

Agilisys ModernWork 365

G-Cloud 15 Service Definition

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1 Introduction

Agilisys - one of the UK's most innovative cloud and digital transformation specialists, enables organisations to adopt technologies, platforms and processes that promote new ways of working and help organisations transform.

Working for both the public and private sector for over 20 years, we have earned a formidable reputation and hold deep domain expertise delivering change and innovation, in particular within local and central government.

Our public sector cloud and IT services have been designed to accelerate cloud adoption and enable our customers to undertake successful, cost-effective transformation.

We combine technology, tested methodologies and skills that unleash the power of cloud and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the capabilities, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For

ModernWork 365 is designed for UK public sector organisations that need to modernise their workplace environments while maintaining compliance, security, and operational resilience. This includes local authorities, central government departments, NHS bodies, emergency services, and other regulated entities that deliver critical services to citizens.

These organisations often face challenges such as:

- Supporting **hybrid and remote working models** while ensuring secure access to data and applications.
- Meeting **stringent regulatory requirements** including GDPR, Cyber Essentials Plus, and NCSC guidance.
- Managing **legacy systems and fragmented collaboration tools** that hinder productivity and increase operational risk.
- Driving **cost efficiency and sustainability** while improving user experience and service delivery.

ModernWork 365 is ideal for organisations seeking a future-ready digital workplace that combines robust security, seamless collaboration, and intelligent automation. Whether you are embarking on a full-scale transformation or enhancing existing Microsoft 365 capabilities, this service provides the expertise, governance, and operational support needed to achieve your goals.



3 ModernWork 365 - an overview

ModernWork 365 is Agilisys' comprehensive digital workplace platform, built on Microsoft 365 technologies and tailored for the unique needs of UK public sector organisations. It delivers a secure, scalable, and integrated environment that enables employees to work effectively from any location, on any device, while maintaining compliance and governance.

This service goes beyond technology deployment—it provides a strategic framework for workplace transformation, combining device management, identity security, collaboration enablement, and automation into a unified solution. ModernWork 365 is modular, allowing organisations to select individual components or adopt the full suite for end-to-end modernisation.

Key features include:

- **Device and Endpoint Management** to ensure compliance and security across all user devices.
- **Identity and Access Governance** aligned with Zero Trust principles.
- **Collaboration Enablement** through Teams, SharePoint, and OneDrive, supported by governance and adoption strategies.
- **Workflow Automation and AI Integration** to streamline processes and enhance productivity.
- **Education-Specific Solutions** for schools and Multi-Academy Trusts, ensuring secure and inclusive digital learning environments.

ModernWork 365 is delivered by Agilisys specialists with deep public sector expertise, ensuring alignment with government standards and best practice frameworks. It is part of a broader ecosystem of services that support modern platforms at scale, delivering security, assurance, efficiency, and long-term value for public sector organisations.

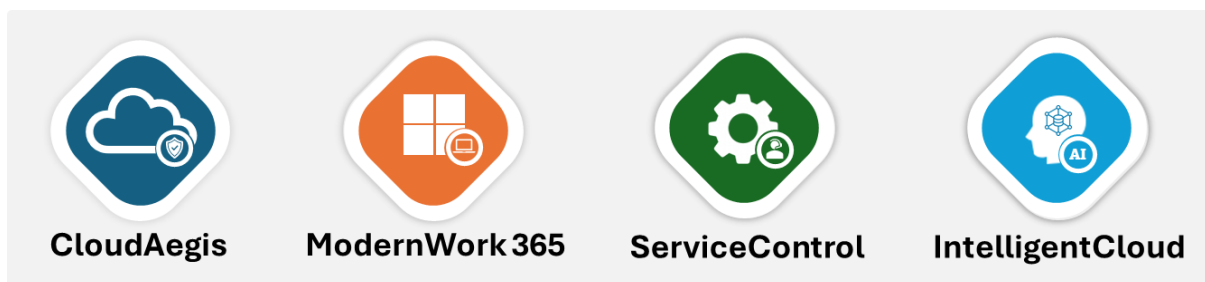


Figure 1 - Agilisys Cloud Assurance and Management Framework



4 Service Description

ModernWork 365 is Agilisys' flagship digital workplace transformation service, designed specifically for UK public sector organisations that need to modernise collaboration, security, and productivity in a rapidly evolving environment. This service provides a comprehensive framework for creating a secure, scalable, and future-ready workplace built on Microsoft 365 technologies. It addresses the challenges of hybrid working, compliance, and operational efficiency by combining advanced identity management, device governance, collaboration enablement, and intelligent automation.

ModernWork 365 is not just about deploying technology—it is about embedding best practice, governance, and user experience into every layer of the digital workplace. Our approach ensures that organisations can confidently adopt modern platforms while maintaining security, compliance, and cost control. Delivered by UK-based specialists with deep public sector expertise, ModernWork 365 offers modular service components that can be tailored to meet specific organisational needs or combined for a complete transformation journey.

