

SharePoint Consultancy

G-Cloud 15 Service
Definition Document

mizorix



**Document Management, Automation & AI
with Microsoft 365**

Service Definition Document

Service Overview

Mizorix provides specialist SharePoint Online consultancy to help organisations design, optimise and govern their Microsoft 365 environments. Our services cover information architecture, governance frameworks, migrations, workflow automation, configuration, health checks and remediation, ensuring secure, scalable and compliant SharePoint deployments.

Scope of Services

- SharePoint health checks and configuration reviews
- Information architecture design and taxonomy modelling
- Governance and permissions frameworks
- SharePoint Online migrations from file shares and legacy platforms
- Workflow, automation and integration using Power Platform
- Document management, security and compliance setup
- Adoption planning, training and knowledge transfer

Methods of Engagement

Mizorix offers flexible engagement models to suit buyer needs:

- **Fixed-price engagements** for defined deliverables and outcomes
- **Time and materials** consultancy for iterative or exploratory work
- **Blended consultant model** combining architects, consultants and developers as required



Onboarding Process

- Introductory call to confirm goals, constraints and success criteria
- Discovery workshops and environment access provisioning
- Review of existing SharePoint usage, file shares and governance
- Documentation of requirements and production of a Solution Design Document
- Agreement of delivery plan, schedule and responsibilities

Offboarding Process

- Formal handover of documentation, configurations and solution designs
- Knowledge-transfer sessions for administrators and owners
- Optional training for end users
- Closure meeting to review deliverables and future recommendations
- Transition to support if required

Roles and Responsibilities

Mizorix Responsibilities

- Deliver consultancy according to agreed scope
- Provide qualified Microsoft 365 and SharePoint specialists
- Maintain documentation, design artefacts and change controls
- Ensure best-practice governance, compliance and security approaches

Customer Responsibilities

- Provide timely access to systems and relevant stakeholders

- Participate in workshops and decision-making activities
- Manage internal communications and approvals

Security & Compliance

Mizorix adheres to Microsoft 365 security best practices and ensures all design and configuration aligns with organisational compliance requirements. Data remains within the customer's Microsoft tenant unless otherwise agreed. Our consultants follow secure working policies, least-privilege access and auditability standards.

Support Levels

Support is available via remote helpdesk, with optional enhanced tiers including proactive monitoring, periodic reviews and a dedicated technical account manager. Support can be extended into formal contracts covering Microsoft 365, SharePoint and related Mizorix products.

Service Constraints

Services are delivered remotely or on-site depending on customer need; on-site work is subject to travel expenses. Specialist availability is scheduled in advance to ensure continuity and quality.

Have Additional Questions?

Please contact hello@mizorix.com

