

# 2025 Managed Services Provided



# Digital Workplace Service

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

|                                                      | Service Description                                                                                                                                                                                                                                                                                                                                                                                         | Example Toolsets                                                                                                                                                         | Typical roles deployed                                                                                                                                                                                       |
|------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Digital Workplace Platform Management Service</b> | 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. |
| <b>Mobile Device Management Service</b>              | 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.                                                                                                                    |
| <b>AV &amp; Smart Workspace Managed Service</b>      | 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, Condec, occupancy sensors, room booking systems, remote monitoring platforms.                                            | AV Engineers, Collaboration Specialists, Smart Workspace Consultant, Deployment Technicians.                                                                                                                 |
| <b>Office and Workspace Refresh</b>                  | 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                                                             |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <b>Project &amp; Programme Delivery Services</b>                 | 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.                |
| <b>Portfolio Governance and Delivery Assurance Service (PMO)</b> | 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. |
| <b>Governance, Risk &amp; Compliance (GRC) Service</b>           | 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.                      |
| <b>Agile Service Implementation &amp; Optimisation Service</b>   | 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                                                         |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <b>Data Governance &amp; Analytics Service</b> | 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.       |
| <b>AI Discovery &amp; Advisory Service</b>     | 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. |
| <b>UX &amp; Interface Design Service</b>       | 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.                    |
| <b>Data Platform Design</b>                    | 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                                                                                      |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <b>Application Support Service</b>             | 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. |
| <b>Technology Lifecycle Management Service</b> | 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.           |

# Cloud & Infrastructure Services

Management, optimisation, and implementation of cloud platforms, hybrid infrastructure, and environment-specific tooling

|                                               | Service Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Example Toolsets                                                                                                                                                                                            | Typical roles deployed                                                                             |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Cloud Architecture & Implementation Service   | Design, migration, and optimisation of cloud platforms across Azure, AWS, and hybrid environments. Delivery activities include landing zone configuration, implementation of security controls, scalability planning, and environment-specific deployment. Architecture and documentation are structured for traceability, audit readiness, and operational integrity.                                                                                                                   | Cloud Adoption Framework, Azure Well-Architected Framework, AWS Well-Architected Framework, Terraform, Bicep, CloudFormation, ARM templates, Azure Policy, AWS Config, Microsoft Defender for Cloud, Azure. | Cloud Architect, Solution Architect, Infrastructure Engineer DevOps Engineer, Security Consultant. |
| Cloud & Infrastructure Management Service     | Management and optimisation of cloud and hybrid infrastructure environments hosted by clients or third-party providers. Includes patching, backup coordination, performance tuning, monitoring, and governance support across compute, storage, and network components.                                                                                                                                                                                                                  | Microsoft Azure, AWS Console, Terraform, SolarWinds, PowerShell, Purview, Microsoft Defender.                                                                                                               | Cloud Engineer, Azure AD Admin, Infrastructure Engineer.                                           |
| Cloud Delivery Platform and DevOps Governance | Managed delivery of cloud platform operations and DevOps pipeline governance across hybrid estates. Scope includes subscription and account management, resource provisioning, CI/CD pipeline maintenance, automation, and environment-specific optimisation. Activities are delivered using Infrastructure-as-Code and version-controlled configuration to ensure traceability, repeatability, and alignment with operational and security standards across Azure and AWS environments. | Azure DevOps, Azure Kubernetes Service (AKS), Terraform, GitHub, Azure Monitor, Log Analytics, AWS CloudFormation, AWS CLI, ARM templates, PowerShell, CI/CD pipelines, AWS CloudWatch.                     | DevOps Engineer, Cloud Engineer, Release Manager, Azure AD Admins.                                 |

# Cyber Security

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

|                                                                   | Service Description                                                                                                                                                                                                                                                                                                                                                                                                                                   | Example Toolsets                                                                                                      | Typical roles deployed                                                            |
|-------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|
| <b>Cybersecurity Enablement (IT/OT) Service</b>                   | 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. |
| <b>Cyber Security Advisory &amp; Posture Management Service</b>   | 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.         |
| <b>Regulatory Mapping &amp; Compliance Assurance Service</b>      | 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.                        |
| <b>Security Control Implementation Service</b>                    | 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.    |
| <b>Cyber Incident Coordination &amp; Response Support Service</b> | 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.                    |

# Prosource.it Service List

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Digital Productivity Tooling & Adoption Support Service  
Change, Adoption & Communications Service  
GenAI Coaching Service  
Training-as-a-Service  
Copilot Assistant Design Service  
AI Workflow Design Service  
Project & Programme Delivery Service  
Portfolio Governance and Delivery Assurance Service (PMO)  
Governance, Risk & Compliance (GRC) Service  
Agile Service Implementation & Optimisation Service  
Data Governance & Analytics Service  
AI Discovery & Advisory Service  
UX & Interface Design Service  
Data Platform Design  
Service Desk Operations  
End User Support Service  
Executive Support Service  
Platform Support Service  
Application Support Service  
Technology Lifecycle Management Service  
Cloud Architecture & Implementation Service  
Cloud & Infrastructure Management Service  
Cloud Delivery Platform and DevOps Governance  
Cybersecurity Operations (IT/OT) Service  
Cyber Security Advisory & Posture Management Service  
Regulatory Mapping & Compliance Assurance Service  
Security Control Implementation Service  
Cyber Incident Coordination & Response Support Service