Service Offers:

- **ModernWork Endpoint** – Comprehensive device management and compliance baselines through Microsoft Intune and lifecycle governance.
- **ModernWork Identity** – Secure identity and access management with Entra ID, Conditional Access, and Multi-Factor Authentication.
- **ModernWork Collaboration** – Enablement of Teams Voice, SharePoint governance, and collaboration tools for seamless communication.
- **ModernWork Assist** – UK-based service desk and workflow automation for operational continuity and efficiency.
- **ModernWork Copilot** – AI-driven productivity enablement and adoption packs for Microsoft 365 Copilot.
- **ModernWork Automate** – Workflow automation using Power Automate and JML processes to reduce manual effort.
- **ModernWork Education** – Secure school workspace and collaboration packs tailored for Multi-Academy Trusts and education environments.

4.1 ModernWork Endpoint

ModernWork Endpoint ensures that every device in your organisation is secure, compliant, and optimised for performance. Using Microsoft Intune, we manage device configurations, enforce security baselines, and streamline patching across Windows and mobile platforms. This service supports lifecycle governance for joiner, mover, and leaver processes, reducing risk and improving operational efficiency.

- Manage devices with Intune for compliance and security.
- Apply patching and configuration baselines across Windows and mobile platforms.
- Ensure lifecycle governance for joiner, mover, and leaver processes.

4.2 ModernWork Identity

Identity is the cornerstone of a secure digital workplace. ModernWork Identity applies Zero Trust principles to protect access across all environments. Leveraging Entra ID, Conditional Access, and



MFA, this service ensures that only authorised users can access sensitive resources, reducing insider and external threats.

- Implement Entra ID for secure authentication and access control.
- Enforce Conditional Access and MFA for Zero Trust security.
- Apply role-based access governance for workplace environments.

4.3 ModernWork Collaboration

ModernWork Collaboration enables seamless communication and teamwork across your organisation. From Teams Voice and Rooms to SharePoint and OneDrive governance, this service ensures that collaboration tools are secure, compliant, and fully adopted by users.

- Enable Teams Voice and Rooms for seamless communication.
- Govern SharePoint and OneDrive for secure collaboration.
- Drive adoption of modern collaboration tools across the organisation.

4.4 ModernWork Assist

ModernWork Assist provides UK-based, ITIL-aligned service desk support combined with workflow automation. This ensures rapid resolution of issues, streamlined onboarding and offboarding, and SLA-driven service delivery for operational continuity.

- Provide UK-based service desk aligned to ITIL standards.
- Automate workflows for onboarding and offboarding.
- Deliver SLA-driven support for operational continuity.

4.5 ModernWork Copilot

ModernWork Copilot prepares your organisation for AI-driven productivity by enabling Microsoft 365 Copilot adoption. We deliver persona-based enablement, governance alignment, and training packs to embed AI into everyday workflows safely and effectively.

- Prepare environments for Microsoft 365 Copilot readiness.
- Deliver persona-based enablement and adoption packs.
- Embed AI-driven productivity tools into everyday workflows.

4.6 ModernWork Automate

ModernWork Automate streamlines business processes through Power Automate and workflow packs. From approvals to JML automation, this service reduces manual effort and improves efficiency across your organisation.

- Implement workflow automation using Power Automate.
- Streamline approvals and JML processes for efficiency.
- Deploy productivity automation kits to reduce manual tasks.

4.7 ModernWork Education

ModernWork Education delivers a secure, compliant digital workspace for schools and Multi-Academy Trusts. It includes identity governance, collaboration packs, and tailored solutions to meet Department for Education standards.

- Provide secure school workspace aligned to DfE standards.
- Enable identity governance for education environments.
- Deliver collaboration packs for MATs and school networks.



4.8 Resold Microsoft 365 Services (Direct CSP)

Agilisys provides customers with access to Microsoft 365 services as a Cloud Solution Provider (CSP). As a Direct CSP, Agilisys provisions M365 subscriptions and invoices monthly or annually. Agilisys also offers baseline support, assisting customers with day-to-day queries and initial troubleshooting, and coordinating escalation to Microsoft where appropriate. This ensures customers receive practical guidance and a clear route for issue resolution without overstating the support dependency.

Agilisys maintains Premier Support for Partners (PSfP). This provides enhanced escalation capabilities, faster response SLAs, and access to Microsoft engineering experts, enabling Agilisys to manage escalations on behalf of our clients efficiently, and draw on specialist guidance when needed.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for clients seeking to transition services into or away from our ModernWork 365 Service.

