

Managed M365 & Modern Workplace

G-Cloud 15 Service Definition

Lot 3 – Cloud Support

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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 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?

Agilisys Managed Microsoft 365 Services are purpose-built for UK public sector organisations—including local authorities, central government, NHS bodies, and emergency services—that need secure, scalable, and optimised digital workplaces.

This service is ideal for organisations that:

- Want to modernise collaboration and productivity using Microsoft Teams, SharePoint, OneDrive, and Office apps
- Require robust device management and security through Intune, Endpoint Manager, and Azure Active Directory (Entra)
- Need advanced compliance, data protection, and regulatory controls built into their M365 environment
- Are seeking to automate business processes with Power Apps, Power Automate, and integrated workflow solutions
- Operate with complex legacy systems or hybrid infrastructures and need expert support for migration and ongoing management

With Agilisys Managed Microsoft 365 Services, public sector organisations benefit from:

- Reliable, high-performing, and resilient cloud platforms
- Enhanced collaboration, communication, and productivity for staff and stakeholders
- Continuous optimisation and security, ensuring compliance and uninterrupted operations
- The ability to focus on delivering better outcomes for citizens, supported by a modern, future-ready digital workplace

Our managed M365 services enable organisations to focus on strategic priorities while we maintain the health, efficiency, and governance of their M365 environment. From patching and updates to tenancy management and workload optimisation, we deliver a comprehensive service that aligns with UK Government and NHS standards, tailored to meet the evolving needs of public sector clients.



3 Microsoft 365 Management Services - an overview

Our services are designed to support organisations at every stage of their M365 journey, from initial discovery and readiness assessments to migration, optimisation, and ongoing management. Agilisys' Cloud Services form a comprehensive range of turnkey solutions for organisations that are adopting M365 for the first time, implementing additional services to, or manage and optimise their existing services.

Agilisys provides:

- End-to-end migration, deployment, and management of Microsoft 365, tailored to your organisation's needs
- Proactive service management, reporting, and analytics to continually improve user experience and system performance
- Comprehensive user training and change management to ensure successful adoption
- UK-based and Offshore support teams with deep public sector expertise and ITIL-aligned processes

4 Service Description

Our Managed Microsoft 365 Services deliver comprehensive, secure, and optimised management of the full Microsoft 365 ecosystem for UK public sector organisations. Services can be selected and combined as required to provide a tailored solution that meets the specific needs of your organisation.

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 Core Microsoft 365 Management

Our day-to-day managed M365 services provide continuous, reliable, and secure operational support across the Microsoft 365 platform, providing foundational administration of your Microsoft 365 environment, including Teams, SharePoint Online, OneDrive, Exchange Online, Power Platform, and advanced security and compliance features. Delivered by experienced professionals, the service includes:



- Tenant administration, managing global settings, policies, and configurations to maintain a secure and optimised environment.
- Identity and access management, central to safeguarding user accounts, implementing Conditional Access, enforcing Multi-Factor Authentication (MFA), and applying role-based access controls.
- License management to ensure efficient allocation and optimisation of Microsoft 365 licenses, reducing unnecessary costs and aligning with organisational needs.

Our day-to-day managed M365 services provide continuous, reliable, and secure operational support across the Microsoft 365 platform, including Teams, SharePoint Online, OneDrive, Exchange Online, Power Platform, Viva, and advanced security and compliance features.

Delivered by experienced professionals, the service encompasses:

- Proactive monitoring and management of M365 workloads
- Performance optimisation and user experience analytics
- Security oversight, compliance management, and governance
- Incident, problem, and change management aligned to ITIL standards

With flexible service tiers and 24/7 support for critical incidents, our managed services enable organisations to focus on strategic priorities while we maintain the health, efficiency, and governance of their cloud platforms. From patching and backup to tenancy management and workload optimisation, we deliver a comprehensive service that aligns with UK Government and NHS standards, tailored to meet the evolving needs of public sector clients.

