



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

Microsoft 365 Support

SERVICE OVERVIEW



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Please note that information contained within this document is classified Commercial in Confidence and should not be shared with any third parties without the express written permission of Core Technology Systems (UK) Ltd.



1. Why Core?

Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 32-year history, your business is in capable and experienced hands. In 2001, Core deployed the first installation of SharePoint in the UK and have continued to deliver and support Microsoft products and solutions, leading businesses to superior levels of productivity, security, and growth. From the early operating systems and intranet solutions to the advanced productivity and security tools that organisations adopt to seek efficiencies, Microsoft solutions now touch tens of millions of lives daily; and Core helps to optimise solutions for your desired outcomes.

Core is a Microsoft Modern Workplace Advanced Partner and has been delivering Microsoft solutions for nearly three decades; transforming, enabling, and securing our customers with the evolution of Microsoft business technologies across the UK.

Our focused expertise and experience, along with our long-standing relationship with Microsoft, means that when our customers invest in world-class transformation products, they are delivered by our team of leading experts, and managed personally, with competence.



Infrastructure
Azure

Digital & App Innovation
Azure

Data & AI
Azure

Security

Modern Work



Simplicity

Our Managed Services have been designed to serve your business needs, whatever your internal IT support capabilities. Additionally, with more than three decades of developing relationships with IT decision makers, the simplicity of our Managed Service offerings reduces the complexities of support; allowing you to make the best decisions for your organisation and providing a clear delineation of internal and external roles.



Transparency

This transparent and modular Managed Service packaging enables you to choose between fully outsourcing your IT Management, or strategically outsourcing select components.



Flexibility

Experience has taught us that some customers may wish to customise these options, tailored to their specific requirements, and we want you to feel confident in the decision to partner with Core. If you would like a tailored solution, please talk to your account manager who will be happy to discuss your requirements.



Optimisation

Subscription to Core's Managed Services offers the potential to unlock flexibility, resilience, and enhanced team performance, striking the perfect balance between in-house responsibilities, and Core's Managed Services. Whatever your internal capabilities, and whatever your infrastructure, Core can provide the enterprise-level support your business needs.





2. Core Managed Services – Overview

Our range of Managed Services are modular, allowing you to select exactly what you need, when you need it, knowing that with more than three decades of Microsoft heritage, *Core can deliver.*



Managed Services

- Infrastructure as a Service
- End User Compute
- Service Desk
- Teams Calling
- IT Security
- Network Infrastructure
- Windows Server



Support Services

- Microsoft 365 Support
- Dynamics CRM Online Support



Solutions

- Core Membership Management
- Core Identity and Access Management
- Core Intranet and Digital Workspace Management
- Core Document Management



Smart Services

- Smart Projects
- Smart Resourcing



Professional Services

- Core Project Management
- Core Enablement



Quick Deploy

- Viva Connections Quick Deploy
- Viva Suite Quick Deploy



3. Managed 365 Service Overview

Core's Managed 365 Service delivers a comprehensive support capability for Microsoft Office 365 services (MS365).

With our Managed 365 Service, we offer second and/or third line support to supplement your existing service desk function, whether that is internal or third-party external support. To provide full end user access to our Service Desk (including first line), please refer to our Managed Service Desk solution.

Core Back Office (2nd Line) - a 2nd line IT function designed to supplement your existing service desk functions (whether internal or provided by a third party) with platform subject matter expertise for problem escalation, proactive monitoring and maintenance activities undertaken by Core engineering team.

Core Support (3rd Line) - a 3rd line technical architect function providing access to subject matter expertise for IT strategy, problem escalation, proactive monitoring and maintenance activities undertaken by Core engineering team.

3.1. Service overview

The service capabilities are summarised in the following table:

Feature	Description	Back Office (2nd Line)	Core Support (3rd Line)
Engineering Support	Supplements the customer's internal/existing IT function for end user and platform issue escalation to Core's subject matter expert engineering team	✓	✗
Enterprise Architect Support	Supplements the customer's internal/existing IT function with platform issue escalation to Core's subject matter expert engineering team	✓	✓
Platform Incident Management	Entitles the customer to report and escalate platform failures and performance problems	✓	✓
Platform Service Request	Change management function to update platform configuration to assist with new feature roll out and reflect required policy changes	✓	✓
Platform Maintenance	Monitor and remediate data backups. Review of license usage and remove stale user accounts	✓	✓
Platform Monitoring	Monitor platform for availability and performance and take appropriate corrective action in the case of failure or degraded service	✓	✓
Dedicated Service Manager	Monthly presentation and review of service management reports	✓	✓
Platform Co-Management	Formalised joint change control process management	✓	✓

Our service portfolio options enable you to choose between fully outsourcing your M365 support to our service desk or, alternatively, retain first line support internally whilst having the option to escalate incidents and service requests to a trusted third-party subject matter expert at Core.

