

G-Cloud 15 Lot 3: Service Definition

About Us

Company Background

Established in 1999, prosource.it is a global managed IT services provider which has kept pace with the rapid pace of change in the technology sector to become a trusted partner for enterprise organisations navigating digital transformation.

Our growth has been 100% organic, built on the principle of “doing the right thing” for our clients and our people. This approach has earned us exceptional customer retention, repeat engagements and a reputation for delivery even under pressure and in the most complex environments.

We consciously maintain a low bureaucracy, flat structure, empowering our teams to make fast, effective decisions. This approach keeps central overheads lean, optimising pricing for clients.

With a global workforce of 500+ professionals, we have delivered projects in over 25 countries, providing complex, large-scale solutions across multiple geographies. We have the global reach, capacity and experience to support clients regardless of scale or location.

Who We Support

We work with public and private sector organisations including government departments, healthcare and regulated industries such as energy and finance. Our experience spans critical infrastructure, compliance driven environments and complex transformation programmes, meaning we understand the unique challenges of both sectors.

Key Facts

- We are a 100% employee-owned professional services company:
 - Professional services in technology, high performance IT solutions and digital strategy
 - Large staff base and associate model
 - Focused on the large enterprise market
 - Debt free: over 25% of the company owned by non-director field staff
 - No external 3rd party investors
- Our Guiding Principles:



Inclusivity



Safety



Respect



Citizenship



Partnership



Innovation



Excellence

About Us

Capabilities

In an everchanging world, we continue to evolve; our mission is to enable the success and growth of our clients and develop vested long-term partnerships with them via shared values and goals. We cultivate innovative and creative solutions to meet all client demands.

We aspire to be leaders and a trusted partner in providing the highest quality teams and technical solutions, driving the future digital strategy in partnership with our clients, and fostering a culture of collaboration, trust, transparency and flexibility.

We understand that we need exceptional talent to accomplish our mission. We emphasise the people component of IT, and we constantly strive to attract and retain the best people. Our people are empowered and continually challenged to develop and improve to support our clients' technology future.



Performance
Optimisation

Organisational changes, process optimisation, cost reduction, contract and vendor management, licenses optimisation, technology and tool enhancement, and modernisation.



Enterprise
Change

Technology transformation, service transition, application rationalisation, cloud and collaboration enhancements, office set up and relocations.



Service
Management

Service Desk and enhancements, ITSM setup and configuration, Service Management setup and delivery, SLA and OLA configuration, and contract management.



Operational
Excellence

Continuous Service Improvements, operational maturity, business priorities, performance evaluation and enhancements.



Applications

Application Management, Power Apps design and creation, application packaging, configuration and rationalisation of applications.



Digital
Workplace

Digital solutions, modern workplace, cloud-based productivity solutions, end-user support, mobility and flexibility solutions, audio/visual.



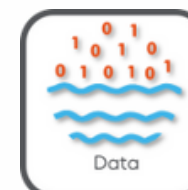
Cloud &
Infrastructure

Cloud strategy and provision, cloud expense optimisation, cloud architecture design, infrastructure setup and support, network optimisation and management.



Cyber
Security

Cyber security consultancy, risk management, compliance management, development operations.



Data

Data strategy and analysis, data management of information, machine learning setup and configuration, compliance.

About Us

Where We Fit in the Market

The chart below provides you with an overview of how we work in comparison to agencies and tier one providers.

Features

- Outcome-based delivery
- Rapid mobilisation
- Governance and compliance
- Flexible contracting
- Accountable for people, quality and delivery
- Lower overheads
- 100% employee owned

prosource.



Agency



Tier 1 provider



About Us

Service Management Approach

Our managed services are delivered with clear accountability and governance to reduce risk and management overhead for our clients.

Key principles

Performance Management: Full accountability for service delivery and team performance

Consistent Practices: Common standards and processes to ensure quality

Flexible Resourcing: Ability to scale and adjust skills to meet changing needs

Rapid Mobilisation: Proven onboarding for fast start-up Continuous Improvement - Regular reviews to optimise service

We work collaboratively with clients, using transparent checkpoints and governance forums to maintain service performance and adapt to evolving requirements

Cloud Support Services

Cloud Architecture, Design & Migration Planning

Prosource.it offers a complete consultancy and planning service to help organisations confidently embark on their cloud journey. We work with you to analyse your current IT landscape, understand your business objectives and design a cloud architecture that is secure, scalable and future proof.