4.2.1 Modern Workplace Management

With hybrid work models, device security and compliance are essential. We provide end-to-end management of the Modern Workplace, enabling users to work securely from anywhere, on any device. This includes:

- Device management and endpoint security (Intune, for Mobile Device Management (MDM) and Mobile Application Management (MAM), enforcing compliance policies across Windows, iOS, and Android devices.)
- Azure Virtual Desktop management and optimisation (optionally with Nerdio) to simplify management, auto-scale and deliver operational efficiency.
- BYOD Controls through Mobile Application Management (MAM) for personal devices with data separation and selective wipe.
- Windows 11 deployment and management
- Identity and access management (Entra ID, Conditional Access, MFA)
- Enterprise Mobility & Security (EMS)
- Integration of collaboration tools (Teams, SharePoint, OneDrive, Office Apps)
- Support for remote access, VPN, and hybrid working models

4.2.2 User Experience based Services

Our User Experience (UX) service is designed to deliver a proactive, data-driven approach to managing and optimising the digital workplace. We focus on ensuring employees have a seamless, productive experience across devices and applications by continuously monitoring performance, identifying issues before they impact users, and driving improvements that enhance collaboration and efficiency.



This service is powered by Lakeside SysTrack, which provides deep analytics on thousands of endpoint and application metrics. SysTrack enables us to correlate technical performance with user satisfaction, automate remediation, and make informed decisions on device lifecycle and configuration. By leveraging these insights, we maintain high UX standards, reduce downtime, and create a secure, reliable environment that supports business goals.

4.2.3 IT Service Centre & SIAM

Our IT Service Centre and SIAM (Service Integration and Management) services provide a seamless, integrated support model that complements and enhances managed cloud environments.

Delivered from UK-based, 24x7x365 service centres, our offering combines ITIL-aligned service desk operations, incident, problem, and change management, and advanced automation to ensure efficient, high-quality support.

Through SIAM, we can coordinate and govern multiple service providers, ensuring consistent service delivery, robust process alignment, and continuous improvement across the supply chain. With a focus on accessibility, automation, and strong governance, we enable the achievement of operational stability, improved service outcomes, and maximum value from your cloud and IT investments.

4.2.4 Managed Security

Agilisys' managed services are underpinned by a robust, security-first operating model that ensures compliance, resilience, and continuous improvement. Leveraging extensive experience across UK local government and the broader UK Public Sector, our approach integrates Zero Trust principles, threat detection, and proactive governance aligned to the NCSC Cyber Assessment Framework (CAF) Enhanced Profile.

Security and compliance are critical for public sector organizations. This element covers:

- Security posture monitoring, leveraging tools like Microsoft Secure Score to continuously assess and improve the environment's security.
- Compliance management, implementing Data Loss Prevention (DLP), sensitivity labels, and retention policies to protect sensitive information and meet regulatory requirements.
- Risk management focuses on insider risk detection, conditional access enforcement, and proactive threat mitigation using Microsoft Defender solutions.

As part of our managed service, we support client governance teams with monthly assessments, audit-ready evidence, and structured reporting. This ensures that security controls are not only implemented but actively monitored and improved, enabling public sector organisations to confidently deliver secure, scalable digital services.

4.3 M365 Optimisation Services

Agilisys integrates service optimisation into every stage of our support lifecycle. Our approach to service optimisation focuses on enhancing the performance, and cost-effectiveness of your environments by identifying opportunities to streamline operations, optimise licensing, and modernise systems.



Our ongoing optimisation services ensure your M365 environment continues to deliver maximum value:

- Continuous performance tuning and cost-efficiency reviews
- Governance and compliance audits
- License optimisation and audit support
- User experience analytics and adoption improvement
- Architecture reviews and strategic roadmap development

These practices are not one-off interventions but part of an ongoing optimisation cycle, enabling organisations to adapt to changing needs while maintaining operational efficiency and financial control.



4.3.1 Service and System Reviews

Structured, expert-led architecture reviews to ensure your M365 environment remains aligned with evolving business needs, security standards, and performance expectations. These reviews are designed to assess the effectiveness, scalability, and resilience of existing M365 services.

