

SERVICE DEFINITION DOCUMENT FOR G-CLOUD SERVICES

For G-Cloud 15 Framework

Provided by Endeavour Information Solutions

IN COMMERCIAL CONFIDENCE

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Microsoft certified
professionals specialising in:

Microsoft 365
Microsoft Teams
Microsoft SharePoint
Dynamics 365
Microsoft Azure



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Introduction

This Service Definition Document provides a high-level description of the cloud services and associated support services offered by Endeavour Information Solutions under the G-Cloud 15 framework (RM1557.15).

This document is intended to support public sector buyers in understanding the scope, delivery approach, and governance of services available via the Digital Marketplace. It should be read in conjunction with:

- The individual service listings published on the Digital Marketplace
- Applicable pricing documents
- The G-Cloud 15 Framework Agreement and Call-Off Contract

This Service Definition is generic and applies across all relevant G-Cloud 15 service lots. Where a buyer selects a specific service, the precise scope, deliverables, service levels, and commercial terms will be defined in the Call-Off Contract.

This Service Definition Document is applicable across multiple G-Cloud 15 service listings provided by Endeavour Information Solutions. It defines the common delivery approach, governance, security, and service management principles that apply to all listed services.

Where a buyer selects a specific service via the Digital Marketplace, the precise scope, deliverables, service levels, and pricing applicable to that service will be defined within the individual service listing and the resulting Call-Off Contract.

About Endeavour Information Solutions

Endeavour Information Solutions is a UK-based provider of cloud, digital, and technology services to public and private sector organisations.

We support customers throughout the full-service lifecycle, including:

- Service design and transition
- Secure cloud adoption and optimisation
- Ongoing service management and support
- Continuous improvement and transformation

Our services are designed to help public sector organisations meet operational, security, and policy requirements while enabling flexibility, resilience, and value for money.

Today, Endeavour has 48 employees and offers organisations of all sizes comprehensive and cost-effective solutions based on Microsoft networking, applications and database technologies. Endeavour is a member of the Microsoft Partner Network with technical skills across all of Microsoft's technology stack as well as being recognised by Microsoft as a Cloud Solution Provider (CSP) providing customers with access to cloud solutions and providing development and managed services as required.

Endeavour holds 4 of the 6 available Solution Partner designations awarded by Microsoft to partners that have demonstrated their capabilities in specific Microsoft Cloud solution areas. To earn a Solution Partner designation, organisations must demonstrate broad technical capabilities, be dedicated to skilling and training their team and have a proven ability to deliver solutions to customers. The Solution Partner designations currently held by Endeavour are Business Applications, Digital and App Innovation, Modern Work, and Data and AI.

Endeavour has been an accredited supplier to the Crown Commercial Service's G-Cloud Framework since 2015. This is a UK Government framework that specifically offers suppliers with specialist knowledge and services for delivering cloud-based solutions.

We also hold Cyber Essentials, Cyber Essentials Plus and ISO27001, see Appendix A for details.

In summary, Endeavour is a Microsoft solution provider with a team of experienced, technical individuals with a consultancy-based approach to supporting digital transformation.

Scope of Services

Under G-Cloud 15, Endeavour Information Solutions may provide services across the following categories, depending on the specific service selected by the buyer:

Cloud Hosting Services

Including infrastructure and platform services delivered using cloud-based technologies.

Cloud Software Services

Including software delivered as a service and supporting platforms or tooling.

Cloud Support Services

We offer a comprehensive range of services within the G-Cloud 15 framework. Including consultancy, implementation, integration, migration, training, and operational support services related to cloud and digital solutions.

The service definition within this document relate to the following services as shown below:

- Microsoft SharePoint Support Services
- Microsoft SharePoint Implementation Services
- Microsoft SharePoint Development Services
- Microsoft Purview Implementation Services
- Microsoft Teams Implementation Services
- Microsoft Teams Development Services
- Microsoft Azure Optimisation Assessment Services
- Microsoft Azure Migration Services
- Microsoft Azure Support Services
- Microsoft Azure Implementation Services
- Microsoft 365 Implementation Services
- Microsoft 365 Migration Services
- Microsoft 365 Support Services
- Microsoft Intune Implementation Services
- Microsoft Intune Support Services
- Microsoft Defender Suite Implementation Services
- Microsoft Sentinel Implementation Services
- Microsoft Foundry Implementation Services
- Microsoft Foundry Support Services
- Microsoft Copilot Studio Implementation Services
- Microsoft Copilot Studio Support Services
- Microsoft 365 Copilot Implementation Services
- Microsoft 365 Copilot Support Services
- Microsoft Dynamics 365 Implementation Services