We provide detailed capability assessments, identify gaps and present clear options for cloud adoption. Our experts develop a tailored migration roadmap, ensuring every step aligns with your operational needs and risk profile. Whether you are moving to the cloud for the first time or optimising an existing environment, we deliver the strategic insight and technical expertise to ensure success.

Features

Capability analysis: Review of platforms, skills, tooling, processes, and service maturity to establish cloud readiness.

Enterprise architecture: Design of target architecture (identity, network, data, security, integration) with traceable standards and patterns.

Cloud gap assessment: Evaluation of existing processes, controls, and technical capabilities against the desired cloud operating model, highlighting gaps and providing actionable remediation plans.

Architecture options analysis: Assessment of vendor/platform choices (IaaS/PaaS/SaaS), build vs. buy, and integration implications.

Delivery road-mapping: Creation of phased plans covering pilots, migration waves, dependencies, standards, and change governance.

Risk & compliance mapping: We align controls to regulatory requirements and organisational policy.

Cost & performance modelling: Modelling of capacity, resilience, RTO/RPO, and forecast TCO/OpEx scenarios.

Stakeholder engagement: Facilitation of workshops and decision gates for architecture approval and adoption.

Benefits

-  Reduced migration risk with clear controls and staged delivery.
-  Faster time-to-value through pragmatic, outcome-driven planning.
-  Right-fit platform choices that balance cost, performance, and compliance.
-  Traceable decisions that satisfy audit, architecture governance, and procurement scrutiny.
-  Future-proof design enabling scalability, resilience, and operational optimisation.

Example Toolsets

- Microsoft Azure, AWS, Google Cloud Platform
- Azure Well-Architected Framework, AWS Well-Architected Tool
- Terraform, Bicep, CloudFormation, ARM templates
- Power BI, Visio, Miro

Typical Roles Deployed

- Cloud Architect
- Solution Architect
- Enterprise Architect
- Business Analyst
- Project Manager

Cloud Support Services

Managed Cloud Services (Private, Public & Hybrid)

Prosource.it delivers fully managed cloud services across private, public and hybrid environments, enabling you to focus on your core business while we handle the complexity. We manage your existing cloud estate including infrastructure, platforms and applications to ensure availability, security and optimal performance.

Our services include proactive monitoring, maintenance and optimisation, as well as seamless integration between cloud and on-premises systems. Designed to be flexible and scalable, our managed services adapt to your evolving needs and support your digital transformation goals.

Important: choosing not to provide hosting or act as a cloud service provider, we instead work with your chosen platforms to deliver governance, monitoring and lifecycle management.

Features

Managed Private Cloud: IaaS/PaaS/SaaS operations, application management, patching, backup, DR, capacity and performance tuning.

Managed Public Cloud: Subscription/account governance, resource provisioning, tagging/FinOps, policy compliance, and platform hardening.

Managed Hybrid Cloud: Integration and interoperability across on-prem and cloud estates, identity federation, secure connectivity.

Observability & monitoring: Metrics, logs, alerts, runbooks, and SRE practices for proactive incident avoidance.

Service management: ITIL-aligned processes (incidents, requests, changes, problems); service reviews and reporting.

Automation: Infrastructure-as-Code, CI/CD pipelines, patch orchestration, auto-scaling, and configuration baselines.

Lifecycle management: Onboarding/offboarding workloads, versioning, and controlled release management.

Vendor coordination: Cloud provider liaison, licensing, support escalations, and roadmap alignment

Benefits

-  Improved reliability & uptime through proactive operations and automation.
-  Lower operational overhead for internal teams with a single accountable partner.
-  Consistent compliance via enforced policies, configuration baselines, and audit-ready records.
-  Predictable costs with tagging, right-sizing, and FinOps practices.
-  Scalable service wrapper, which flexes with demand and programme timelines.

Example Toolsets

- Azure Portal, AWS Console, Google Cloud Console
- Microsoft 365 Admin Center
- ServiceNow, SolarWinds
- Terraform, Azure DevOps, GitHub Actions
- Azure Monitor, AWS CloudWatch

Typical Roles Deployed

- Cloud Engineer
- DevOps Engineer
- Service Delivery Manager
- Platform Support Analyst
- Infrastructure Engineer

Cloud Support Services

Ongoing Cloud Support & Incident Management

Prosource.it provides comprehensive, operational support for your cloud platforms and applications, ensuring services remain reliable and resilient. We log, manage and resolve incidents quickly to minimise downtime and disruption.

