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Lot 2a: Infrastructure Software as a Service (iSaaS)

Microsoft 365 – Service Definition

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1. Service Description

Fitzrovia IT assists with procuring Microsoft 365, a cloud-based suite that integrates productivity apps, collaboration tools, and security services. It includes: - Apps: Word, Excel, PowerPoint, Outlook, OneNote - Collaboration tools: Microsoft Teams, SharePoint Online - Cloud storage: OneDrive for Business - Security & Compliance: Defender/Purview, InTune - Analytics & Automation: Power BI/Power Automate.

2. Service Features and Benefits

The following are some of the service features:

- Unified programmability across Microsoft 365 services
- Real-time collaboration components across apps
- Embedded AI assistance in Word, Excel, Outlook, Teams
- Data visualisation and business intelligence
- Workflow automation across apps and services
- Threat protection for email and collaboration
- Data loss prevention (DLP), information protection, eDiscovery, audit
- Identity and access management, SSO, MFA
- Endpoint management for devices and apps
- Cloud file storage, sync, and sharing

The following are some of the service benefits:

- Anywhere Access
- Real-Time Collaboration
- AI Integration
- Cross-Platform Compatibility
- Advanced Threat Protection
- Data Loss Prevention
- Identity & Access Management
- Regulatory Compliance Tools
- Scalable Licensing
- Workflow Automation

3. Onboarding

We first select a team to manage the onboarding process. It will include your account manager, who will be with you throughout the transition and beyond, as well as service management and technical specialists who will guide you through the setup of your service. We will also assign a dedicated project manager to oversee this process.

4. Offboarding & End-of-contract Data Extraction

At the end of the contract process, Offboarding activities are initiated, and a project task is created to execute the Offboarding work once agreed. Additional costs will apply depending on the time and effort required in the depth of the Offboarding activities undertaken, which will

be pre-agreed with the client. Should any data extraction be required, the client will need to discuss the requirements with the Account Manager, who will assist with them.

5. Service Constraints

Microsoft 365 stores customer data in regional data centres, but not all services support granular data-residency controls.

6. Data Export

Users can export data from Microsoft 365 using built-in tools such as Outlook, eDiscovery, PowerShell, or third-party solutions—depending on the type of data and their role (user vs. admin).

Fitzrovia can also assist with further Data Export and Import Tasks as required.

7. Service Availability

Microsoft 365 guarantees performance isolation through a multi-tenant architecture with logical separation, automated resource scaling, and tenant-specific throttling controls. This ensures that one tenant's demand does not degrade another's experience.

8. Support

Support Response Times

Immediate Telephone Technical Response is provided.

For Critical Systems Failure (P1) - 2-hour fix or workaround.

For VIP or Service Affecting (P2) - 2-hour fix or workaround.

For Standard Support (P3) - 4-hour fix or workaround.

Support is available through Email, Online Ticketing Portal, Phone Support 24 x 7.

Support Levels

Fitzrovia provides an immediate telephone response from technical personnel for all service desk tickets logged by phone; you will never be placed in a call queue. Our technical team will log your support ticket and collect all necessary information from you to ensure a fast, effective resolution. Once a support representative has logged your ticket, our engineers will implement a permanent fix or workaround within the response times detailed previously.

9. Security

Fitzrovia IT provide a full suite of security products for Microsoft 365, including:

- Microsoft Entra ID to provide a secure and robust Identity and Access Management (IAM) platform within Microsoft 365
- Microsoft Intune to provide a secure Mobile Device Management (MDM) solution for all devices
- Mobile Application Management (MAM) to provide secure management of applications on managed and unmanaged devices

- Global Secure Access to provide a Zero Trust network Access (ZTNA) to Microsoft 365 and private cloud services
- Microsoft Defender for Endpoint and Business to provide next-generation Endpoint Detection and Response protection for endpoints
- Microsoft Defender Extended Detection and Response (XDR) to provide threat detection and response in Microsoft 365
- Microsoft Defender for Cloud Apps to provide a secure Cloud Access Security Broker (CASB) to protect third-party SaaS applications
- Microsoft Defender for Office 365 to provide email security
- Microsoft Defender Vulnerability Management to provide vulnerability scanning and assessments
- Microsoft Purview Data Loss Prevention (DLP) to protect against internal and external data loss
- Microsoft Defender for Identity to provide secure identity protection for domain controllers
- Microsoft Purview Information Protection to protect data with sensitivity labels and retention labels
- Microsoft Defender for External Attack Surface Management to provide exposure management for high-risk public-facing assets
- Microsoft Purview Insider Risk Management to protect against data exfiltration from insider threats