We have carefully packaged our standard service offerings; however, we understand that you may wish to tailor these options to your specific requirements. If you need a custom option, please talk to your account manager who will be happy to discuss your requirements.

The service is underpinned with a contractual service level agreement which defines Core's response times. The service also entitles you to monthly service reviews with a dedicated service manager. The following sections detail the specific support services for each of the package components which can be requested through Core's Service Desk.



4. Managed 365 Service

4.1. Service Detail

Our Managed 365 Service provides 2nd & 3rd line support as a managed service. Give your Service Desk the level of support they need to be productive, and your business the reliability it needs to succeed.

To provide end user access to our Service Desk, please refer to our Managed Service Desk solution.

4.2. Supported Applications

The following Office 365 applications are supported within the Managed 365 service:



Word



Excel



Outlook



PowerPoint



OneNote



Planner



Bookings



Calendar



OneDrive

4.3. Microsoft Office 365 Applications - Service Detail

The following section details the support capabilities available for your Virtual Desktop Environment:

Feature	Description	Back Office (2nd Line)	Core Support (3rd Line)
Service Desk Support Escalation	Access for customer's internal service desk to Core's engineering team to escalate problems with user provisioning, incident and service request management	✓	✗
Platform Incident and Change Management	Access for customer's internal IT team to escalate complex problem and configuration issues relating to the provision of MS365 applications and user policies	✓	✓

4.4. Exchange Online

The following table details the support available across Microsoft Exchange Online as part of Core's M365 Base service offering:

Feature	Description	Back Office (2nd Line)	Core Support (3rd Line)
Service Desk Support Escalation	Access for your internal service desk to Core's engineering team to escalate problems with user provisioning, incident and service request management such as managing the flow and track the delivery of email messages sent by or received from your users.	✓	✗
Platform Incident and Change Management	Mail routing and delivery issues, creation and update of custom mail rules, missing message trace, review and update of email policies for spam and malware and help keep your data confidential. Create and update Data Loss Prevention policies, maintaining data retention rules, hybrid operations, custom email domain management, white/blacklist issue resolution, mobile device access policies management	✓	✓



4.5. Azure Active Directory

The following table details the support available for Azure Active Directory in the context of Core's M365 Base service offering:

Feature	Description	Back Office (2nd Line)	Core Support (3rd Line)
Service Desk Incident & Service Request Escalation	Internal IT team escalation to Core engineering team to investigate and resolve problems such as authentication failure investigation, permission, and access rights issues	✓	✗
Platform Incident Management	Fault diagnostics and remediation relating to MS365 Office applications and Exchange Online operations with escalation to Microsoft as required	✓	✓
Platform Change Management	Service request relating to AAD changes to support MS365 application and Exchange Online operations with escalation to Microsoft as required	✓	✓
Platform Maintenance	Review usage logs and remove stale user accounts and manage customer's AAD schema backups	✓	✓
Monitoring	Monitor AAD services for availability and performance	✓	✓
Custom Domain	Enterprise specific custom AAD and Exchange Online domain troubleshooting and updates	✓	✓
Group Management	User group profiling and policy enforcement	✓	✓



5. Service Level Agreement

- Our Service Desk can be reached by calling +44 207 953 3699 or by emailing servicedesk@core.co.uk to log any incidents or service requests.
- Core will provide a Service Desk ticketing solution to enable internal IT Service Desk Analysts to log and record tickets on a 2nd line basis.
- Core provides a helpdesk available for agreed service hours for working on incident tickets.
- Tickets are only closed when the user is happy the issue or request has been resolved.
- Where Core agrees to triage with other vendors, we will drive a case through to completion.
- Core Service Desk and the Managed Service team is ISO:27001 compliant. Services are provided in accordance with ITIL Service Management best practice framework.