Our team delivers proactive monitoring and reporting to identify potential issues before they impact your business. We can dispatch technicians and/or parts to resolve critical incidents onsite and coordinate end-user training to empower your staff and reduce recurring support requests. We focus on maintaining reliability and minimising disruption, so your cloud environment performs at its best.

Features

Product and platform support: Expert assistance for cloud services, collaboration platforms, and business applications.

Incident logging and management: End-to-end handling with priority, SLA tracking, and clear escalation paths.

Proactive analysis and reporting: Trend identification, problem records, and improvement actions.

Dispatch of technicians and parts: Field engineering for critical break/fix or site-specific remediation.

End-user training coordination: Targeted sessions and materials to reduce tickets and speed resolution.

Knowledge base and runbooks: - Curated articles and playbooks to drive first-time fix.

Major incident coordination: Structured communications, war-room leadership, and executive updates.

Benefits

-  Faster resolution and reduced downtime through skilled triage and proven runbooks.
-  Lower ticket volumes via training, knowledge articles, and root-cause elimination.
-  Greater transparency with service reporting, SLAs, and continuous improvement.
-  Improved user experience and higher adoption of cloud services.

Example Toolsets

- ServiceNow, Jira Service Management
- Microsoft Intune, Azure AD
- Remote Support Tools
- Power BI (for reporting)
- Knowledge Base Platforms

Typical Roles Deployed

- Technical Support Analyst
- Service Desk Analyst
- Incident Manager
- Field Engineer
- Training Coordinator

Cloud Support Services

Cloud User Training & Support

Prosource.it provides tailored support and training services for all your cloud users, from basic users to advanced administrators. We deliver targeted training sessions, develop user guides and offer hands-on troubleshooting to ensure everyone gets the most from your cloud investment.

Our team works closely with your organisation to identify opportunities for service optimisation, helping you unlock new features, streamline workflows and maximise productivity. These services are designed to drive adoption, increase satisfaction and ensure your cloud environment delivers real business value.

Features

Role-based training: Curricula for basic users, power users, admins, and support teams.

Advanced troubleshooting coaching: Deep-dive clinics on common issues and performance tips.

Feature adoption campaigns: Communications, tips, and use-case guides to unlock value.

Usage analytics & insights: Identify under-used capabilities and target optimisation.

Configuration & policy tuning: Refine settings for security, usability, and efficiency.

Playbooks & quick-reference guides: Reinforce learning with concise job aids.

Benefits



Higher adoption & satisfaction across collaboration and productivity tooling.



Reduced support demand through upskilled users and clearer guidance.



Optimised processes that save time and improve consistency.



Measurable productivity gains via feature utilisation and workflow improvements.

Example Toolsets

- Microsoft 365, Teams, SharePoint, OneDrive
- Viva Learning, Learning Pathways
- Power BI (usage analytics)
- Custom e-learning platforms

Typical Roles Deployed

- Adoption & Change Lead
- M365 Productivity Consultant
- Training Coordinator
- Communications & Engagement Analyst
- Power Platform Advisor

Cloud Support Services

Cloud Set-Up, Migration & Governance

Prosource.it manages the full set-up and migration of your cloud environment, ensuring a seamless and secure transition. Our services include comprehensive data auditing and organisation, designing robust information structures and planning effective stakeholder engagement and communications.

We provide end-to-end project management and governance, ensuring every aspect of your migration is controlled, transparent and aligned to best practice. Our team will right-size your services for cost efficiency and coordinate mobilisation to ensure a smooth go-live. We also help you establish strong governance frameworks to maintain compliance and operational excellence post-migration.

Features

Data auditing & organising: Cleanse, classify, and prepare data for secure migration.

Data/information structure design: Define information architecture, retention, and access models.

Engagement & communication planning: Stakeholder mapping, comms packs, and readiness materials.

Project management & governance: RAID, milestones, approvals, change control, and status reporting.

Service optimisation/right-sizing: Capacity and cost tuning before and after cutover.

Mobilisation coordination: Onboarding teams, environments, accounts, and tooling for delivery readiness.