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- Microsoft Dynamics 365 Support Services
- Microsoft Dynamics 365 Development Services
- Microsoft Power BI Implementation Services
- Microsoft Power BI Migration Services
- Microsoft Power BI Support Services
- Microsoft Fabric Implementation Services
- Microsoft Fabric Migration Services
- Microsoft Fabric Support Services
- Microsoft Business Central Implementation Services
- Microsoft Business Central Support Services
- Microsoft PowerApps Implementation Services
- Microsoft PowerApps Support Services
- Microsoft PowerApps Development Services
- Microsoft Power Automate Robotic Process Automation Services

More detailed information and classification of each service is defined in the individual Digital Marketplace listing of each service.

Service Delivery Model

Services are delivered using a flexible, outcome-focused model that can be tailored to buyer requirements. This may include:

- Remote delivery
- On-site delivery at buyer locations (where required)
- Hybrid delivery models

Delivery approaches are agreed during call-off and documented in the CallOff Contract and associated schedules.

Ensuring an Effective Working Relationship

Based on our experience the need for close interaction and co-operation with staff will be crucial to ensure any assignment delivers the required results and we propose to achieve this in several ways.

Firstly, as experience has shown in our previous projects it will be essential that a relevant element of contribution and presentation is given to project staff either via workshop or by having nominated department representatives be part of the project team. Members of this team will be involved in design and testing processes of the project and will provide feedback as the work develops and proceeds.

This will act as an effective 'steering' process for the assignment and ensure we are working effectively with the organisation to understand and deliver against its changing and future requirements. Examples of the existing systems in place along with relevant interim briefings and staff workshops would be highly recommended to ensure communication is maintained and user adoption is encouraged before the final implementation takes place.

Secondly, our PRINCE2 certified project managers will issue regular project updates to your project manager detailing progress made, key issues and planned activities. Arrangements for scheduling required meetings, workshops etc. with relevant staff will also be included in this mechanism.

Thirdly, all deliverables prepared during the course of an assignment will be produced in draft form initially and passed to you for comment and discussion. Final drafts will be then produced incorporating agreed amendments.

Lastly, the development of projects will be managed using our online project management tool used by our development team and can be reviewed by the organisation at any time. Relevant project team members from Endeavour will do initial development work on or off site as required in a replica of the live environment (with test data only) which will also allow the organisation's team to review and provide feedback as needed. However, experience has also shown that the majority of implementation and testing work will usually take place on site assuming relevant levels of access can be provided.

Implementation Strategy

As an experienced Microsoft partner, we follow Microsoft's guidance on design, implementation, and data migration.

The foundation of a successful delivery begins with planning for key factors that define the overall delivery strategy. These key factors include:

- Understand the Vision and Business drivers.
- Agree on Key Success metrics.
- Identify Roles and Responsibilities
- Identify and allocate right resources.
- Allocate budget and funds.
- Choose a Methodology
- Define the Deployment and Release management.
- Change management.

A methodology is a prescriptive definition of activities to be undertaken for a given project or engagement. It describes the use of a collection of methods to achieve predictable outcomes which can be visualised as:



As experience from our previous assignments has shown we intend to structure and manage our activities as illustrated above and will request that relevant staff are available to work with us as required during any assignment.

We will be flexible and work closely with a client's project manager to ensure that such commitments are identified early in the project and are suitable for all individuals concerned.

The tasks illustrated above will largely be performed in sequence. However, where possible we will perform activities in parallel to avoid duplication of time and effort by our team and relevant staff within a client's organisation.

Service Management and Support

Endeavour Information Solutions provides service management and support appropriate to the nature of the service being delivered. This may include:

- Service reporting
- Incident and request management
- Change management
- Ongoing service reviews

Service Levels

We provide two clearly defined support levels to meet varying operational and service requirements:

- **Ad-hoc Support** is delivered on a pay-as-you-go basis at £95 per hour ex VAT. Support requests have a response time of 4 hours or less and resolution time of 8 hours or less, with no minimum commitment required. All time consumed is recorded and billed monthly in arrears, providing a flexible option for customers with occasional or unpredictable support needs.
- **SLA Support** is provided under a fixed-price unlimited use contract based on 35% of the total value of an implemented solution and delivers the highest priority service. It includes guaranteed response times of less than 1 hour and resolution times of less than 4 hours. Additional discounts are available for contracts that are required over multiple years.