5.1. Incidents

Below is a breakdown of our SLA definitions, along with response and resolution times:

Priority Level	Definition	Response ^{1,3}	Resolution	Updates
Priority 1 ² 	Complete loss of business-critical systems. Critical business impact. Complete service failure or inaccessibility of critical functionality. No acceptable workaround available.	15 mins	4 hours	Every 30 mins
Priority 2 	Partial loss or degradation of a supported service. Serious business impact. Widespread degradation of a service or failure of functionality of critical system. No acceptable workaround available.	30 mins	8 hours	Every 1 hour
Priority 3 	Low Impact: business-critical systems unaffected, more than one user affected. Partial/intermittent application degradation or loss of functionality. Typically impacting a subset of users. No direct impact on services availability. A workaround is available.	1 hour	16 hours	Every 8 hours
Priority 4 	Minimal impact to non-critical systems. Single user affected. Application or personal procedure unusable. A workaround is available, or a repair is possible. Threshold breaches with no impact on service.	2 hours	40 hours	Every 1 day

Notes:

¹ Maximum severity for DevOps support is Severity 3. Severities 1 and 2 are not available with the DevOps support plan.

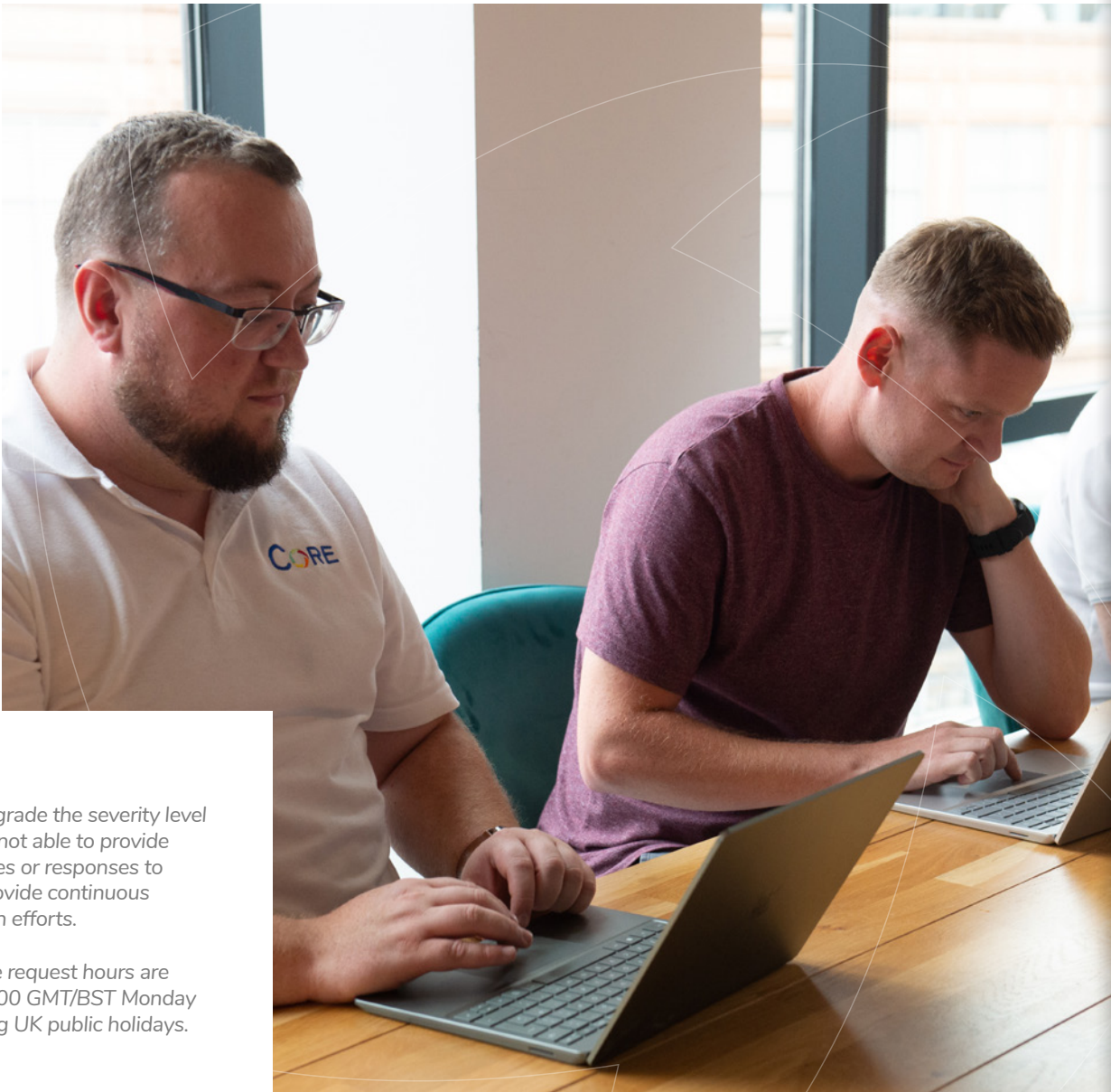
² Core may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Core to provide continuous problem resolution efforts.