Cutover & validation: Pilot migrations, rollback planning, post-move assurance, and acceptance criteria.

Benefits

-  Seamless migration with minimal business disruption.
-  Structured governance that satisfies assurance and audit requirements.
-  Right-sized services for better performance and spend efficiency.
-  Strong stakeholder buy in via clear comms and readiness planning.
-  Confident go-live under controlled cutover and acceptance.

Example Toolsets

- Azure Migrate, AWS Migration Hub
- SharePoint, OneDrive, Teams
- Project Management Tools (MS Project, Planner, Jira)
- Power BI (for migration tracking)

Typical Roles Deployed

- Migration Lead
- Project Manager
- Data Architect
- Business Analyst
- Service Transition Manager

Cloud Support Services

Cloud Security Management, Audit & Assurance Services

Prosource.it provides end-to-end cloud security management, audit and assurance services to protect your data and ensure compliance. Our security specialists develop and implement tailored security strategies, manage risks and design secure cloud architectures.

We offer operational security monitoring, incident response and rapid remediation to keep your environment safe. Our audit and assurance services include regular security assessments, compliance checks and quality assurance testing, giving you confidence that your cloud environment meets the highest standards. We help you stay ahead of evolving threats and regulatory requirements, providing independent assurance for your stakeholders.

Features

Security strategy: Policy, standards, guardrails, and security operating model.

Security risk management: Threat modelling, risk registers, treatment plans, and continuous posture reviews.

Security design: Identity hardening, conditional access, encryption, network segmentation, DLP and logging.

Security incident management: Playbooks, coordination, post-incident reviews, and lessons learned.

Security audit services: Assessments against internal policies and relevant frameworks; evidence packs and findings.

Security QA & testing: Configuration reviews, controls validation, and remediation tracking. Compliance reporting - dashboards and attestations to support governance forums.

Benefits

-  Stronger security posture and reduced exposure to threats.
-  Audit ready compliance with clear evidence trails and validated controls
-  Faster incident response and improved resilience.
-  Stakeholder confidence through independent assurance and transparent reporting.
-  Sustained compliance via continuous improvement and posture management.

Example Toolsets

- Microsoft Defender, Sentinel, Purview
- Azure Policy, AWS Config
- Compliance Manager, NIST CSF, ISO 27001 frameworks
- PowerShell, Security Playbooks

Typical Roles Deployed

- Security Consultant
- Cybersecurity Analyst
- Compliance Analyst
- Security Engineer
- Risk & Governance Lead

Security and Compliance



Cyber Essentials Certified

We are Cyber Essentials certified, demonstrating our commitment to robust cyber security controls and protection against common threats.



GDPR Compliance

All services and processes are fully aligned with the General Data Protection Regulation (GDPR), safeguarding personal data and supporting your organisation's compliance obligations.



ISO 27001 Certification

Our operational procedures and information security management is certified to ISO 27001 standards, ensuring best practice in risk management, data protection, and continual improvement.



ISO 9001 Certification

We are formally certified to ISO 9001:2015 standards for Quality Management Systems (QMS). Our certification is independently audited and maintained through annual compliance reviews and full recertification cycles.



Registered Crown Commercial Service Supplier

We are an approved supplier on the Crown Commercial Service (CCS) framework, demonstrating trust, compliance, and capability to deliver services to UK public sector organisations.



London Procurement Partnership (LPP) Supplier

We are a registered supplier with the London Procurement Partnership, enabling us to provide compliant and cost-effective services to NHS and public sector organisations.

Ordering, Invoicing and Termination

Ordering

Ordering of prosource.it services will be undertaken in accordance with the procedures defined under the G-Cloud 15 framework contract terms, unless varied by mutual agreement and detailed within a Call-off Contract.

The ordering process includes:

Clarification: prosource.it will provide a written response to any clarification requests, setting out the recommended solution tailored to your requirements.

Review and Acceptance: Once the solution is agreed, a Call-off Contract will be established.

Project Initiation: Upon receipt of the Call-off Contract, prosource.it will initiate Project Kick-off protocols, including appointment of a Project Manager, allocation of resources, and milestone setting.

Invoicing

Invoices will be generated and issued promptly in line with contracted payment terms and procedures. prosource.it utilises modern time-capture software and automated finance workflows to ensure accuracy and efficiency.

