external partners access the right information at the right time
- Streamlines knowledge discovery and reduces duplication of content
- Establishes governance, structure and lifecycle processes for sustained quality
- Sustained success through organisational change management
- Enhanced with AI-driven assistance, SharePoint agents, and Copilot agents for smarter, more interactive user experiences

What this Service Solves

- Fragmented or outdated intranets
- Unsecure or ad-hoc external file sharing
- Lack of governance for content lifecycle
- Inconsistent communication across departments and teams
- Poor visibility and control over external access
- Limited automation and no AI-supported user assistance

Outcomes Delivered

- Modern SharePoint intranet designed around your people and organisation
- Secure, dedicated collaboration spaces for external partners
- Information architecture, navigation and content templates
- Lifecycle processes for content and external access management
- Improved communication, culture, knowledge flow, and collaboration
- AI-enabled capabilities using SharePoint Agents and Copilot Studio agents

2. Service Scope & Constraints

The scope of Customer & Employee Experience spans the core elements that enable meaningful, sustainable improvements to how organisations communicate and collaborate. This includes clarifying intranet structure, improving content governance, designing external collaboration processes, and enabling secure information sharing across boundaries. We define clearly what the service covers from information architecture and templates to external access lifecycle management so that client teams can understand precisely how the service delivers value.

We also outline natural constraints, including dependencies on existing architecture, customer-provided content, governance models, and technology boundaries, ensuring transparency about how the service operates and what is required for success.

For Employee Experience (Intranets):

- Intranet visioning, workshops and journey mapping
- Information architecture and navigation design
- Visual design aligned to brand identity
- Hub, page and template development
- Content lifecycle and governance processes
- Optional multilingual design
- Integration with existing SharePoint content
- Page modernisation from legacy
- Application of AI through SharePoint and Copilot Studio Agents
- Organisational change management

For Customer/Partner Experience (External Collaboration):

- External collaboration portal design
- Design of secure external workspaces
- Integration of external data stores with SharePoint
- Configuration of permissions and external access controls
- Design of lifecycle processes for onboarding/offboarding external parties
- Alignment with organisational governance and compliance needs
- Application of AI through SharePoint and Copilot Studio Agents
- Organisational change management

Not Typically Included

- Full-scale content rewriting
- Images and Video content e.g. Stock Images
- Non-SharePoint intranet platforms
- Custom development beyond Microsoft 365
- Procurement of third-party systems
- Deployment of organisation-wide Teams Phone, Contact Centre, etc.

Constraints

- Some collaboration capabilities may require additional Microsoft licensing
- Customer must provide accurate external collaborator information
- Existing branding and content must be supplied by the customer
- Certain legacy structures may require separate remediation effort
- Some integrations may require additional project phases

3. Service Approach & Outcomes

Delivering impactful communication and collaboration experiences requires a structured, human-centred approach. Avanade's methodology moves from discovery and design through build, testing, and refinement, ensuring that intranets and collaboration spaces are not only technically sound but also aligned with organisational culture, priorities, and user expectations.

Each phase contributes to tangible outcomes—improved navigation, stronger governance, enhanced user experience, and secure access for internal and external audiences.

Approach

Phase	Activities
Discovery & Assessment	Workshops with communications, HR, IT, compliance, partner management teams; Review of existing intranet, content structures, external collaboration processes; Identify risks, gaps, opportunities across internal and external environments
Planning & Design	Information architecture for intranet and external workspaces; Page designs, templates, navigation flows; Governance frameworks for content, access, lifecycle; Security and external access controls
Build & Configuration	SharePoint intranet hubs, communication sites, templates; Secure SharePoint external collaboration sites; Integration of existing external content; Lifecycle automation for external access and content governance
Testing & Refinement	User feedback and experience testing; External collaborator testing groups; Administrator training and handover; Refinement of navigation, controls, user experience

Deliverables

- Intranet information architecture, templates, navigation & design system
- External collaboration portal and workspace templates
- Governance model for content & external partners
- Access lifecycle processes
- Adoption & communication materials

4. Tools, Assets & Accelerators

Avanade brings a suite of proven accelerators, templates, and design assets that streamline delivery and reduce risk. These tools support consistent information architecture, scalable design patterns, structured governance, and a user-centred experience.

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By leveraging these accelerators, organisations gain faster deployment times, higher quality outcomes, and a foundation that supports long-term sustainability and operational efficiency.

Tools, Assets & Accelerators

- Intranet design patterns and templates
- External collaboration workspace templates
- Content lifecycle playbooks
- External access governance frameworks
- SharePoint information architecture accelerators
- Adoption and change toolkits

Value Delivered

- Faster deployment with repeatable patterns
- Stronger governance and reduced operational risk
- Consistent, high-quality design and user experience
- Reduced time to value and simplified maintenance

5. Trials & Associated Services

Organisations often need opportunities to validate ideas quickly, test user experience, or explore design options before committing to a full implementation. The available trials support early insights into intranet design, content structure, external collaboration readiness, and governance needs.

Complementary services can be added to deepen capability, strengthen lifecycle processes, or extend support beyond the initial engagement.

Trial Services

- Intranet prototype (2-week minimum build)
- External collaboration pilot with 1–2 partner organisations
- UX testing workshop

Associated Services

- Knowledge Management Review
- EDRMS & Lifecycle Solutions
- Power Platform Customisation
- Managed Intranet & Collaboration Services
- Communications & Change Support

6. Customer Responsibilities

Successful delivery relies on active collaboration between Avanade and the customer. Key responsibilities include providing brand assets, access to content owners and subject matter experts, information on external collaborators, and timely feedback throughout the process.

Clear ownership and engagement help maintain momentum, ensure accuracy of design decisions, and support an effective rollout of new communication and collaboration experiences.

- Provide branding, tone of voice and corporate identity assets
- Ensure access to tenant, content owners and subject matter experts
- Provide inventory of external partners and access requirements
- Validate information architecture, designs, and content decisions promptly
- Support communications and adoption activities

These are intentionally high-level and non-contractual.

7. Avanade Experience

Avanade has extensive experience delivering modern intranets, collaboration platforms, and governance frameworks across industries with complex communication and compliance needs. Our work spans government, healthcare, education, and private sector organisations. Each benefiting from our deep understanding of user experience, information architecture, and secure external collaboration.

Our consultants understand the operational, cultural and security requirements of both employee and external stakeholder engagement.

8. Service Pricing

Pricing for Customer & Employee Experience is aligned to the structure and scale of the organisation's requirements, including intranet design, external collaboration capabilities, and any optional enhancements. Costs are organised into clear, understandable components, ranging from fixed-price phases to scoped activities for more complex work.

Full pricing details are included in the associated pricing document.

Costs typically follow structured phases such as:

- Discovery & design (fixed)
- Intranet build (fixed or scoped)
- External collaboration setup (fixed or scoped)
- Optional enhancements and managed services

9. Contact Information

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10. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.