



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Microsoft Platform Knowledge
Management Services



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1. Service Overview

Most organisations today are drowning in content but starved of clarity. Files accumulate, sites multiply, and teams end up recreating work because the information they need is hard to find or buried in disconnected spaces. Avanade's Knowledge Management Services are designed to address this head-on. We help you turn your SharePoint and Teams environment into a structured, intuitive, and sustainable knowledge ecosystem — one that supports efficient working, informed decision-making, and a more connected, capable workforce.

This service identifies how your organisation stores, uses, and shares knowledge today, and provides a clear path to a modern, organised, AI-ready information landscape. We bring a structured approach to building content governance, information architecture, and collaboration processes that enable people to find and use information when they need it. Our expertise in AI agents enables your organisation to move beyond traditional content management toward automated, intelligent knowledge 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, reinforcing trust across your digital estate.

Value Proposition

- **Problem solved:** Poorly structured SharePoint/Teams content, low findability, inconsistent governance, content sprawl, compliance risks, and lack of Knowledge management strategy.
- **Benefits delivered:** Improved content organisation, enhanced collaboration, reduced storage costs, better employee productivity, stronger security considerations, and readiness for Microsoft 365 Copilot, SharePoint Syntex/Agents, and emerging AI capabilities.
- **Outcomes delivered:** Structured knowledge management portals, IA design, metadata strategy, lifecycle management, and improved knowledge flow across the organisation.
- **Service features & benefits:**
 - Rapid assessment of your content landscape
 - Clear knowledge management scoring & maturity insights
 - Actionable recommendations
 - Improved search optimisation & metadata
 - Roadmap for sustainable governance

2. Service Scope & Constraints

Knowledge management touches every part of an organisation, which makes clarity of scope essential. Our service focuses on the areas that deliver the most immediate and long-term value: organising content, improving findability, strengthening governance, and shaping how people interact with

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information day to day. We set out clearly what is included — from content assessments and information architecture design to lifecycle management and permissions frameworks.

We also highlight upfront where natural limits may exist, whether because of system constraints, access to data, or the scale of legacy content. This transparency ensures everyone understands how the service will be delivered and how the outcomes connect directly to your organisational goals.

Service Covers

- SharePoint & Teams content analysis
- Knowledge Management (KM) maturity rating
- Information Architecture (IA) design
- Metadata & taxonomy recommendations
- Content lifecycle & archival processes
- Permissions & external collaboration assessment
- Search optimisation (Microsoft Search readiness)
- Low-code extensions (Power Platform) where needed
- Optional Records Management (native or 3rd party)
- Application of AI through SharePoint and Copilot Studio Agents

Not Typically Covered

- Full content migration (can be scoped separately)
- Non-Microsoft platforms unless explicitly included
- Custom development outside low code unless added as a separate engagement
- Legal/Regulatory compliance design (unless part of governance work)

Constraints

- Dependent on the client's existing SharePoint and Teams configurations
- Availability of tenant usage data and site inventories
- Availability of client subject matter experts for workshops
- 3rd party tooling (e.g., AvePoint) may require separate licensing

3. Service Approach & Outcomes

Improving knowledge management is not simply a technical upgrade — it's a shift in how information flows across your organisation. Our approach blends structured analysis, user centric design, and hands-on delivery to create outcomes that make a measurable difference. We take the time to understand the realities of your environment: where processes break down, where duplication happens, and what frustrates your teams.

The result is a practical, achievable roadmap that brings order to your content, improves search performance, and supports consistent, confident knowledge sharing across departments. We deliver clear outputs such as Knowledge management assessments, information architecture designs, enhanced metadata models, governance frameworks, and content lifecycle processes that support long-term sustainability.