Key controls include:

- Review and verification checks throughout the invoicing cycle
- Regular audits of end-to-end finance processes
- Transparent reporting aligned with contractual requirements

For further information, please contact accounts@prosource.it.

Termination

Termination of services will be undertaken strictly in accordance with G-Cloud 15 contract terms, unless varied by mutual agreement and documented within the Call-off Contract.

Pricing Overview

This service is priced in accordance with the provided SFIA rate card provided and can be modelled using a range of commercial approaches, including:

- Time & Materials
- Fixed Price
- Outcome Based
- Managed Service

Please refer to the Digital Marketplace for the prosource.it rate card.

Contact details

If you would like to discuss this service, or any of the other services offered by prosource.it in the Digital Marketplace, please get in touch:

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Digital Workplace Service

Operational support for collaboration platforms, endpoint environments, and user-facing technology estates

	Service Description	Example Toolsets	Typical roles deployed
Digital Workplace Platform Management Service	Design, deployment, and operational management of digital workplace platforms across desktop, mobile, and hybrid environments. Covers configuration, policy enforcement, update management, and integration with identity, security, and collaboration tooling. Ensures platforms are stable, secure, and aligned to organisational standards.	Microsoft 365, Exchange Online, SharePoint, OneDrive, Teams, Intune, Windows Autopilot, Azure Active Directory, Endpoint Manager, Group Policy, Configuration Manager.	M365 Specialists, UX Designers, SeniorM365 Specialists, UX Designers, Senior Business Analysts, Engineer, Intune Specialist, Endpoint Support Analyst, Identity & Access Engineer, Service Delivery Manager.
Mobile Device Management Service	Centralised governance of mobile endpoints across smartphones, tablets, laptops, and field devices. Delivered using Intune and enterprise mobility tooling, the service enforces policy compliance, secure provisioning, app lifecycle management, and remote support across diverse device types. Includes identity integration, conditional access, and alignment with organisational security standards.	Intune, Defender for Endpoint, Azure AD Conditional Access, Endpoint Manager, Apple Business Manager, Android Enterprise.	EUC Engineers, Intune Specialists, Technical Support Analysts, Identity & Access Analyst.
AV & Smart Workspace Managed Service	Design, deployment, and support of audio-visual and smart workspace technologies across meeting rooms, collaboration zones, and hybrid work environments. Includes device provisioning, platform integration, usage optimisation, and remote diagnostics. Delivered in alignment with digital workplace standards and operational workflows.	Crestron, Logitech Sync, Microsoft Teams Rooms, Condecó, occupancy sensors, room booking systems, remote monitoring platforms.	AV Engineers, Collaboration Specialists, Smart Workspace Consultant, Deployment Technicians.
Office and Workspace Refresh	Planning and execution of office and workspace refresh programmes across corporate, hybrid, and field environments. Includes hardware upgrades, layout optimisation, device replacement, network provisioning, and post-move assurance. Delivered in coordination with AV, Mobile Device Management, and Endpoint Support services to ensure continuity, policy alignment, and minimal disruption.	Network provisioning tools, cabling schematics, MS Teams Rooms, Device asset registers, hardware lifecycle trackers, workspace planning tools, Intune, Endpoint Manager.	Workspace Planner, Deployment Technician, AV Engineer, Network Engineer, Desktop Engineer, Service Delivery Manager, Asset Lifecycle Coordinator.

Productivity & Adoption Support Service

Behavioural adoption, communications, and training services to drive effective use of digital workplace platforms