All support levels include access to a dedicated customer success manager, but SLA customers also get access to a dedicated technical account manager providing a consistent point of contact and service oversight.

Pricing Model

Pricing for services delivered under G-Cloud 15 is defined on a per service basis and published separately within the Digital Marketplace pricing schedules.

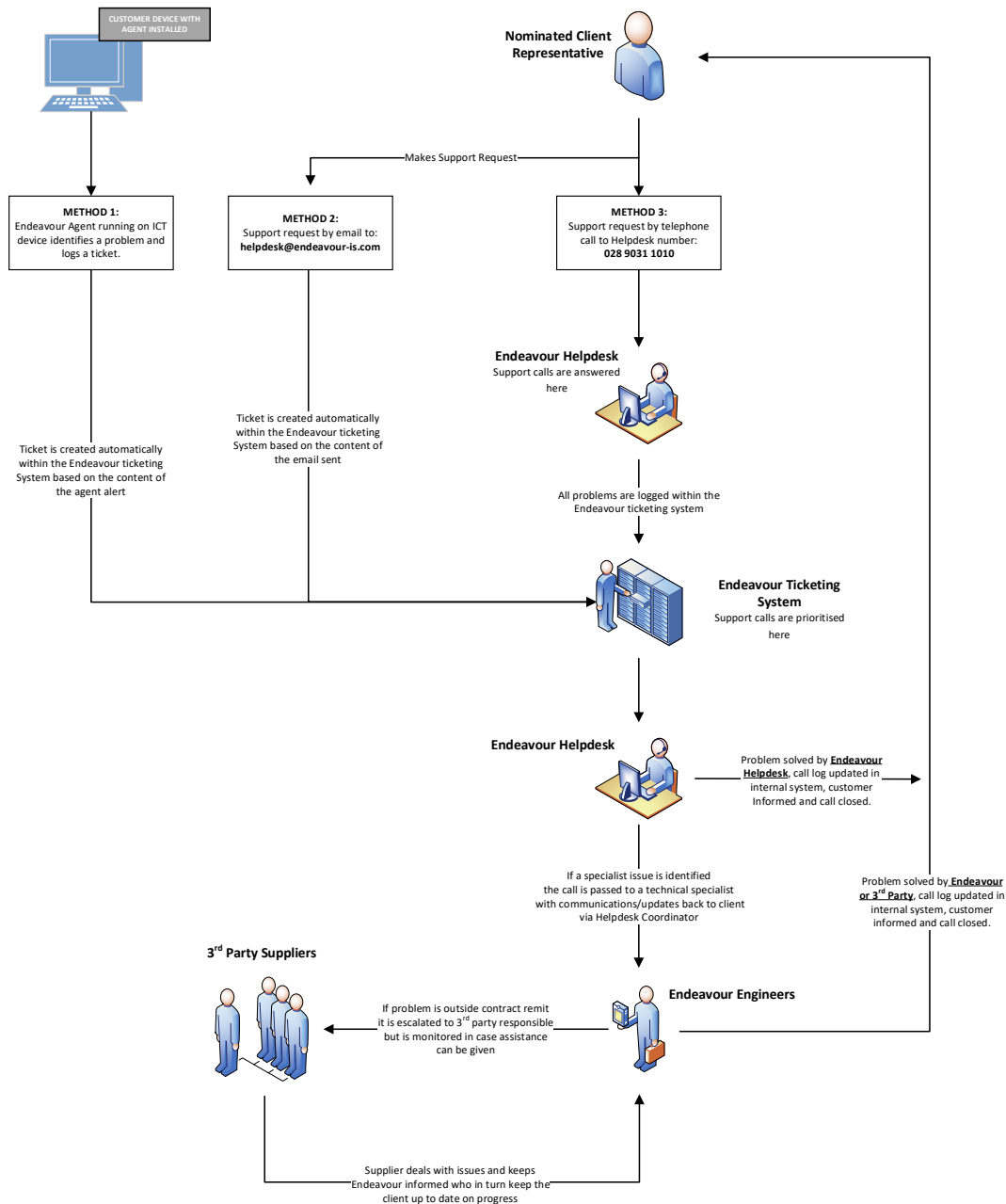
Depending on the specific service selected, pricing may be based on:

- Time and materials based on day rates (for consultancy, support, or ad-hoc services)
- Fixed-price delivery (for defined implementation or migration activities)
- Subscription or licence-based charging (for managed or ongoing cloud services)

All pricing is transparent and excludes VAT unless otherwise stated. No additional charges apply unless expressly agreed within the Call-Off Contract.

