

End-User Cloud & Collaboration Support

Service Summary

ADM's End-User Cloud & Collaboration Support service provides comprehensive assistance for organisations using cloud-based productivity and collaboration platforms such as Microsoft 365, Teams, and SharePoint. We ensure seamless adoption, configuration, and ongoing support for end-users, enabling secure, efficient, and compliant collaboration across hybrid and remote work environments.

Service Scope and Features

- Setup and configuration of Microsoft 365 and collaboration tools
- User onboarding and training for Teams, SharePoint, and OneDrive
- Ongoing support for email, file sharing, and communication platforms
- Integration with identity and access management for secure collaboration

Pricing

Example pricing: Our rate card ranges from £720 per day to £1850 per day depending on SFIA level. Individual project work is priced once a scope of work has been agreed.

Onboarding and Offboarding

ADM delivers structured onboarding through its Cloud Operations Centre, including service transition planning, configuration, and access setup. Offboarding includes secure data export, documentation transfer, and decommissioning in accordance with GDPR and client policies.

Service Management and SLAs

All services follow ITIL v4-aligned service management processes. ADM's Cloud Operations Centre provides 24x7 coverage, monthly performance reports, and SLA-based incident and request response times.

Security and Compliance

ADM Managed IT Services operates under Cyber Essentials accreditation. Data remains within UK cloud regions, and all services adhere to NCSC Cloud Security Principles.

Termination Terms

Customers may terminate services with 90 days' notice. ADM ensures complete data hand-back or certified deletion, aligned with GDPR, NCSC, and client data-retention requirements.

Confidentiality

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