	Service Description	Example Toolsets	Typical roles deployed
Digital Productivity Tooling & Adoption Support Service	Structured support for rollout, configuration, and adoption of productivity platforms such as Microsoft 365, Teams, OneDrive, and SharePoint. Focuses on aligning tooling to operational workflows, driving usage through coaching, and embedding features into day-to-day delivery. Includes campaign planning, stakeholder engagement, and feedback loops.	Microsoft Teams, Viva Insights, Loop, Planner, SharePoint Online, OneDrive for Business, Power Automate, Power Apps, Yammer, Viva Engage, Microsoft Learning Pathways.	Adoption & Change Lead, M365 Productivity Consultant, SharePoint Specialist, Power Platform Advisor, Communications & Engagement Analyst, Training Coordinator.
Change, Adoption & Communications Service	Delivery of structured change and adoption activities across programmes, platforms, and service transitions. Activities include stakeholder engagement, communications planning, training coordination, and readiness assurance. Communications are tailored to environment-specific impacts and aligned to operational rollout timelines. Collateral is provided for communications, training, and stakeholder engagement, mapped to delivery phases and audience groups.	Microsoft 365, SharePoint, Teams, Planner, comms templates, training trackers.	Change Manager, Communications Lead, Adoption Specialist, Training Coordinator.
GenAI Coaching Service	User-facing coaching for Microsoft Copilot and Azure OpenAI tools. Focuses on helping users structure prompts, navigate features, and extract operational value from AI-generated outputs. Delivered through targeted sessions, embedded support, and role-specific guidance aligned to business workflows.	Microsoft Copilot, Azure OpenAI, Microsoft 365, Power Platform, Loop, Viva Insights.	Copilot Coach, AI Adoption Specialist, M365 Productivity Consultant, Business Analyst, Training Coordinator, Communications & Engagement Analyst.
Training-as-a-Service	Design and delivery of modular and bespoke training programmes covering platform usage, security awareness, and digital productivity. Content is tailored to operational roles and delivered via live sessions, interactive e-learning content, and integrated LMS platforms.	Viva Learning, M365 Learning Pathways, Vevox, Mural, Microsoft Forms, Webex, Google Workspace, custom e-learning modules, custom LMS platforms.	Training Coordinator, Learning & Development Lead, Platform Specialist, M365 Productivity Consultant, Communications & Engagement Analyst.

AI Assistant & Automation Service

Design and delivery of AI-driven assistants, automation workflows, and intelligent tooling

	Service Description	Example Toolsets	Typical roles deployed
Copilot Assistant Design Service	Design and configuration of Copilot Studio assistants to support specific tasks—such as answering questions, guiding processes, or automating routine work. Each assistant is tailored to the team's role and workflow, with clear rules, connections to relevant tools, and support throughout its lifecycle.	Copilot Studio, Microsoft 365, Power Platform, Azure OpenAI, Teams, SharePoint.	Copilot Designer, Prompt Engineer, Automation Specialist, Business Analyst, Trainer.
AI Workflow Design Service	Design of AI-driven workflows mapped to operational use cases. Activities include process mapping, trigger logic, decision-tree modelling, and integration with automation platforms. Workflows are structured for modular deployment, catalogue alignment, and traceable delivery across business and technical domains.	Power Automate, Logic Apps, Azure OpenAI, workflow engines.	Automation Designer, Business Analyst, Integration Specialist, AI Developer.

Delivery, Governance & Strategic Services

Programme-level delivery, governance, and strategic coordination across service transitions and operational portfolios

	Service Description	Example Toolsets	Typical roles deployed
Project & Programme Delivery Services	Structured delivery support across defined projects and strategic programmes. Activities are aligned to contractual scope, governance frameworks, and operational outcomes, with traceable controls embedded throughout. Scope includes planning, mobilisation, milestone tracking, risk and dependency management, benefits tracking, RAID management, and stakeholder reporting. Supports both agile and traditional delivery approaches, with embedded governance and assurance.	PRINCE2, PMP, MSP, Agile (Scrum/Kanban), MS Project, Planner, Jira, RAID logs, Power BI.	Programme Manager, Project Manager, Delivery Lead, Project Analyst.
Portfolio Governance and Delivery Assurance Service (PMO)	Modular support for project governance, delivery assurance, and portfolio oversight. Activities are structured to maintain traceability, align with internal and external audit requirements, and reinforce delivery integrity. Scope includes documentation control, milestone tracking, risk and dependency mapping, benefits tracking, RAID management, and stakeholder reporting. Supports both agile and traditional delivery approaches, with embedded governance and assurance throughout.	PRINCE2 , milestone trackers, audit logs, SharePoint, RAID templates, Power BI.	PMO Leads, PMO Analysts, Senior PMO Analysts, Portfolio Analysts, GRC Coordinator.
Governance, Risk & Compliance (GRC) Service	Policy alignment, risk management, and regulatory assurance across operational and strategic environments. Scope includes control mapping, audit preparation, escalation protocols, and traceable documentation to support internal and external compliance.	CAF/NIS mapping templates, ISO frameworks, NIST, COBIT, risk registers, control matrices, audit trackers, Power BI, SharePoint.	GRC Analysts, Risk Manager, Compliance Leads, Change Manager.
Agile Service Implementation & Optimisation Service	Design and implementation of agile delivery structures across teams and services. Includes sprint planning, backlog management, cadence reporting, governance alignment, and assurance mapping. Delivered with tooling setup, role definition, and support for embedding agile practices across operational and strategic workstreams.	Azure DevOps, Jira, SAFe boards, Miro.	Scrum Masters, Agile Delivery Leads, Product Owners, Analyst, Agile Coach.