Helpdesk Process & Escalation Overview

Our ITIL based helpdesk follows strict procedure to ensure quick response times and quality support solutions for all issues raised by clients. Once an issue is received by the Endeavour Helpdesk, it is logged and escalated appropriately by our Helpdesk Coordinator depending on which resource available can best resolve the call. The following flowchart outlines these procedures:



All service levels, response times, and support arrangements are defined in the specific service listing and Call-Off Contract.

Security and Compliance

Security is a core consideration in all services delivered under G-Cloud 15. Endeavour Information Solutions aligns service delivery with:

- UK government security principles
- Relevant industry standards and best practice
- The security requirements defined in the G-Cloud 15 Call-Off Schedules

We are proud to hold Cyber Essentials, Cyber Essentials Plus and ISO 27001:2022 certifications, underscoring our commitment to robust information security management and continual improvement in line with internationally recognised standards. See APPENDIX A for copies of our relevant security accreditation awards.

All staff at Endeavour have Baseline Personnel Security Standard (BPSS) checks [National security vetting: clearance levels - GOV.UK](#) at the start of employment and renewed every 2 years. In addition, many of the team also hold valid Security Check (SC) clearance [National security vetting: clearance levels - GOV.UK](#), who can be utilised when required. However, to be clear no one individual has a unique skillset required to ensure a particular project's success.

Specific security controls, data handling arrangements, and assurance requirements are detailed in the relevant Call-Off Contract schedules.

Exit Management

Exit management, including service termination, transition support, and the secure return or deletion of buyer data, is provided in accordance with Call-Off Schedule 10 (Exit Management).

Endeavour Information Solutions will support buyers to exit services in a structured and orderly manner, ensuring continuity of service, data portability, and compliance with applicable data protection obligations.

Data Protection and Privacy

Endeavour Information Solutions processes personal data in accordance with applicable data protection legislation, including UK GDPR and the Data Protection Act 2018.

Roles and responsibilities relating to data processing (for example, controller and processor obligations) are defined in the Call-Off Contract.

Business Continuity and Disaster Recovery

Where applicable, services are supported by business continuity and disaster recovery arrangements appropriate to the service type and risk profile.

Details of continuity objectives and recovery arrangements are defined in the Call-Off Contract and relevant schedules.

Sustainability & Social Impact

Endeavour Information Solutions recognises the importance of sustainability and environmental responsibility. Where relevant, services support public sector sustainability objectives, including efficient use of resources and alignment with applicable Carbon Reduction Plan commitments under G-Cloud 15.

Social Impact Statement for 2025/2026

At Endeavour Information Solutions, we are deeply committed to making a positive impact on our community, environment, and workforce. Our dedication is manifested through our strategic initiatives that include the recruitment of local apprentices, our efforts to reduce carbon emissions through the adoption of Microsoft Cloud technologies, and our commitment to supporting our employees financially by participating in the real living wage programme.

Empowering the Local Workforce through Apprenticeship

We believe in nurturing talent from within our community with over 25% of our annual new recruitment coming from government apprenticeship schemes based within Belfast and Edinburgh since 2022. Our apprenticeship program is designed to offer local youth hands-on training, industry-leading certification, mentorship, and career opportunities within our industry. By investing in local apprentices, we not only foster a skilled workforce but also contribute to the economic development of our community. Our apprenticeship program has successfully introduced numerous individuals to fulfilling careers and growth within our company, demonstrating our commitment to empowering the next generation.

Supporting our Team

Our staff are our greatest asset, and it is important that we support them. Endeavour has a fully developed employment and recruitment policy to ensure that all applicants are measured based on merit and that they are scored in a fair and consistent manner. This ensures that our hiring procedures are free from discrimination and that all staff are provided fair and equal opportunities for advancement. This is completed using a points-based system developed from the published job specification and any applicant reaching a minimum score will be invited to first interview.

