

Delta Technology Services — M365 Support Services:

Service Definition

1) Service Overview

Delta Technology Services delivers specialist Microsoft 365 support designed to keep your cloud collaboration, automation, and content services secure, governed, and fully optimised. Our service centres on the Microsoft 365 ecosystem — with a particular focus on SharePoint Online, Power Apps, Power Automate, and related productivity and compliance capabilities. We provide remote-first support with on-site assistance by exception, ensuring your M365 environment remains available, resilient, and aligned to best-practice configuration. Our objectives are to enable efficient teamwork, safeguard data, unblock users quickly, and drive continual improvement across your digital workplace.

2) Scope of Service

Included

Incident Management — Investigation, triage, and resolution of issues affecting SharePoint sites, document libraries, permissions, Power Apps, Power Automate flows, Teams integrations, M365 identity/permissions, and associated services.

Service Requests — Creation or modification of SharePoint sites, lists, libraries, metadata, and access controls; support with Power Platform components (e.g., app environment configuration, connection references, approvals flows); licence queries; and user support for M365 productivity tools.

Platform Governance & Vendor Liaison — Alignment with Microsoft recommendations, best-practice advisory, and escalation to Microsoft Support where required.

Change & Configuration Support — Assistance with configuration changes such as site structure updates, workflow adjustments, retention policy alignment, and app/environment settings.

Knowledge Enablement — User guidance, documentation, and known-issue workarounds, empowering customers to adopt SharePoint and Power Platform effectively.

Excluded (available under separate Statement of Work)

Solution Development — Creation of new Power Apps, complex Power Automate workflows, custom SharePoint Framework (SPFx) components, or bespoke integrations.

Infrastructure & Hardware Support — Any networking, device, or hardware-level activity beyond M365 service context.

Unsupported or Legacy Platforms — On-premises SharePoint farms, retired Microsoft services, or third-party systems not connected to M365.

Advanced Data Recovery — Restores beyond standard M365 retention, recycle bin recovery, or Microsoft-available restore points (e.g., deep restore from backups or point-in-time reconstruction).

3) Service Hours & Contact Channels

Standard hours: Mon–Fri, 09:00–17:00 (UK time), excluding UK bank holidays.

Out-of-hours: By prior agreement (enhanced rates apply).

Channels: Email, and phone. Automated alerting from monitoring tools may raise tickets directly.

Target response times (from ticket creation):

P1 Critical (outage/security incident): 1 hour

P2 High (major impact, workaround available): 4 business hours

P3 Medium (user-level impact): same business day

P4 Low (how-to/cosmetic): 2–3 business days

4) Roles & Responsibilities

Delta Technology Services

Provide skilled analysts, maintain runbooks, and protect customer data.

Communicate status/ETAs, manage vendor escalations, and keep knowledge current.

Track SLAs and drive problem management for recurring issues.

Customer

Submit clear tickets with impact/urgency, provide remote access when required, and maintain valid licensing.

Nominate service owners for approvals and change decisions.

Follow agreed maintenance windows and endpoint standards.

5) Security & Compliance

We operate on a security-by-design basis: principle of least privilege, multifactor authentication for tooling, encrypted data in transit and at rest, and auditable access. We align to UK good-practice frameworks, are Cyber Essentials certified and can support ISO 27001-aligned processes on request. Change control is applied to production-impacting actions, and credentials are handled via secure vaulting.

6) Onboarding & Offboarding

Onboarding: discovery workshop, software inventory capture, access and integration setup (ticketing/monitoring), runbook and escalation mapping, and pilot validation.

Offboarding: access revocation, knowledge transfer, documentation handover, and final service report.

7) Service Performance & Reporting

We provide quarterly reports summarising volumes, SLA attainment, top incident categories, mean time to acknowledge/resolve, major incident reviews, and improvement actions. Quarterly service reviews assess trends, risk, technical debt, and roadmap alignment.

8) Term & Termination

Minimum term 12 months unless stated. Either party may terminate with 30 days' written notice after the initial term or for material breach (with cure period). Upon termination, we complete offboarding activities and return customer materials.