

Microsoft 365

Adoption and Transformation

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 strong 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 services and minimise the complexity that can sometimes come with migration. We put strategy before technology and deliver the skills, experience and capacity needed to make the right cloud decisions and transform public services.

2 Who this Service is For?

Our services are tailored for UK public sector organisations, including local and central government, NHS Trusts, emergency services, and education bodies. These organisations often face challenges such as legacy infrastructure, siloed collaboration, and statutory compliance obligations.

Our Microsoft 365 Professional Services address these challenges by providing end-to-end support, from initial readiness assessments and strategic planning through to migration, implementation, and ongoing optimisation.

3 M365 Adoption and Transformation – an Overview

Agilisys offers a comprehensive portfolio of Microsoft 365 Professional Services structured into six core pillars: Strategy & Readiness Assessment, Design & Implementation, Migration Services, Employee Experience & Adoption, Advanced Content & Compliance, and Collaboration & Modern Workplace. This holistic approach ensures technology, people, and processes are aligned to deliver sustainable transformation.



Figure 1 - Agilisys M365 Adoption and Transformation Services



4 Service Description

Agilisys Microsoft 365 Professional Services deliver a comprehensive approach to modern workplace transformation for UK public sector organizations. Our service spans the full lifecycle, from strategic planning and readiness assessments through design, migration, adoption, and optimisation, ensuring secure, compliant, and cost-effective deployment of Microsoft 365 technologies. We combine proven methodologies such as Prince2 for governance, Agile for iterative delivery, and ITIL for service management with deep domain expertise built over two decades.

Core capabilities include identity and access management, endpoint security, collaboration enablement, advanced content services, and employee experience solutions powered by Microsoft Viva. Each engagement is tailored to align technology with organizational objectives, driving improved productivity, resilience, and compliance. By leveraging automation, governance frameworks, and best practices, we help clients accelerate cloud adoption, reduce risk, and unlock the full potential of Microsoft 365 as a strategic enabler for digital transformation.

Our range of services are described below, customers are able to call-off these services individually, or in any combination in order to customise the call-off to meet their specific requirements. Please contact us at info@agilisys.co.uk to discuss your needs further and we will be delighted to help.

4.1 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.

4.2 Strategy & Readiness Assessment

The Strategy & Readiness Assessment service provides a structured, comprehensive evaluation of an organization's preparedness to adopt Microsoft 365 and transition to a modern workplace. This service is designed to ensure that technology implementation aligns with strategic objectives and delivers measurable business outcomes.

Our approach begins with strategic alignment workshops to understand organizational goals, priorities, and constraints. We then conduct a technical and operational readiness review, assessing infrastructure, identity and access management, security posture, licensing, and governance frameworks. Using proven methodologies such as Prince2 for governance, Agile for iterative planning, and ITIL for service alignment, we identify gaps and risks that could impact successful adoption.



Key activities include stakeholder interviews, discovery sessions, and readiness scoring across domains such as end-user computing, mobility, compliance, and collaboration. Outputs include a readiness report, a prioritised remediation plan, and a strategic roadmap detailing phases, timelines, and resource requirements. This roadmap provides clarity on dependencies and sequencing, ensuring a controlled and efficient transition.

By leveraging industry best practices and benchmarking against public sector standards, this service reduces risk, accelerates decision-making, and positions organisations to maximize the benefits of Microsoft 365.

Typical engagement duration is 2–4 weeks, depending on complexity.

4.3 Design & Implementation

The Design & Implementation service provides a structured, end-to-end approach to architecting and deploying Microsoft 365 solutions tailored to your organization's strategic objectives. This service ensures that every component of the Microsoft 365 ecosystem - identity, security, collaboration, and endpoint management is designed for scalability, resilience, and compliance with UK Government standards.

Our process begins with strategic design workshops to validate business requirements and align technical architecture with organisational goals. We then produce high-level and low-level designs, covering identity and access management, device configuration, security baselines, and governance frameworks. Leveraging Prince2 for governance, Agile for iterative delivery, and ITIL for operational readiness, we ensure that design decisions are transparent, risk-managed, and future-proof.

Implementation activities include configuration of Microsoft 365 workloads (Exchange Online, SharePoint Online, Teams, OneDrive), integration with existing systems, and pilot deployments to validate functionality. We embed governance and compliance controls throughout, ensuring secure collaboration and data protection.

Outputs include:

- Comprehensive design documentation and architecture diagrams.
- Operational models and runbooks for ongoing management.
- Governance frameworks and adoption plans.

Typical engagement duration: 4–8 weeks, depending on complexity and scope.

4.4 Migration Services

Our Microsoft 365 Migration Services provide a structured, risk-managed approach to transitioning your organization's data, applications, and collaboration tools into the Microsoft 365 cloud ecosystem. This service is designed to address the complexities of migrating from legacy systems while ensuring continuity, compliance, and user adoption.

We begin with a Pre-Migration Assessment, conducting a thorough inventory of existing environments, identifying Redundant, Obsolete, and Trivial (ROT) data, and evaluating compliance requirements. This phase includes readiness checks for infrastructure, identity, and security to ensure a smooth migration path.



Next, we deliver a Proof-of-Concept Pilot, validating migration methodologies and tools in a controlled environment. This step mitigates risk by testing critical workloads and confirming performance benchmarks before full-scale migration.