Strategic Design & Intelligence Service

Design, analysis, and intelligence services to support strategic planning, service modelling, and operational insight

	Service Description	Example Toolsets	Typical roles deployed
Data Governance & Analytics Service	Structured support for the design, deployment, and operationalisation of data platforms, analytics tooling, and governance controls. Focuses on aligning data architecture to business workflows, embedding reporting into delivery, and ensuring traceable governance across environments. Includes integration of Microsoft Fabric, Purview, Power BI, and Azure Synapse to support secure, scalable, and interrogable data ecosystems.	Microsoft Fabric, Purview, Power BI, Azure Synapse.	Data Architects, Senior Data Architects, Data Analysts, Data Scientists.
AI Discovery & Advisory Service	Structured engagement to assess how AI and automation tooling can be applied across the client's operational landscape. Activities include stakeholder interviews, workflow analysis, tooling assessment, and opportunity mapping. Outputs include documented recommendations, mapped use cases, and collateral to support internal decision-making and onboarding.	Microsoft Copilot, Power Platform, Azure OpenAI, workflow engines, discovery templates.	Automation Consultant, Business Analyst, Integration Specialist, AI Developer.
UX & Interface Design Service	Design and governance of user experience across digital platforms, with emphasis on accessibility, interaction modelling, and stakeholder engagement. Focuses on aligning interface design to operational roles, embedding accessibility standards, and structuring user journeys to reinforce platform adoption. Delivered through iterative design cycles, stakeholder workshops.	Power BI, Dynamics CRM, M365.	UX Designers, Service Designers, Accessibility Consultants.
Data Platform Design	Structured support for the design, deployment, and operationalisation of data platforms, analytics tooling, and governance controls. Focuses on aligning data architecture to business workflows, embedding reporting into delivery, and ensuring traceable governance across environments. Includes configuration, usage coaching, and stakeholder engagement to drive adoption and maintain compliance.	Power BI, Azure DevOps, SharePoint.	Senior Business Analysts, Business Analysts, Requirements Leads.

Service Operations & Support

Operational delivery of core support services across applications, platforms, and service management workflows

	Service Description	Example Toolsets	Typical roles deployed
Service Desk Operations	Structured delivery of first-line support across incidents, requests, and service queries. Focuses on triage, resolution, and escalation aligned to SLAs and operational workflows. Includes ITIL-aligned incident management, ticket handling, knowledge base governance, and stakeholder communication tracking.	ServiceNow, ITIL, SharePoint, Microsoft Intune, Azure AD.	Technical Support Analyst, Service Desk Analyst, Incident Manager.
End User Support Service	Responsive support for users across devices, platforms, and collaboration tools. Focuses on issue resolution, device troubleshooting, and usage reinforcement aligned to operational workflows. Includes remote access protocols, service request fulfilment, and ITIL-aligned incident handling.	Microsoft 365, Teams, Intune, Remote Support Tools.	End User Support Analysts, Desktop Support Engineers.
Executive Support Service	Tailored support for senior stakeholders across devices, platforms, and meeting environments. Focuses on high-priority issue resolution, event readiness, and discreet troubleshooting. Includes VIP support protocols, ITIL-aligned service request fulfilment, and setup for executive events such as town halls, board-level sessions, market and analyst briefings etc.	Microsoft 365, Teams, Intune, Remote Support Tools.	Executive Support Specialists, VIP Support Leads, Event Support Technicians.
Platform Support Service	Operational support for core productivity and collaboration platforms. Focuses on configuration, issue resolution, and usage reinforcement across Microsoft 365, Teams, SharePoint, OneDrive, and Azure components. Includes access management, feature troubleshooting, patching, configuration, and performance tuning under governed change control, aligned to ITIL-aligned problem management.	Microsoft 365 Admin Center, Exchange Admin Center, SharePoint Admin Center, Azure Portal, Microsoft Defender Dashboards.	Platform Support Analysts, M365 Technicians, Collaboration Specialists, Platform Engineers, Azure Administrators, Technical Architects, Infrastructure Analysts.