5.1 Onboarding Agilisys ModernWork

Onboarding begins with a collaborative discovery phase to understand the current architecture, operational practices, and service dependencies. We assess the environment's health, security posture, and governance controls, and establish a baseline for service delivery.

Our team works with client stakeholders to align service levels, access protocols, and reporting requirements, ensuring continuity and minimal disruption. Where appropriate, we integrate with existing subscriptions and tooling, adopting client-specific configurations and documentation into our management framework. This approach enables rapid service mobilisation while maintaining full visibility and control for the client.

5.1.1 Resold Microsoft 365 Services

For the onboarding of Resold Azure and Fabric Services, we are required by Microsoft to confirm Customer acceptance of the Microsoft Customer Agreement, (name, email, timestamp) prior to any subscription provisioning.

5.2 Offboarding from Agilisys ModernWork

When transitioning out of our managed service, Agilisys ensures a secure and orderly handover to the client's internal teams or a nominated successor provider.

We transfer client-specific designs, operational documentation, and configuration records. Environment credentials and access details are securely handed over, and any client data retained within Agilisys systems—such as monitoring logs or support records - is securely deleted in accordance with our data governance policies.

Upon request, we provide formal confirmation of data destruction. Our offboarding process is designed to preserve service integrity, maintain compliance, and support a smooth transition with minimal operational impact.



5.2.1 Resold Microsoft 365 Services

For the offboarding of Resold Microsoft 365 Services, we will assist with:

- **Subscription Transfer/Termination:** at customer request, Agilisys will assist with transferring the CSP relationship to another provider or terminating the subscription(s); customer must give notice in line with Microsoft terms for any auto renewed services.
- **Final Billing & Consumption:** final invoice will reflect usage up to the effective transfer/termination date; charges may continue until resources are deprovisioned by the customer. Consumption remains the customer's responsibility.
- **Data & Records:** provide subscription configuration snapshots and service records; delete Agilisys held operational data per our data governance policies and issue destruction confirmation on request.

6 Support

Our flexible service tiers offer scalable support, proactive monitoring, cost optimisation, and 24/7 incident response, empowering public sector organisations to focus on service delivery while we maintain the health, compliance, and efficiency of their cloud ecosystems.

Agilisys offers baseline support for Resold Azure and Fabric Services, with two primary service tiers for its managed cloud services:

6.1 Baseline CSP Support for Resold Azure and Fabric Services

Baseline CSP support is not a managed service; it is limited to first-line break/fix and subscription/billing assistance (intake and triage of tickets, troubleshooting tenant/configuration issues, and escalating undocumented service defects/outages to Microsoft) and therefore does not include proactive monitoring, solution architecture/design, day-to-day operations (e.g., backups, patching, incident response), cost governance/FinOps, or 24x7 managed SLAs that are typically delivered under a managed Azure service.

6.2 Standard Support

Provides core business hours support (08:00–18:00, Monday to Friday), with 24/7 incident response for Priority 1 issues. It includes tenancy management, patching, monitoring, basic cost optimisation reporting, and monthly service performance reviews. This tier is ideal for organisations seeking reliable, foundational cloud management with essential governance and support.

6.3 24x7 Support

Builds on the Standard offering with enhanced capabilities such as proactive security incident response, customised patching cycles, Privileged Identity Management (PIM), and detailed monthly performance reviews led by a dedicated service delivery manager. It also includes proactive execution of optimisation and security recommendations, making it suitable for organisations with complex environments or higher compliance and performance demands.



7 Pricing

Pricing is based on the specific service requirements, service levels, scale and scope of services using the rate card provided in the accompanying pricing document for this GCloud service.

We provide UK based onshore, and offshore resources that can be leveraged to meet your specific needs, the prevailing rates are detailed within our Pricing documents.

Please contact info@agilisys.co.uk to obtain a quote for your required services.

8 Compliance and Security

Agilisys embeds robust compliance and security practices across all stages of cloud transformation and management, ensuring public sector organisations meet regulatory obligations while safeguarding critical assets.

Our services are designed in alignment with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

From initial discovery through to optimisation, we assess and enhance security controls, including identity governance, privileged access management, encryption, and continuous monitoring.

Our managed services provide proactive threat detection and response, patching, and compliance reporting, while our cloud identity and access management solutions ensure Zero Trust principles are applied across hybrid environments. Whether supporting Azure, multi-cloud or hybrid estates, Agilisys ensures that governance frameworks are in place to maintain operational integrity, data protection, and audit readiness throughout the cloud lifecycle.

Agilisys is certified/compliant with the following standards and schemes for Managed and Professional Services and is a proud signatory of the Armed Forces Covenant:



9 Contact and Next Steps

We welcome the opportunity to support your organisation's cloud transformation journey. For further information, to discuss your specific requirements, or to request a tailored proposal, please contact us at info@agilisys.co.uk.