

G-Cloud 15 Lot 3 Service Definition for Microsoft 365 Support



1 Service Overview

Quadraris provides both Microsoft 365 (M365) tenant administration and user support services to provide comprehensive operational, security and service management support for the Microsoft 365 Modern Workplace. The service ensures Microsoft 365 environments are securely configured, proactively monitored and effectively supported, enabling Buyers to operate a resilient, compliant and productive digital workplace.

The service is designed for public sector organisations requiring assurance, governance and continuity across Microsoft 365 and is delivered as a managed support service rather than a project-based consultancy offering.

1.1 M365 Tenant Administration Service:

This is provided in three tiers enabling Buyers to select the appropriate level of coverage, security maturity and support availability.

Tenant Administration Service Feature	Basic	Premium	Enterprise
Microsoft 365 Administration Support	Yes	Yes	Yes
Named User Service Desk	Yes	Yes	Yes
Incident Management and Remediation	Yes	Yes	Yes
Monitoring and Alerting	Yes	Yes	Yes
Maintenance Management	Yes	Yes	Yes
Licence Management	Yes	Yes	Yes
Annual Microsoft 365 Health Check	Yes	Yes	Yes
Named Account Manager	No	Yes	Yes
Monthly Service Reporting	No	Yes	Yes
Annual Security Hardening	No	Yes	Yes
Technical Reviews	No	Quarterly	Monthly
Intune & Endpoint Security Management	No	Yes	Yes
Microsoft Secure Score Management	No	Yes	Yes
Proactive Security Operations & Monitoring	No	No	Yes
Support Hours	08:00–18:00 Mon–Fri	08:00–18:00 Mon–Sun	24x7x365

1.2 M365 User Support Service:

This is an optional service to the tenant administration service that provides support for your users of your Microsoft 365 tenant whereby they can request direct support from our team of Microsoft professionals.

2 M365 Tenant Administration Service Definition

2.1 M365 Tenant Administration Service Scope

The service supports all components of the Microsoft 365 Modern Workplace, including the ongoing operation, administration, monitoring and security of the Buyer's Microsoft 365 tenant.

In-scope Microsoft 365 workloads include:

- Microsoft Entra ID (Azure Active Directory)
- Identity and access management, including Conditional Access
- Microsoft Exchange Online
- Microsoft SharePoint Online
- Microsoft OneDrive for Business
- Microsoft Teams
- Microsoft Intune
- Endpoint security and device compliance
- Microsoft Defender for Office 365
- Microsoft Purview (Compliance, Information Protection and DLP)
- Microsoft Secure Score
- Tenant-wide security posture and configuration management

The service applies to the Buyer's production Microsoft 365 tenant and associated configurations.

2.2 M365 Tenant Administration Service Tier Definitions

2.2.1 Basic Support Service Definition

The Basic tier provides essential operational support to maintain availability, stability and baseline security across the Microsoft 365 Modern Workplace.

Included services:

- Microsoft 365 administration support
- Named user service desk
- Incident management and remediation
- Monitoring and alerting
- Maintenance management
- Licence management
- Annual Microsoft 365 health check

Support hours:

08:00–18:00, Monday to Friday (UK business hours)

2.2.2 Premium Support Service Definition

The Premium tier builds on Basic support by introducing structured governance, enhanced security management and extended service coverage.

Included services:

- All Basic tier services

- Named Account Manager
- Monthly service reporting
- Annual security hardening
- Quarterly technical reviews
- Microsoft Intune and endpoint security management
- Microsoft Secure Score management

Support hours:

08:00–18:00, Monday to Sunday

2.2.3 Enterprise Support

The Enterprise tier provides a proactive, security-led managed service designed for business-critical and higher-risk Microsoft 365 environments.

Included services:

- All Premium tier services
- Monthly technical reviews
- Proactive security operations and monitoring
- Advanced threat monitoring and response
- Priority incident handling and escalation

Support hours:

24x7x365

2.3 M365 Tenant Administration Core Service Components

2.3.1 Microsoft 365 Administration Support

Ongoing administration of Microsoft 365 Modern Workplace services, including:

- User, group and role management
- Identity and access configuration
- Policy and tenant configuration
- Service optimisation aligned to Microsoft best practice
- Coordination of Microsoft platform changes

2.3.2 Named User Service Desk

Quadrus provides a service desk for nominated Buyer contacts to log:

- Incidents
- Service requests
- Administrative changes
- Access and configuration requests

Requests are managed in accordance with agreed priorities, service hours and escalation paths.

2.3.3 Incident Management and Remediation

Quadrus operates a structured incident management process, including:

- Incident identification and classification

- Triage and prioritisation
- Technical remediation
- Root cause analysis for significant incidents
- Communication and resolution tracking

Incident response aligns to the Buyer's selected service tier and support hours.

