



G-Cloud 15 Service Definition

Lot 3 – Cloud Support

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Introduction

Fuse is a Microsoft Partner, based in Northampton. We help organisations of all sizes to maximise IT efficiencies through the use of Microsoft cloud computing solutions. We work with you to deliver a bespoke, tailored solution that helps you achieve your goals.

This document provides information regarding pricing of G-Cloud 15 services for Fuse CS.

Company Overview

We champion and promote cloud migration and service transformation best practice, leveraging the leading edge of the software and technology landscape as it evolves. We implement cloud-based technology infrastructure and services to meet user need, deliver outcomes with an absolute focus on business value, supporting you with your IT strategic ambitions.

Fuse CS is experienced in the provision of:

- Digital Transformation
- Technology and Cloud Strategy services (vision, leadership, and strategy development).
- Roll-out, Deployment and Training services for cloud-based Common Technology implementations.
- Business Analysis – Line of Business Applications, Assistive Technology, As-Is discovery, ways of working review.
- Agile project and programme delivery in Waterfall, PRINCE2, MSP environments.
- Architectural vision and strategy aligned to business objective and ambitions.
- Data migration strategy and planning.

We have used our delivery experience to develop a catalogue of offerings and capabilities to migrate, modernise, transform and support technology, service, and application landscapes, to advise on changes to processes, ways of working and operating models.

Value Proposition

Fuse CS are expert Public Sector Technology, Service and Application implementation and support practitioners. We have led the analysis, planning, delivery and support of digital, data and technology solutions for a range of clients.

Having spent over 20 years transforming legacy technology, service and application estates and helping clients navigate the journey to cloud, Fuse CS have built a catalogue of services that can help you migrate, modernise, and transform your technology, service, and application landscape as well as your ways of working operating model based on user need, value for money, risk and need for legacy interoperability.

We will propose and implement cost effective cloud-based technologies, whether it's your on-premises Infrastructure, End User Compute provision, or Line of Business Application estate. We will work with you to identify significant efficiency savings, enabling both the platforms, services, structure, and capabilities required to deliver new, future proof commodity technology solutions.

Overview of the G-Cloud Service

Fuse CS delivers scalable, flexible IT support tailored to your business needs. Services include proactive monitoring, security updates, cloud backup, Microsoft 365 and Azure guidance, and disaster recovery. With per-user pricing, expert technicians, and a full-featured service desk, Fuse CS ensures reliability, security, and continuity for organisations of all sizes.

Components services available as part of the Microsoft Azure Support Managed Service are as follows:

- Full featured service desk with Microsoft experience and accreditation
- Client knowledge base system for self-service resolution
- Access to highly experienced, Microsoft qualified support technicians
- Fast response telephone support for Microsoft Azure
- Remote Microsoft Azure cloud support via Teamviewer
- On-site engineer support visits when required

Data Protection

Information Assurance

Ensuring your information assets are appropriately handled to maintain data integrity, reliability and accessibility is central to how we work. Fuse CS has over 20 years' experience supplying services to Private and Public Sector clients and complying to various security and Information Assurance standards, including ISO 27001, GDPR and ICO guidance. We will work with you to ensure that we understand the data to which we have access while supporting you, and handle all data appropriately based on the policies you have in place to do so.

Training

Training services can be provided through Fuse CS and we will ensure that training is delivered to meet the needs of your users and your organisation based on the service component(s) from this service.

Service Management and Service Levels

Help and support can be delivered during office hours, Monday to Friday 8am – 6pm via email and phone. Additional requirements can be accommodated on a project-by-project basis where discussion and agreement has been added into service provision.

Provision of the Service

Customer Responsibilities

Fuse CS work in partnership with you and will define and build the teams, capability and delivery partner provision and supply chain to help you transformation your technology, delivering better services for your users, greater efficiency and an easier-to-manage technology estate. Our request is that you work collaboratively and with transparency so that we can deliver great services in partnership.

Technical and business requirements are discussed and agreed on a project-by-project basis.

Outcomes & Deliverables

Deliverables will be agreed with the client in advance of the provision of services. We follow the Digital Service Standard and the Technology Code of Practice. We champion an Agile delivery approach and ways of working and combine this day-to-day delivery approach with your organisation's delivery governance structures. Our recommended approach is to start with Discovery and help you define the problem statement to determine the required strategy based on user need, scope, prioritisation, and funding needs to deliver against those criteria.

Termination Process

There are no additional fees for termination, but clients are advised to consider knowledge transfer and handover requirements to another supplier or the client's staff to ensure smooth transition and exit of service provision.

Our Experience

We provide Specialist Managed Service IT Support. What do our clients say about us?

“Fuse CS have become embedded in our day to day, listen to what we need and provide options. We learnt the value of this quickly when we went elsewhere for a very short while. The world of tech moves so fast, and their support and guidance is invaluable. We find them to be collaborative and proactive, and they are adept at making sure our set-up is fit for purpose.

I most value the collaboration, knowledge, trust and therefore transparency of working with Fuse CS. It means that I don't have to waste my time wallowing in things I don't understand!”

Ann Phillips, Head of Operations, Elsby & Co



“The relationship with Fuse gets more positive each year. We are working really well with Fuse and they have improved our IT capability hugely. We are so much more capable than previously.”

Christopher Duff, Chief Executive, Age UK Northamptonshire



For other case studies and testimonials, please see our website:

<https://www.fusecs.com/experience-and-insight/case-studies/>

Contact Details

If you would like to speak to us about your cloud support service requirements, please contact our team.

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