³ Standard incident support hours are from 09:00 - 17:30 GMT/BST Monday to Friday excluding UK public holidays.



5.2. Service Requests

Priority Level	Definition	Response ²	Resolution	Updates
Priority 1 ¹ 	Emergency Request. Emergency Request. Emergency service requests require completion within accelerated timescales, to avoid an interruption or unacceptable risk to the customer’s business. An example would be a user account requiring locking due to an immediate dismissal; a backup recovery being required to enable staff to work.	2 hours	8 hours	Every 4 hours
Priority 2 	Standard Request. Standard service requests are for planned activity and will have no or limited business impact if they are not completed within accelerated timescales. An example would be User account creation/deletion, backup recoveries for auditing purposes.	4 hours	40 hours	Every 1 day



Notes:

- ¹ Core may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Core to provide continuous problem resolution efforts.
- ² Standard service request hours are from 09:00 to 17:00 GMT/BST Monday to Friday excluding UK public holidays.



6. Prerequisites, Environments, Inclusions and Exclusions

Please take the time to review and understand the below Prerequisites, Inclusions and Exclusions. We understand that customer environments are all unique and can accommodate variations, as necessary. Should you have any concerns regarding your environment, please raise this with your account manager.

6.1. Prerequisites

- Customers are required to have in place suitable Microsoft license subscriptions prior to subscribing to Core's MS365 managed service. This can be in the form of prebuilt packages such as M365 Business Premium, E3 or E5 packages or Azure Active Directory, EMS and Windows Virtual Desktop Premium Bolt-on and Windows 10 Pro or Enterprise Editions.
- Conditional Access Policies and Remote Tools must be preconfigured as part of an onboarding Professional Service engagement to take advantage of the Core Managed Service Desk.

6.2. Inclusions

A maximum of 2 hours will be allocated to each ticket raised through this managed service. Tickets that require additional time will be managed on a case-by-case basis with the customer and Core's Service Management Team.

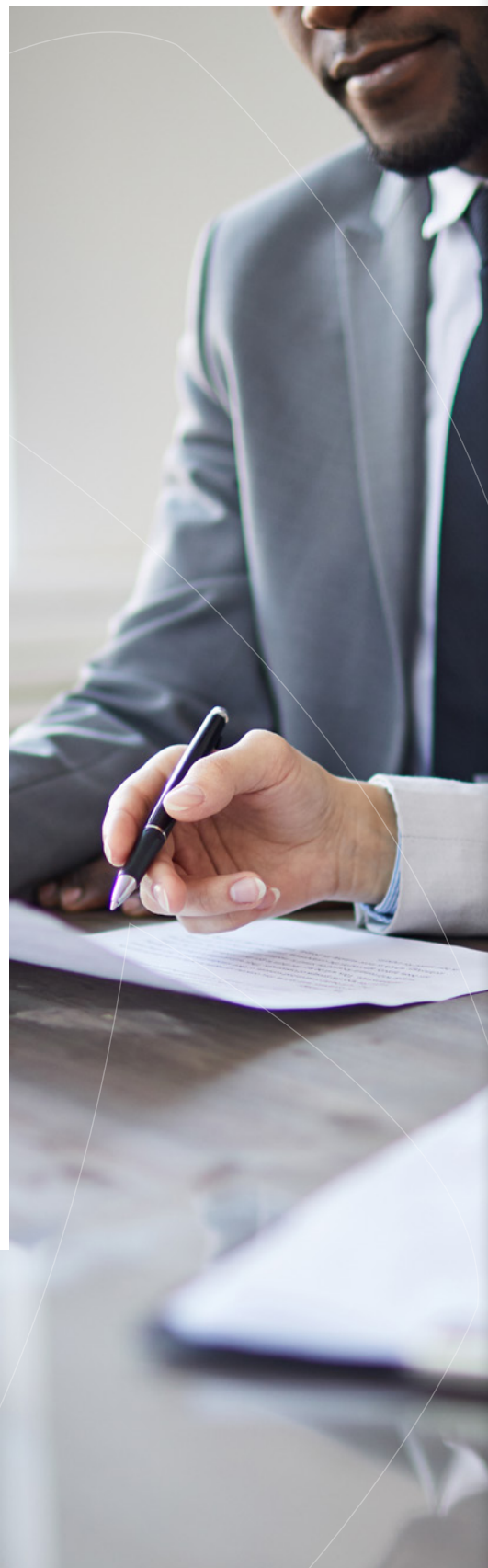
The service outlined in this document provides operational support and monitoring for the following:

- Microsoft Office 365 of Microsoft 365 Tenant/Platform
- Microsoft Office 365 of Microsoft 365 Tenant Configuration
- Microsoft Office 365 Azure AD

6.3. Exclusions

The items below are not included as part of Core's Managed 365 Service but may be added via additional Managed Services. Please enquire for any costs not shown in this information pack:

- End User Support/Service desk
- Effort to undertake implementation of changes
- All software licensing
- All hardware including desktops, laptops, tablets, and mobile phones
- Automation or integration of 1st Line support into Core service desk (where 1st line support is not being delivered by Core)
- Application licensing
- Application migration
- Application virtualisation
- Problem management
- Major incident management
- Disaster Recovery Services



- Business Continuity Services
- Professional services relating to onboarding activities
- Professional services relating to offboarding activities
- On-site support
- Training
- eDiscovery or investigations within the Office 365 platform
- Security Incident Management
- Conditional Access Policies and Devices - must be preconfigured by the customer or as part of an onboarding Professional Service engagement to take advantage of Core's Managed Services.
- Azure Active Directory - whilst AAD plays a significant role in underpinning many services, Core's support in this instance is restricted to features that facilitate the operations of our Managed Services scoped within this document. More advanced support for a broader range of Active Directory services for security, governance and compliance capabilities are available via additional Managed Services.
- Please note that, as standard, Core MS365 support is restricted to "out of the box" Office 365 applications detailed in section 5, and excludes custom Office application plug-ins, Exchange and SharePoint. Core support services options for other MS365 services including Teams, SharePoint and Dynamics are available for an additional fee and are defined in the accompanying service descriptions. Core will monitor and resolve failures with your legacy data backup solution for OneDrive data

6.4. Definitions

Please refer to the below definitions of terminology used throughout this document and our other Managed Service Descriptions:



Customer

The company receiving the purchased service.



End-user

Customer employee included in the Managed Service Desk agreement.



End-user device

Customer hardware, such as a laptop or desktop, used by end-users included in the Managed Service Desk agreement.



Escalation

Depending on the severity or technical requirements of an incident or request, a Service Desk analyst may pass the ticket to a 2nd line or dedicated team. Escalation paths are agreed during the customer onboarding process.



First-time fix

A successful attempt by the Managed Service Provider to resolve a ticket without escalation.



Managed Service Provider

The company providing the service – Core Technology Systems.



MDM

Mobile Device Management.



SLA

Service Level Agreement. The agreed periods for which a response, and a resolution is expected from the Managed Service Provider.



7. Commercial

7.1. Customer Responsibilities

- As our customer, we will ask you to please provide all necessary information detailing topology, environments, platforms, and systems as part of the process.
- Provision of sufficient access to platforms and systems for Core to deliver the Managed Service.
- Provision and management of your list of authorised Managed Service users.
- Provision of location details and relevant security access to your organisation's physical locations.
- Nomination of contacts for Core to develop a communication plan for smooth operation of the Managed Service.
- Education to authorised Managed Service users with processes, providing internal documentation where necessary.



8. About Core

Core's solutions and services portfolio has been developed from decades of experience. We work closely with Microsoft to ensure that our staff are fully trained and qualified, and the services we provide not only complement the products businesses need today but also incorporate the future plans of our customers.

Microsoft chooses Core as a partner because many of our company values align, and we deliver a great service. The Core values include:



Customers

We put our customers first, taking responsibility for our actions.



One Core

We recruit, develop, and retain the best talent in a supportive environment to best serve our customers.



Responsiveness

We are flexible, approachable, and responsive to our customers' needs.



Expertise

We are professional and constantly strive to achieve excellence for our customers, peers, and partners.

Core has evolved alongside Microsoft's unique offerings to become a leading Managed Service Provider for customers across the UK. Our offering spans the Microsoft suite, from cloud platforms to security and productivity tools. Core has not only been delivering excellent service for Microsoft solutions during the last 30 years of partnership but has also retained specialist talent in our business for decades, that cannot be paralleled by our competitors. We care about our customers and look forward to the opportunity to transform and grow more organisations into the future.



Microsoft
Solutions Partner

What our customers are saying about us



**National
Autistic
Society**

The new intranet is easier to edit and upload to. It's really flexible. Because it is easier and quicker to update, it's become a much more reliable source of information.

Rhiannon Edwards
The National Autistic Society

[Read case study](#)



Crowe

It was their approach: it was a mixture of professionalism, a range of potential services, a longer-term view in terms of a roadmap, and the general friendliness; and their willingness to come in and speak to us..

Adrian Morris-Young
Crowe

[Read case study](#)

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