2.3.4 Monitoring and Alerting

Continuous monitoring of the Microsoft 365 tenant, including:

- Service health and availability
- Configuration state
- Security signals and alerts
- Platform notifications and advisories

Alerts are assessed and responded to in line with agreed severity thresholds.

2.3.5 Maintenance Management

Planned and reactive maintenance activities, including:

- Configuration updates
- Policy reviews
- Security baseline updates
- Coordination of Microsoft-led changes

Maintenance is performed to minimise operational disruption.

2.3.6 Licence Management

Management of Microsoft 365 licence assignment and usage, including:

- Licence allocation
- Usage optimisation
- Oversight of licence changes

Licence procurement and resale are excluded unless explicitly stated in pricing.

2.4 M365 Tenant Administration Security and Risk Management

2.4.1 Annual Microsoft 365 Health Check

An annual structured review covering:

- Tenant configuration
- Identity and access controls
- Security posture
- Compliance alignment
- Operational effectiveness

Findings are documented with recommendations for improvement.

2.4.2 Annual Security Hardening (Premium and Enterprise)

Implementation of security improvements aligned to Microsoft and NCSC guidance, including:

- Identity protection
- Conditional Access policies
- Collaboration and sharing controls
- Endpoint and device security baselines

2.4.3 Secure Score Management

Ongoing monitoring and improvement of Microsoft Secure Score, including:

- Review of recommendations
- Risk-based prioritisation
- Implementation of agreed improvements

2.4.4 Intune and Endpoint Security Management

Configuration and management of Microsoft Intune, including:

- Device compliance policies
- Endpoint security controls
- Security baselines
- Conditional access enforcement

2.4.5 Proactive Security Operations (Enterprise only)

For Enterprise customers, Quadris delivers proactive security operations, including:

- Continuous security-focused monitoring
- Threat identification and early risk detection
- Prioritised remediation actions
- Security posture assurance across the Microsoft 365 tenant

2.5 M365 Tenant Administration Service Request and Change Management

Quadris provides structured service request and change management for Microsoft 365, including:

- Standard administrative changes
- Configuration updates
- Feature enablement
- Controlled rollout of Microsoft platform changes

All changes are assessed for impact and risk prior to implementation.

2.6 M365 Tenant Administration Service Management, Reporting and Governance

2.6.1 Named Account Manager

Premium and Enterprise customers are assigned a Named Account Manager responsible for:

- Service governance

- Escalation management
- Service alignment
- Continuous improvement

2.6.2 Service Reporting

Monthly service reports (Premium and Enterprise) include:

- Incident and request summaries
- Service performance metrics
- Security posture updates
- Improvement actions and recommendations

2.6.3 Technical Reviews

- Quarterly for Premium customers
- Monthly for Enterprise customers

Reviews cover service performance, security posture, upcoming Microsoft changes and optimisation opportunities.

3 Continuous Improvement

Quadris actively supports continuous improvement of the Microsoft 365 Modern Workplace through:

- Review of Microsoft roadmap changes
- Security posture enhancements
- Operational optimisation
- Risk reduction recommendations

3.1 M365 Tenant Administration Service Exclusions

- End-user device procurement and break/fix support
- On-premises infrastructure support
- Third-party application support
- Microsoft licence resale and billing
- Major migrations, tenant-to-tenant moves or transformation projects
- Bespoke development or consultancy services, including configuring Power Platform based solutions

4 M365 User Support Service

4.1 Service Overview

The Quadris Microsoft 365 User Support Service provides **direct end-user support** for organisations using Microsoft 365. The service complements the Microsoft 365 Tenant Administration Service by offering a managed service desk that users can contact directly for assistance with Microsoft 365 applications, access issues and day-to-day productivity support.

The service is designed for Buyers who require a **single point of contact for Microsoft 365 user issues**, delivered by Microsoft-trained engineers operating to ITIL-aligned processes. This service is optional and may be procured independently or alongside the Microsoft 365 Tenant Administration Service.

4.2 Service Scope

The Microsoft 365 User Support Service provides **Level 1 to Level 3 user-facing support** for Microsoft 365 and associated Microsoft productivity tools.

Support is delivered remotely via secure channels and covers incident resolution, service requests and user assistance.

4.2.1 Managed Service Desk

Quadris provides a managed service desk staffed by trained engineers to receive and manage requests from the Buyer's users.

Requests are triaged and managed in accordance with ITIL principles and categorised as:

- Incidents
- Service Requests

Requests are tracked through to resolution using Quadris service management tooling.

