

MICROSOFT CLOUD SUPPORT ON DEMAND

A GCloud15 service designed for SMEs,
offering call off resources that you can trust.



About This Service

Every business has periods where it seems like there aren't enough able people available to help. Absences happen, planned or otherwise. Projects creep and overrun. Future plans depend on missing skillsets.

Having a supplier who is also a trusted advisor that can give you access to their team in a planned and organised way is a great way to build in temporary capacity. Be that through onsite attendance that lends hands and eyes, or experienced heads that add value to your planning and execution.

We offer a simple but effective range of skilled resources, suiting different needs and coming with a broad base of competency. All at competitive rates.

BRIGHTNESS BEYOND CLOUD

About Our Team

Our established and settled team are aligned with typical concepts of service delivery, incidents, problems, changes, projects and strategy.

Most of our team are available remotely but some can be offered in-person. All these resources are experienced to different levels in Microsoft Modern Work, Microsoft Azure and a range of common third-party systems. They are always delighted to assist where they can, and we encourage our team members to see each customer as unique.



Systems Engineers

2-4 years' experience spanning support and engineering tasks. They operate remotely and cover both infrastructure and end user topics. They can be allocated complex tasks to complete under direction.



Senior Systems Engineers

Qualified to Microsoft Azure Architect level but also cover end user systems. They deal with managing change, complex problem solving, DevOps and optimisation. They are capable of independent working and decision making.



Chief Technology Officer

Our Chief Technology Officer sets the highest standards of technical design, security and competence. They are available for strategy level discussions and planning as well as key decision-making activities.



Technical Managers

Expert level and primarily deal with complex project delivery, systems and service design and optimisation. They are capable and confident leaders and will engage in high level dialogue around customer needs.



Support Technicians

Our Support Technicians have 1-3 years' experience in remote and onsite support. They can work competently under clear direction and are very customer facing in their approach.

Technical Coverage

Getting the best from us means understanding where our skills and experience truly lie.

This service is designed with a strong Microsoft focus, but it isn't just about products. It's about supporting, optimising, and assisting customers who operate within Microsoft-based environments, helping them get real value from the technology they already use.

BRIGHTNESS BEYOND CLOUD



Microsoft Azure

Tenant and Subscription Level Admin
Identity & Access (Entra ID)
Networking & Connectivity
Compute
Storage (Blobs, Files, ADLS Gen2)
Security, Key Management & Threat Protection
Monitoring, Observability & Automation
Governance, Compliance & Cost
Role Based Access Control
Azure Backup, ASR
Azure ARC and AUM
Enterprise Apps, SAML, OAuth



Microsoft Modern Work (Digital Workplace)

Microsoft Office Apps
OneDrive for Business
SharePoint Online
Exchange Online
Teams (incl. Phone and Places)
Autopilot and MDT/WDS
Virtual Desktops (AVD and Windows 365)
Intune (Windows, Mac, ABM and Managed Google Play) + BYOD



General Support

Core Network Services –
DHCP, DNS etc.
Printing Services – Universal
Print, plus experience with HP,
Canon, Ricoh and others
Email protection systems –
Proofpoint, Mimecast
Fortinet and Palo Alto Firewalls
JamF MDM
Acronis Cyber Protect



Microsoft Security and Compliance

Defender (general)
Defender for Endpoint
Defender for Cloud
Defender for Cloud Apps
Defender for Identity
Defender for Office 365
Sentinel
Secure Score analysis
Conditional Access
Purview, DLP and Compliance products via add-on or E5

Let's Discuss Specifics

Here is our list of team resources, their relevant day rates, remote or onsite** availability and our view of SFIA equivalence in each case.

Resource	Day rate*	Onsite** / Remote	SFIA Equivalence
Support Technician	£550	Onsite** or remote	Level 3 Apply
Systems Engineer	£650	Remote	Level 4 Enable
Senior Systems Engineer	£800	Remote	Level 5 Ensure / Advise
Technical Manager	£950	Remote	Level 6 Initiate / Influence
CTO	£1,200	Remote	Level 7 Set Strategy / Inspire

For all resources, we ask that customers give us reasonable notice for any bookings. A booking will give you gated access to the named resource for the day even if provided remotely. We can only provide resources where we have availability.

* All prices are excluding UK VAT at the current rate
** Please note the availability guidelines above and expenses guidelines on the next page

Some Important Details

Hours per day	7.5 not including travel or lunch
Available days	Monday to Friday not including UK Public Holidays
Available hours	9 am to 5:30pm GMT/BST
Bulk Discount, Paid Up Front	5% discount for 5 days, 10% for 10 days, 15% for 20 days
Expenses	• Travel, subsistence and accommodation are not charged for single day onsite bookings • Travel within the M25 is not charged for any bookings • Overnight expenses will be charged for consecutive days bookings
Mileage rate	45p per mile
Overrunning Bookings	If works can't be rescheduled, our time is charged at ¼ of the day rate per hour

Good to know...

- Wherever possible, expenses will be estimated in advance and agreed with the customer. Please note that where train, coach or plane are used for long journeys, we will invoice for exact travel costs.
- Onsite work is charged at a minimum order quantity of 1 day. Remote work will be charged in half day units where necessary.
- Professional indemnity insurance is included.
- Our staff are important to us. We encourage them to make sure they take a lunch break and travel sensibly. This keeps a healthy working environment and ensures they give 100% focus to our customers.
- Any booking that is substantially outside of normal UK business hours – in the evening, overnight, at the weekend or on a UK Public Holiday, will be charged at the rates above plus a 50% premium.

A Little Bit About Us

We are a UK based and Microsoft-centric Managed Service Provider and CSP. We are privately owned, financially independent, and growing strongly.

Our team supports a variety of UK based SMEs, both privately owned and in the public sector. We have a proven track record in Microsoft Cloud deployments and migrations, service modernisation, performance and cost optimisation and in supporting ambitious and dynamic customer business.

As well as Microsoft, we are an Acronis Service Provider as well as being experienced in a wide range of common and complimentary products and technologies. We are Cyber Essentials Plus and ISO27001 which demonstrates our commitment to high standards of secure operations.

Our team are friendly, settled and thriving. We firmly believe that our customers view us as a trusted advisor.

We believe that working with Indiko Data will measurably assist your IT team.

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Service
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