Service Operations & Support (continued)

Operational delivery of core support services across applications, platforms, and service management workflows

	Service Description	Example Toolsets	Typical roles deployed
Application Support Service	Functional and technical support for business-critical and client-specific applications. Support is delivered across a diverse range of platforms, with application suites varying by environment. Includes incident resolution, configuration assistance, vendor liaison, release and update management, packaging, licence management, vendor liaison and management, rationalisation and service continuity assurance under ITIL-aligned change and release control.	Support is delivered across a diverse range of client-specific business applications and platforms. Application suites vary by environment and operational scope, and may include: ERP, Client Server, Asset work management platforms, GIS and geospatial applications and Industry-specific operational applications. Toolsets include SCCM, InTune, Defender App Control, VB.	Application Support Analyst, Release Manger, Product Owner, DevOps Engineer, Packager, VBA/Excel Macro SME.
Technology Lifecycle Management Service	Managed refresh, disposal, and lifecycle tracking of hardware and software assets. Includes onboarding, decommissioning, and compliance documentation.	SCCM, Autopilot, ServiceNow CMDB, asset tracking platforms, disposal certification systems.	Asset Manager, Configuration Analyst, Service Transition manager, ADISA Secure Disposal Partners.

Cyber Security

Operational delivery of security controls, regulatory mapping, and incident coordination across IT and OT environments

	Service Description	Example Toolsets	Typical roles deployed
Cybersecurity Enablement (IT/OT) Service	Delivery of embedded cybersecurity capabilities across IT and OT environments. Scope includes vulnerability management, patch assurance, identity and access control, tooling governance, and incident response coordination.	Microsoft Defender, Purview, Azure AD / Entra ID, Sentinel, SCADA-native controls.	Cybersecurity Analyst, Secure-by-Design Consultant, Compliance & Governance Lead.
Cyber Security Advisory & Posture Management Service	Strategic advisory and operational support for cyber security posture management across cloud, hybrid, and on-premise estates. Scope includes threat modelling, risk assessment, control mapping, and alignment to regulatory frameworks including NIST CSF, ISO 27001, CIS Benchmarks, and the UK's Cyber Assessment Framework (CAF). Activities support audit readiness, board-level reporting.	Microsoft Defender for Cloud, Sentinel, Azure Policy, Purview, AWS Security Hub, NIST CSF, ISO 27001, CIS Benchmarks.	Cyber Security Consultant, Risk & Compliance Analyst, Security Architect.
Regulatory Mapping & Compliance Assurance Service	Mapping of cyber security controls to regulatory frameworks including Cyber Assessment Framework (CAF), NIST Cybersecurity Framework (CSF), ISO 27001, CIS Benchmarks, and sector-specific standards. Scope includes control alignment, gap analysis, evidence preparation, and support for internal and external audit. Activities are structured for traceability, audit readiness, and integration with enterprise governance and risk programmes.	Microsoft Purview, Azure Policy, Compliance Manager, AWS Audit Manager, Cyber CAF, ISO 27001, NIST CSF, CIS Controls.	Compliance Analyst, GRC Specialist, Cyber Risk Consultant.
Security Control Implementation Service	Design and deployment of cyber security controls across cloud and hybrid environments. Scope includes identity hardening, conditional access, endpoint protection, data loss prevention (DLP), and platform guardrails. Activities are aligned to posture assessments and regulatory mapping.	Microsoft Defender, Sentinel, Conditional Access, Azure Policy, AWS Config, Intune, DLP.	Security Engineer, Platform Security Specialist, Identity & Access Consultant.
Cyber Incident Coordination & Response Support Service	Support for incident response coordination, including triage, containment planning, and post-incident analysis. Activities include integration with client-side or third-party SOC's, documentation of response actions, and alignment to regulatory reporting obligations. This service does not include active threat hunting or SOC operations.	Microsoft Sentinel, Defender for Cloud, Incident Response Playbooks, Azure Monitor, AWS CloudTrail.	Incident Response Coordinator, Cyber Consultant, Risk Analyst.