

Service Definition

Service Name: Microsoft 365 Security Configuration & Support

Supplier: Virtual Edge Ltd

Framework: G-Cloud 15 – Lot 3 (Cloud Support)

Service Overview

Virtual Edge provides security-focused configuration and support services for customer-owned Microsoft 365 environments. The service supports organisations in securely configuring Microsoft 365 security capabilities to reduce cyber risk, improve resilience, and maintain a strong security posture. Customers retain full ownership of all systems, data, and licences.

Service Scope

- Secure Microsoft 365 baseline configuration and review
- Identity and access security configuration using Azure Entra ID
- Exchange Online security and email protection configuration
- Microsoft Defender for Office 365 configuration support
- Anti-phishing and email threat protection policies
- Security alert configuration and tuning guidance
- Security posture assessment and improvement recommendations
- Security documentation and configuration reporting

Out of Scope

- Continuous security monitoring or SOC services
- Incident response or digital forensics services
- Penetration testing or red team activities
- Microsoft 365 licence resale or hosting

Service Delivery

The service is delivered remotely, primarily from the United Kingdom. Any overseas-based support resources operate under UK management, UK GDPR-aligned processes, and contractual confidentiality obligations. Service scope, response targets, and reporting arrangements are agreed at call-off.

Security and Data Protection

Virtual Edge delivers this service in compliance with UK GDPR and applicable data protection legislation. Access to customer environments is restricted to authorised personnel and follows least-privilege principles.