The Full Managed Migration phase encompasses the transfer of mailboxes to Exchange Online, document repositories to SharePoint Online and OneDrive, and collaboration platforms to Microsoft Teams. Our approach leverages automation tools, governance frameworks, and best practices to minimize downtime and maintain data integrity.

Outputs include:

- Migration runbooks and cutover plans.
- Validation reports and compliance documentation.
- Post-migration support and adoption enablement.

Typical engagement duration: 6–12 weeks, depending on scope and complexity.

4.5 Employee Experience & Adoption

The Employee Experience & Adoption service is designed to ensure that Microsoft 365 delivers its full potential by embedding new ways of working into the organisational culture. Technology adoption is not just about deployment, it requires a structured approach to change management, engagement, and skills development to drive sustainable transformation.

Our service leverages Microsoft Viva, the employee experience platform, to improve engagement, wellbeing, and productivity. We begin with readiness assessments and persona mapping to understand user needs and organisational priorities. Using proven frameworks such as Prosci ADKAR for change management and Agile adoption sprints, we design tailored adoption strategies that align with business objectives.

Key activities include:

- Establishing a champions network to advocate and support change.
- Delivering interactive workshops, training programmes, and learning pathways.
- Implementing communications plans to keep stakeholders informed and engaged.
- Deploying Viva modules (Connections, Learning, Insights, Topics, and OKR) to enhance collaboration and knowledge sharing.

Outputs include:

- Adoption dashboards,
- Engagement metrics; and,
- Feedback loops to measure success and refine strategies.

Typical engagement duration: 4–6 weeks for initial rollout, with ongoing support available.

4.6 Advanced Content & Compliance

The Advanced Content & Compliance service enables organisations to manage information effectively, automate governance, and meet regulatory obligations within Microsoft 365. This service focuses on transforming content into actionable knowledge while ensuring compliance with UK Data Protection Act, GDPR, and NHS DSP standards.

Our approach begins with information architecture design, creating a structured taxonomy for SharePoint Online and Teams. We then implement automated classification and retention



policies using Microsoft Purview and SharePoint Syntex, reducing manual effort, and improving accuracy. Compliance dashboards and audit trails are configured to provide visibility and assurance.

Key activities include:

- Designing governance frameworks for content lifecycle management.
- Implementing retention and disposition policies aligned to organisational requirements.
- Deploying intelligent compliance solutions for sensitive data protection.
- Integrating advanced information protection and eDiscovery capabilities.

Outputs include:

- Governance models,
- Compliance dashboards, and,
- Automated workflows for classification and retention.

Typical engagement duration: 4–6 weeks, depending on complexity.

4.7 Collaboration & Modern Workplace

The Collaboration & Modern Workplace service delivers secure, flexible collaboration solutions that empower employees to work effectively across organisational boundaries. Built on Microsoft Teams, SharePoint Online, and OneDrive, this service enables modern intranets, multi-agency extranets, and automated provisioning workflows.

Our methodology combines Agile delivery for rapid deployment with ITIL-aligned service management for operational stability. We design governance policies for Teams lifecycle management, implement external sharing controls, and configure provisioning automation to ensure compliance and security.

Key activities include:

- Designing and deploying modern intranet and collaboration hubs.
- Implementing Teams governance and lifecycle management.
- Configuring secure external sharing and guest access controls.
- Enabling frontline workers with tailored Microsoft 365 experiences.

Outputs include:

- Collaboration templates,
- Governance frameworks; and,
- Adoption plans.

Typical engagement duration: 6–10 weeks, depending on scope.

5 Onboarding and Offboarding

Agilisys provides a structured onboarding and offboarding process for each programme, scaled to provide the appropriate support for the programme.

5.1 Programme Onboarding

We onboard programmes through a structured mobilisation phase that establishes a shared understanding of scope, objectives, and success criteria; this includes collaborative discovery



workshops, environment review, and the creation of a tailored delivery plan aligned to your priorities.

We define governance structures, communication protocols, and decision-making frameworks from day one, confirming access requirements and any necessary staff security clearances (e.g., SC) to ensure a secure, low-risk start as well as the Exit Plan. Our approach aims to integrate delivery with business change and training so that customer adoption is rapid, measurable, and successful.

5.2 Programme Offboarding

At the conclusion of a professional services engagement, we execute a structured offboarding process that ensures continuity, compliance, and a clean handover. At programme commencement, we agree an Exit Plan that sets out roles, timelines, acceptance criteria, training/handover requirements, and governance so the transition is controlled and visible to all stakeholders.

6 Support

Our professional services are delivered with robust governance and effective management throughout each programme, integrating with your programme governance processes where required.

We guide customers through service transition, ensuring all necessary governance frameworks and compliance measures are established as services are handed over to in-house teams.

We include Early Lifecycle Support phases, following each service cutover. During these, our project team remains actively involved, for a period of time, following the initial service take-on, providing expert guidance, and troubleshooting to facilitate a smooth ramp up and empower customer teams to confidently manage their new systems and environments.

In addition, we offer tailored training programmes that can be scoped as part of the overall project, equipping your teams with the knowledge and skills required to maintain compliance, optimise cloud resources, and uphold governance standards independently. This approach ensures that, as ownership transitions, your organisation is fully prepared to sustain high standards of service delivery and operational integrity.

7 Pricing

Pricing is based on the specific programme requirements 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 to align with UK Government and NHS policies, incorporating National Cyber Security Centre (NCSC) guidance and ISO27001, Cyber Essentials Plus, and other relevant certifications.

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.