Endeavour has an Equal Opportunities policy, including Dignity at Work. Endeavour works in collaboration with the Equality Commission NI to ensure a diverse and equal workforce. We have several sub policies such as Harassment at Work, which work hand in hand with our disciplinary and grievance procedures.

The impact of Endeavour's policies and procedures is measured through the submission of anonymous feedback through our Employee Assistance Programme, which also provides access to medical, financial, and legal advice and has various contact channels to cater for employees with different social skills including email and instant messaging.

All staff are offered mentoring and coaching provided by an experienced staff member; this involves setting goals for the employee, guidance to help them achieve their potential, and guidance and teaching where they are planning to undertake additional certification opportunities. Over 85% of Endeavour's management team has worked up to their current position from junior roles within the organisation, through both the learning and development policy and their regular performance management.

Supporting our Community

Endeavour encourages employees to volunteer to increase resilience, add value, and build relationships within the local community. Employees are encouraged to share their time, knowledge, and skills with the voluntary sector in a positive and structured way. This can be done in a variety of ways, such as helping in a residential home, helping a voluntary organisation, or assisting in a charitable organisation for the day. Eligible employees receive 7.25 hours of volunteering leave per six months.

Modern Slavery Statement

Endeavour Information Solutions is committed to the principles of the Modern Slavery Act 2015 and the abolition of modern slavery and human trafficking. We acknowledge the role that we can play to help to bring this about.

Our recruitment and people management processes are designed to ensure that all prospective employees are legally entitled to work in the UK and to safeguard employees from any abuse or coercion.

We recognise that, as a purchaser of goods and services, we can influence good practices in the employment of people by other organisations.

We do not enter into business with any organisation, in the UK or abroad, which knowingly supports or is found to be involved in slavery, servitude and forced or compulsory labour.

Reducing Carbon Emissions

Understanding the critical need to combat climate change, Endeavour Information Solutions has taken significant strides to minimize our environmental footprint. By integrating Microsoft Cloud services into our operations, we have significantly reduced our carbon emissions. This transition not

only enhances our efficiency but also aligns with our sustainability goals. Our adoption of cloud computing is a testament to our responsibility towards the planet, ensuring that we conduct business in an environmentally friendly manner.

Endeavour Information Solutions has a carbon reduction plan and is working towards Carbon Net Zero.

Commitment to Fair Wages through the Living Wage Programme

At Endeavour Information Solutions, we recognize that our employees are the foundation of our success. We go beyond the minimum wage requirements and are proud members of the living wage programme and are listed at [Accredited Living Wage Employers | Living Wage Foundation](#). This initiative ensures that all our staff receive wages that truly reflect the cost of living, affording them a better standard of life. Our commitment to paying fair wages demonstrates our dedication to the well-being and financial security of our workforce.

Belfast Business Promise Accreditation

At Endeavour Information Solutions, we support the initiative of Belfast City Council to encourage employers working in Belfast to make Belfast a better city by providing good jobs, whilst also supporting a sustainable local economy and building a healthier city for everyone. Endeavour Information Solutions is an accredited Member having evidenced that 5 of the 8 pledges have been met, and is working towards accreditation as an Ambassador which is the highest level. [Belfast Business Promise](#)

Conclusion

Our initiatives in recruiting local apprentices, reducing carbon emissions, and ensuring fair wages are integral parts of our mission to drive positive social, environmental, and economic change. Endeavour Information Solutions remains committed to these principles, continually seeking new ways to contribute positively to our world. We believe that through our focused efforts, we can make a significant impact on our community, our clients, and our employees.

Queries & Contact Information

Should your organisation have any queries regarding this document, please contact in the first instance:

Mr Lee Surgeoner – Partner
Endeavour Information Solutions
Units 2-3, Hawthorne House, 6 Wildflower Way,
Belfast BT12 6TA

Tel. +44 (0)28 9031 1010 Email: lee@endeavour-is.com

Or in the second instance to:

Mrs Blaithin Surgeoner – Partner
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Units 2-3, Hawthorne House, 6 Wildflower Way,
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Tel. +44 (0)28 9031 1010 Email: blaithin@endeavour-is.com

For general sales enquires please contact our Sales Team at sales@endeavour-is.com

