



Service Definition Document

Device as a Service (3rd line support)

January 2026

At DigiPie Ltd, we believe in being a technology partner that works alongside you. As experienced specialists in Modern Workplace and Cloud Transformation, we deliver tailored services that scale to meet your needs. Combining IT consultancy with Managed Service Provider (MSP) capabilities, we design, implement, and support end-to-end enterprise transformation. With a nationwide network of certified experts, we provide solutions across Enterprise Transformation, Modern Workplace, End User Compute, Cloud Infrastructure, and Cyber Security. Our services can be delivered as long-term managed support or on an ad-hoc basis through programmes of work or individual projects.

Summary

DigiPie's DaaS integrates third-line technical expertise with flexible/hybrid support models to deliver seamless End-user Compute (EUC) services. Our methodology, grounded in ITIL best practices, provides support across cloud/hybrid environments. With a proven record in government and public sector, DigiPie brings trusted experience and assurance to every third-line function delivered.

Features

- Adaptive solutions designed and scaled to align with client demand.
- Scalability and flexibility: Adapts IT resources to changing business needs, supporting growth and transformation
- Complex issue resolution: Tackles challenges such as server malfunctions, connectivity disruptions, and cyber security breaches.
- Onsite and remote support: Provides flexible assistance via onsite visits, remote troubleshooting, or telephone support
- Guided by ITIL methodologies, our approach ensures incidents, problems, and changes are managed through proven workflows that enhance reliability and efficiency.
- Analysis of existing capabilities against client desired end-state.
- Flexible solutions tailored to meet diverse client needs and requirements
- Maintains compliance with change control, security assurance, TDA, and governance

Benefits

- Deploy certified Microsoft experts to support your team or deliver fully managed services.
- Exploit full Modern Device Management capabilities or hybrid technologies.
- Management of client migration needs to maximise end user adoption.
- Reduce organisational compliance risk with secure solution design.
- Drive digital culture change with our Modern Workplace experts.
- Exploit Microsoft Licensing across your device and collaborative estate.
- Tailor NCSC, CIS and NIST best practices to organisational environments.
- Technology implementation based on NCSC and UK Government best practice.
- Build on foundations using Microsoft Reference Architecture.
- Modern digital workplace technologies implemented by Microsoft certified technical experts.



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Cloud Migration Planning

DigiPie's team integrates seamlessly with both business and technical stakeholders to support short and longterm IT strategies. Our PMO collaborates closely with technical architects and client teams to deliver projects aligned with the latest Microsoft adoption guidance. DigiPie consultants' partner with our clients to drive organisational change and securely introduce new solutions.

Through project engagement workshops, we work with stakeholders to gain a full understanding of business and technical requirements, factoring in current and legacy environments, challenges, and constraints. Solutions are delivered using standard out-of-the-box technologies, configured to meet customer requirements, and implemented in line with NCSC guidance.

As part of our standard service offering, DigiPie provides:

- Tailored stakeholder engagement and project checkpoints
- Comprehensive project planning
- Structured risk management
- Production of PID and supporting project artefacts
- Creation of relevant technical documents and artefacts
- Management of service delivery across the full project lifecycle
- Adherence to governance and assurance frameworks, with appropriate approvals for service transition and solution delivery

Cloud Migration Planning Service – Areas of Expertise

- Microsoft 365 (Office 365) and Teams Comprehensive planning and migration of productivity tools, including Exchange Online, Teams collaboration, and Office applications. Ensures seamless communication, document sharing, and integration with existing workflows.
- Intune (Windows Autopilot, macOS, iOS and Android) Deployment and configuration of modern device management solutions. Supports Windows Autopilot for zero-touch provisioning, plus secure management of macOS, iOS, and Android devices for BYOD or corporate environments.
- Azure & Azure Information Protection (AIP) Migration of workloads to Azure cloud services, with integrated security and compliance. AIP enables classification, labelling, and protection of sensitive data across the organisation.
- Exchange & SharePoint Online Transition from on-premises Exchange and SharePoint to cloud-based services. Provides improved scalability, resilience, and collaboration features, while maintaining governance and compliance standards.
- OneDrive for Business Migration of user data and shared files to OneDrive, enabling secure cloud storage, synchronisation, and access from any device. Supports collaboration with version control and sharing policies.
- Microsoft Defender for Endpoint (MDE) Implementation of advanced endpoint protection, threat detection, and response capabilities. Ensures devices are safeguarded against evolving cyber threats during and after migration.
- Windows Update for Business Configuration of cloud-based update management, ensuring devices remain secure and compliant. Provides centralised control over patch deployment and update scheduling.
- Windows Server (AD, AD CS, SCCM) Migration and integration of core infrastructure services, including Active Directory, Certificate Services, and System Center Configuration Manager. Supports hybrid identity, secure authentication, and streamlined management of on-premises and cloud environments