4.2.2 Microsoft 365 End-User Support

End-user support is provided for core Microsoft 365 services, including:

- Microsoft Outlook
- Microsoft Teams
- Microsoft SharePoint Online
- Microsoft OneDrive for Business
- Planner and collaboration features
- User navigation and usage support within Microsoft 365

Support includes guidance on use, fault resolution and basic configuration assistance.

4.2.3 Core Microsoft Office Application Support

End-user support is provided for Microsoft Office desktop applications, including:

- Microsoft Word
- Microsoft Excel
- Microsoft PowerPoint
- Microsoft Outlook

Support focuses on issue resolution, application faults and usability assistance rather than document creation or content production.

4.2.4 User Account and Access Management

Quadris supports user access management activities, including:

- User account provisioning and de-provisioning
- Access enablement and removal
- Support for Multi-Factor Authentication (MFA)

- Password and authentication issue resolution

User access activities are delivered in line with Buyer-defined approval processes.

4.2.5 Starter and Leaver Management

Quadris supports defined new starter and leaver processes, including:

- Provisioning of new user accounts
- Removal of access for leavers
- Coordination of access changes across Microsoft 365 services

The Buyer remains responsible for providing accurate and timely notifications of starters and leavers.

4.2.6 Secure Remote Support

Quadris maintains the ability to securely connect to supported end-user devices to assist with troubleshooting and issue resolution, subject to Buyer security policies.

4.2.7 File Recovery and Restoration

Where backup solutions are in place, Quadris supports:

- Advice on end-user file recovery
- Restoration of user files from backup in line with solution capabilities

4.2.8 Network and Connectivity Support (User Impact)

Quadris provides first-line support for network connectivity issues affecting user access to Microsoft 365 services, including liaison with third parties where required.

4.2.9 Customer Portal

Buyers and users are provided with access to a secure customer portal to:

- Log support requests
- Track progress
- Review ticket history

4.2.10 Service Hours

Support hours and coverage are defined in the Buyer's service order and pricing schedule and may include extended or 24x7 support where required.

4.2.11 Incident Management and Response

Incidents are prioritised based on business impact and urgency and managed in line with agreed response targets.

Incident response processes align to those described in the Managed Service Desk SOW, including prioritisation, escalation and communication practices.

4.2.12 Service Management and Reviews

Quadris provides regular service reviews aligned to the Buyer's support agreement, which may include:

- Incident and request analysis
- Service performance review
- Continuous improvement actions
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4.3 Service Exclusions

Unless explicitly included in service pricing, the following are excluded:

- Advanced Microsoft 365 tenant configuration
- Security management of Microsoft 365 tenants beyond user access and MFA
- Bespoke application development
- Power Platform workflow or solution configuration
- Content creation (e.g. document authoring)
- On-site support services
- Support for unsupported operating systems or devices
- Third-party application functional support

5 Professional Services

In addition to the Microsoft 365 Support Service, Quadris offers optional professional services to address additional Buyer requirements that fall outside the scope of the services specified in this listing. These services are typically delivered on a fixed-scope project basis and are designed to support transformation, migration, enhancement and adoption initiatives across the Microsoft 365 Modern Workplace.

Quadris professional services may include, but are not limited to:

5.1 Microsoft 365 Design and Deployment

- Tenant design and configuration
- Secure-by-design architecture
- Microsoft 365 workload onboarding
- Environment standardization

5.2 Migration Services

- Exchange Online email migrations
- SharePoint and OneDrive file migrations
- Tenant-to-tenant migrations
- Hybrid to cloud transition support

5.3 Security and Compliance Services

- Microsoft 365 security assessments
- Advanced security hardening

- Conditional Access and identity redesign
- Microsoft Purview configuration and optimisation
- Regulatory and compliance alignment

5.4 Endpoint and Device Management

- Microsoft Intune design and deployment
- Endpoint security baseline implementation
- Device compliance strategy and rollout

5.5 Collaboration and Productivity Enablement

- Microsoft Teams configuration and optimisation
- SharePoint intranet design and enhancement
- Information architecture and governance design
- Collaboration policy development

5.6 Adoption, Change and Optimisation

- Platform optimisation reviews
- Feature adoption planning
- Usage and performance analysis
- Operational readiness support

5.7 Delivery Approach

Professional services are delivered using a structured and controlled approach, typically including:

- Requirements gathering and scoping
- Design and technical planning
- Implementation and configuration
- Testing and validation
- Handover into managed support (where applicable)

Quadris works flexibly with Buyers to align delivery to preferred methodologies, governance models and assurance requirements.

5.8 Professional Service Pricing

Fixed scope or time and materials based projects Charges for our professional services are based on the prices set out in our Supplier Rate Card which holds the maximum day rates for the purpose of the Framework Prices (the “Rate Card”), in adherence with Framework Schedule 3 (Framework Prices).