Reviews are conducted collaboratively with client stakeholders and feed directly into actionable optimisation roadmaps, ensuring continuous improvement and strategic alignment across hybrid and multi-cloud environments.

4.3.2 Agilisys Advanced Content Services

Agilisys Advanced Content Services enable organisations to transform content into knowledge, automate classification, and implement robust governance:

- Information architecture design and optimisation
- Advanced information protection (DLP, sensitivity labels, compliance policies)
- Records management and retention/disposition automation
- Knowledge management portals and AI-driven topic mining
- Intelligent compliance and auto-labelling solutions
- SharePoint implementation for AI-powered content processing

4.3.3 Copilot Adoption and Exploitation

Our Copilot Adoption Service is designed to help unlock the full potential of Microsoft 365 Copilot by embedding it into everyday workflows and driving measurable business outcomes. We provide structured enablement programs that include rapid onboarding, tailored training, and hands-on labs to create “aha moments” for users. Beyond initial deployment, we focus on continuous improvement through governance, security alignment, and performance monitoring to ensure safe and effective use.

A key differentiator of our service is the sharing of lessons learned and proven practices across our client base. By leveraging insights from multiple implementations, we accelerate adoption, avoid common pitfalls, and showcase real-world use cases that deliver tangible value. This collaborative approach fosters confidence, builds communities of practice, and ensures organizations move beyond experimentation to sustained exploitation of Copilot’s capabilities.

4.3.4 Ongoing M365 Development and Adoption

Our service treats Microsoft 365 as a continuous transformation journey rather than a one-off implementation. We provide structured programs to ensure environments evolve in line with changing business needs, emerging technologies, and sector priorities.

We support organisations through regular maturity assessments, targeted enablement, and proactive change management to maximise adoption and user engagement. Training, workshops, and champion networks foster a culture of continuous learning, while analytics and reporting ensure progress is measured and improvements are sustained.

By aligning M365 capabilities with organisational goals, we unlock long-term value, enhancing security, productivity, and collaboration while maintaining operational excellence and cost efficiency.



4.3.5 License Optimisation

Agilisys' License Management as a Service provides a strategic, cloud-aware approach to software license optimisation, tailored for public sector organisations using Microsoft 365 services. Our service helps clients maximise the value of their software investments by aligning entitlements with actual usage across on-premises and cloud platforms.

Through the establishment of an Effective License Position (ELP), we provide visibility into current consumption, identify overprovisioning or shortfalls, and guide procurement strategies that support agile, scalable cloud operations.

Complementing our optimisation services, Agilisys offers audit assistance to assist organisations during vendor-initiated reviews. Our experienced consultants support clients throughout the audit lifecycle - from interpreting scope and gathering entitlement data to preparing submissions and participating in vendor negotiations.

By helping to establish a defensible position and ensuring accurate, transparent engagement, we can help to mitigate financial exposure, reduce operational disruption, and maintain compliance.

This dual focus on proactive optimisation and audit assistance ensures that public sector organisations can confidently manage their software estates while maintaining control and resilience in a dynamic cloud landscape.

5 Onboarding and Offboarding

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

5.1 Onboarding Managed M365 Services

Onboarding begins with a collaborative discovery phase to understand the current environment, 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.



5.2 Offboarding Services

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.

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 the following primary service tiers:

6.1 Standard M365 Management

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.

6.2 24x7 M365 Management

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.

6.3 Field Engineering

Our Field Engineering Services provide on-site expertise to deliver hands-on support and implement advanced configurations that go beyond remote management. This offering is ideal for organisations requiring physical presence for activities such as hardware troubleshooting, network optimisation, and deployment of specialised M365 components.

Field engineers act as an extension of your team, ensuring rapid response for critical incidents, assisting with migrations, and validating infrastructure readiness for new services. They can also deliver tailored workshops and knowledge transfer sessions to empower internal teams.



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.