Approach

Our delivery framework aligns to Avanade's Modern Workplace methodology:

Phase	Activities
Assessment	Workshops, Content scanning, Knowledge management maturity scoring, Collaboration mapping & site usage analytics
Planning & Design	IA design, Metadata & taxonomy, Lifecycle and archival design, Permissions/roles model, External collaboration controls
Build	Knowledge management portal creation, Content lifecycle automation, Provisioning solutions, Optional Power Platform extensions
Test & Validate	Usability validation, User journey mapping, Stakeholder review
Rollout & Change	Adoption & training, Champions enablement, Comms materials

Outcomes / Deliverables

- Knowledge Management Assessment Report
- Knowledge Management Rating Score
- Collaboration Heatmap
- Information Architecture Blueprint
- Metadata Model
- Content Lifecycle Playbook
- Content Archive Report
- Governance Framework
- Knowledge Management Portal (SharePoint)
- Optional: Records Management Model

4. Tools, Assets & Accelerators

Knowledge management can be complex but solving it doesn't need to be slow. Avanade brings proven tools and accelerators, from automated content analysis and usage insights to tested information architecture patterns and governance templates. These assets help organisations quickly understand their current landscape, identify priorities, and deliver improvements with confidence.

By combining Microsoft 365 capabilities with Avanade's proprietary tools and experience, we reduce manual effort, accelerate time to value, and provide a more reliable foundation for long-term knowledge governance.

Tools, Assets & Accelerators

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- We partner with a range of third-party tools to support your needs. For example, we work with solutions such as AvePoint Cense (storage and licence optimisation), Opus (information lifecycle management), Insights (user, data, and security intelligence), and Quest.
 - *We are not limited to these products; we'll work with you and can adapt to your preferred tools and technology stack.*
- Avanade Knowledge Management Assessment Model
- Avanade Information Architecture Accelerator
- Power Platform Automation Templates
- Avanade Provisioning Framework
- Search tuning toolkit (Kusto query language (KQL) patterns, optimisation templates)

Value Delivered

- Accelerated portal deployment
- Faster assessment through automation
- Reduced risk and better compliance
- Lower storage costs and cleaner content

5. Trials & Associated Services

We recognise that many organisations want to test the value of knowledge management improvements before committing to wider change. That's why we offer smaller pilot engagements such as quick assessments, targeted optimisation workshops, or prototype knowledge hubs. These allow you to see immediate benefits, improved findability, streamlined content structures, or clearer governance baselines.

When you're ready to go further, our wider Modern Workplace services integrate seamlessly, including storage optimisation, electronic document and records Management system (EDRMS) and lifecycle management, customisation and automation through Power Platform, intranet modernisation, and Copilot readiness services.

Trial Services

- Knowledge Management Quick Assessment (1week)
- Knowledge Management Rating Mini-Scan
- SharePoint Search Tuning Quick Win
- Metadata Prototype for a single department

Associated Services

- Storage & License Optimisation
- EDRMS & Lifecycle Solutions
- External Collaboration Portals
- Intranets & Corporate Communications Solutions

- Copilot Readiness & Knowledge Integration
- Customisation & Power Platform

6. Customer Responsibilities

Effective knowledge management is a joint effort. While Avanade brings the expertise, tools, and delivery capability, your teams' involvement ensures the solution is accurate, relevant, and sustainable. We ask for support from content owners, access to analytics and data sources, and participation from stakeholders who understand how information is used across the organisation.

These responsibilities help ensure the outputs reflect your day-to-day needs and that the improvements continue to deliver value long after the engagement is complete.

- Provide access to SharePoint & Teams analytics
- Provide content owners and subject matter experts for workshops
- Approve access for discovery tooling (e.g., AvePoint)
- Participate in design sessions and governance decisions
- Align internal change management communications

7. Avanade Experience

Selecting a partner for knowledge management is about more than technical capability, it requires a deep understanding of how organisations work, change, and communicate. Avanade has delivered Knowledge Management programmes across public and private sector organisations, helping them simplify complex content estates and improve collaboration culture.

Our team brings a mix of technical expertise, adoption experience, and sector understanding. We've seen the pitfalls, solved them before, and developed repeatable frameworks that deliver consistent, meaningful results at scale.

8. Service Pricing

We know predictable pricing is essential for public-sector and enterprise planning. Our pricing model is straightforward: it aligns to clearly defined phases of work and is sized to your specific needs. Whether

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that's a rapid assessment, a targeted Information Architecture redesign, or a full end-to-end KM programme.

This gives you confidence that your investment directly supports the outcomes you want, with no hidden costs or unclear dependencies.

Please refer to the associated Pricing Document for detailed pricing.

9. Contact Information

Sangeeta Pierce

Head of UK Health & Public Sector

Email: uk.hps.support@avanade.com

Tel: 020 7025 1000

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.