APPENDIX A - SECURITY ACCREDITATIONS

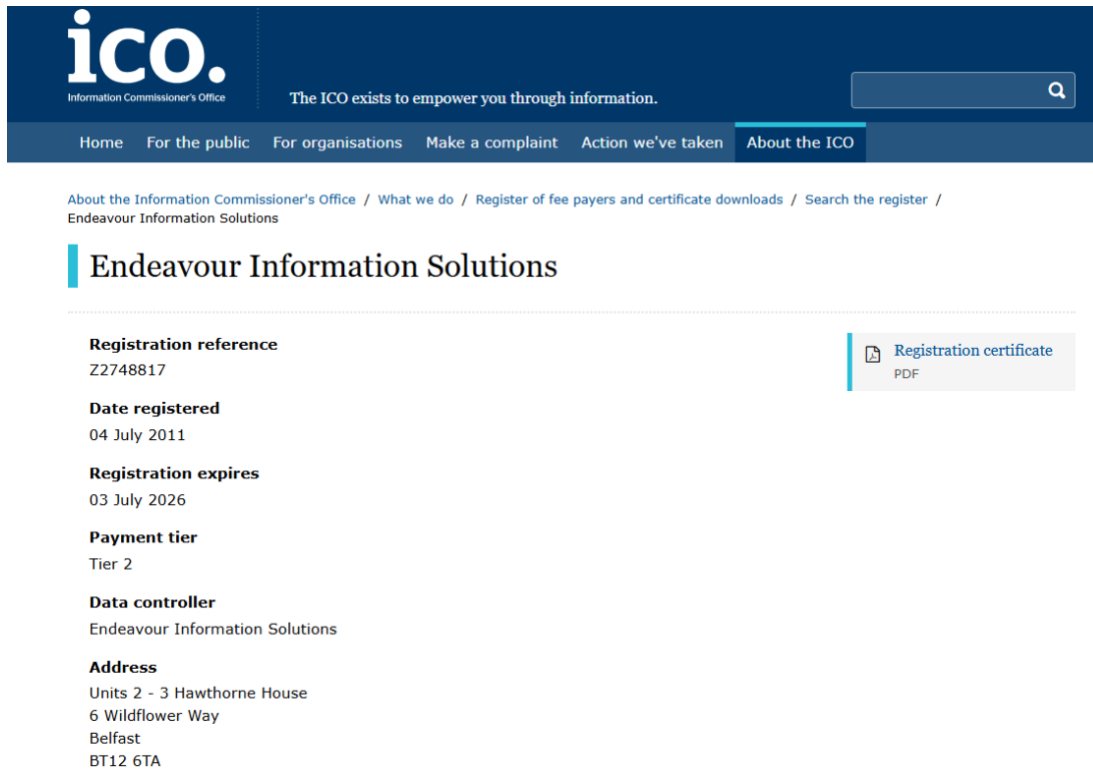
Endeavour currently holds Cyber Essentials Plus and ISO27001:2022. Verification certificates for these standards are shown below with additional verification available on request:

[BM Registry](#) | [ENDEAVOUR INFORMATION SOLUTIONS](#)



ENDEAVOUR INFORMATION SOLUTIONS SERVICE DEFINITION DOCUMENT FOR G-CLOUD 15 SERVICES

This is to confirm that Endeavour Information Solutions have been registered with the UK's Information Commissioner's Office since July 2011.



The screenshot shows the Information Commissioner's Office (ICO) website. The header includes the ICO logo, the tagline "The ICO exists to empower you through information.", and a search bar. The navigation menu includes links for Home, For the public, For organisations, Make a complaint, Action we've taken, and About the ICO. Below the navigation menu, there is a breadcrumb trail: "About the Information Commissioner's Office / What we do / Register of fee payers and certificate downloads / Search the register / Endeavour Information Solutions". The main heading is "Endeavour Information Solutions". Below this, the registration details are listed: "Registration reference: Z2748817", "Date registered: 04 July 2011", "Registration expires: 03 July 2026", "Payment tier: Tier 2", "Data controller: Endeavour Information Solutions", and "Address: Units 2 - 3 Hawthorne House, 6 Wildflower Way, Belfast, BT12 6TA". To the right of the registration reference, there is a link to the "Registration certificate" PDF.

Registration reference
Z2748817

Date registered
04 July 2011

Registration expires
03 July 2026

Payment tier
Tier 2

Data controller
Endeavour Information Solutions

Address
Units 2 - 3 Hawthorne House
6 Wildflower Way
Belfast
BT12 6TA

[Registration certificate](#)
PDF

You can visit the ICO website to confirm this position via: <https://ico.org.uk/ESDWebPages/Entry/Z2748817>