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Set up and Migration

Upon agreement and formal sign-off of the Project Initiation Document (PID), DigiPie will collaborate with the Client to define and confirm key milestones for the implementation, migration, and deployment of the agreed solution. Our delivery approach is tailored to client requirements while leveraging the proven Microsoft Cloud Adoption Framework as a foundation. The DigiPie team provides end-to-end support, including discovery, analysis, and recommendations, through to the creation of runbooks and migration schedules, scaling to the Client's needs as appropriate. Depending on project needs, native Microsoft capabilities or specialist technical tooling may be utilised for both -onpremises and cloud migrations. Throughout the entire process, DigiPie- ensures comprehensive guidance and support, enabling a smooth transition and successful delivery.

Set up and Migration services – Areas of Expertise

- Microsoft 365 (Office 365) & Teams Planning, configuration, and migration of productivity workloads including Exchange Online, Teams collaboration, and Office applications. Ensures seamless communication, document sharing, and governance alignment.
- Intune (Windows Autopilot, macOS, iOS and Android) Deployment of modern device management solutions. Supports zero-touch provisioning with Windows Autopilot, plus secure management of macOS, iOS, and Android devices for both corporate and BYOD scenarios.
- Azure Migration of workloads to Microsoft Azure, including infrastructure, applications, and data. Incorporates security, scalability, and compliance through Azure governance and monitoring frameworks.
- Exchange and SharePoint Online Transition from on-premises Exchange and SharePoint to cloud-based services. Provides improved resilience, scalability, and collaboration features while maintaining compliance and data integrity.
- OneDrive for Business Migration of user data and shared files to OneDrive, enabling secure cloud storage, synchronisation, and access from any device. Supports collaboration with version control and sharing policies.
- Microsoft Defender for Endpoint (MDE) Implementation of advanced endpoint protection, threat detection, and response capabilities. Ensures devices are safeguarded against evolving cyber threats during and after migration.
- Windows Update for Business Configuration of cloud-based update management, ensuring devices remain secure and compliant. Provides centralised control over patch deployment and update scheduling.
- Windows Server (AD, AD CS, SCCM) Migration and integration of core infrastructure services, including Active Directory, Certificate Services, and System Center Configuration Manager. Supports hybrid identity, secure authentication, and streamlined management of on-premises and cloud environments.
- Quest On Demand Migration Use of Quest's migration tooling to support tenant-to-tenant migrations, directory consolidation, and hybrid scenarios. Provides enhanced reporting, automation, and reduced risk during complex migrations.
- ServiceNow Integration and migration of IT service management processes into ServiceNow. Supports incident, change, and asset management workflows, ensuring operational continuity and improved service delivery.
- Azure Virtual Desktop (AVD) Expertise in designing and deploying secure, scalable virtual desktop solutions in Azure.



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Security

All staff screening shall be conducted in full compliance with BS7858:2019 standards. Personnel can be vetted to Security Check (SC) level or Developed Vetting (DV) to meet contractual or operational requirements upon request.

Quality Assurance and Performance Testing

DigiPie is committed to meeting client requirements for quality assurance and testing by agreeing testing needs during proposal development. This process encompasses Operational Testing, User Acceptance Testing, and service transition activities to ensure effective support in the live environment. All assurance activities are aligned with client governance frameworks, providing confidence in delivery and ensuring stakeholder engagement. Requirements, baseline technologies, and approaches are fully documented and agreed prior to commencement of work.

Training

DigiPie offers upskilling and structured handover as a standard part of service delivery, ensuring your organisation can fully optimise the use of cloudbased software and services. Training programmes also cover cloud security management and a range of cloud and virtualisation topics, equipping teams with the knowledge and confidence to manage and sustain solutions effectively.

Support

Support will be fully embedded within the programme for the entire duration of delivery. Dedicated resources will be integrated into the programme structure from initiation through completion, ensuring continuous access to guidance, expertise, and escalation channels. This support will cover technical, operational, and governance aspects, enabling proactive issue resolution, effective risk mitigation, and alignment with programme objectives. By maintaining consistent oversight and responsiveness throughout the delivery lifecycle, the organisation guarantees accountability, quality assurance, and a seamless transition into live service.