



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



M365 Managed Service

Overview

Remove the overhead of managing your Microsoft 365 tenant by adopting Core's UK-based Managed Service. Much more than simply Support, we offer a proactive service to manage all aspects of Microsoft 365 and enable increased adoption to maximise your investment in the platform.

Core will provide you with access to a Service Desk solution and 2nd and 3rd line support and escalations.

The Service Desk is structured and managed based upon the ITIL framework. The key tasks of ownership, recording, monitoring, tracking and communication are managed using our service desk management system.

Core anticipate tickets coming from 2 sources:

- Alerts raised from our own monitoring services, including vulnerability scanning services
- Tickets raised by the customer relating to the website, via phone or email.

Once the issue is resolved, Core will respond to the ticket originator with an update on the cause of the issue, action taken and resolved status.

Major Incident Management

Core Technology Systems will follow the standard Major Incident Management (MIM) procedure outlined by the customer and following the agreed SLA's outlined above.

Security Incident Management

Core will treat security incidents in the same way as major incidents are handled. Due to the nature of security incidents there may be occasions where through monitoring the solution a breach or incident needs to be raised to the relevant customer MIM Manager and for Core to receive guidance on how the customer wish the incident to be handled.

Core will raise the issue with the relevant personnel along with resolution options for the customer.

Service Desk Core Hours

Users can log incidents and service requests during the Service Desk Operational hours:

Standard Operational Days: Monday – Friday, 9.00am – 5.30pm (excluding bank holidays)

Out of hours (requires additional fees): outside of Monday – Friday, 9.00am – 5.30pm (including UK Public Holidays)

Out of Hours

For out of Hours calls, the following Service Levels apply:

Service Level Description, SLA

Response and Resolution Timeframe, Severity 1 ONLY.

Incident response Time: 60 Mins

Resolution Time: 360 Mins*

*please note that this is a target SLA, resolution of P1 incidents may have dependencies on the customer and their incumbent suppliers which are outside of the scope of Core's influence.

Second & Third Line Support

Provided by Core Technology Systems, the role of the second / third line analysts is to assess the data provided by the client first line, including any attempts to resolve the ticket, with a view to providing more technical expertise to resolve the call.

The second / third line analyst will engage directly with the affected users or systems using standard remote tools where appropriate to resolve more complex issues relating to the incident. In the event that the issue relates to the underlying infrastructure of the solution, Core will investigate, remediate and report back to the requestor.

Closure Responsibilities

Before closing any incidents, the Core Service Desk will endeavor to contact the user or the customers' current IT services providers service desk to gain a verbal sign-off that the incident has been resolved to the user's satisfaction.

Once the client user has confirmed to Core Technology Systems that the call is resolved, the call will be closed via the Core service desk.

The originator of the ticket will receive an automatic closure e-mail containing details of the call resolution. Core will also contact the customers' current IT services providers service desk to advise on call closure with details for their closure criteria.

Core's standard closure rules will apply, which require completion of resolution details and other pertinent information.

Core also operates a process where if no response is received from the user after 3 attempts over a period of 3 different days (dependent on SLA), then the ticket will be deemed no longer an issue, and will be closed.

Problem Management

A problem can be identified from a variety of sources, including:

- Suspicion or detection of an unknown cause of one or more incidents.
- Following a major incident to ensure a Major Incident does not re-occur and Major Incident actions are tracked
- Recurring incidents.
- Automated detection of an issue through monitoring and management of infrastructure
- Notification from a vendor that a problem exists. E.g. an update from Microsoft which is known to have caused compatibility issues.
- Analysis of incident records as part of Proactive Problem Management.

In any circumstance a problem record will be raised.

Once a problem has been identified then an assessment of the problem will be undertaken, and the problem will be allocated to the most relevant technical resource(s). These resources will then work to resolve the problem before it becomes an issue.

Once any change or fix has been implemented and confirmation has been received that this has been successful, the Problem record can be closed.

The engineer responsible for the problem will ensure that all relevant records are updated (KMS, Solution record), once this is completed the record can be closed. A Problem report will be generated within 5 working days of a fix being implemented. As the overall platform isn't exclusive to Core and relies on various 3rd parties, Core can only provide a target resolution on a best endeavors basis.

Service Management

Monthly review meetings will be arranged between Core Technology Systems and the client in order to review the performance of the service being delivered, and to discuss any issues that arise.

Based on the feedback from these discussions, changes may be made to any aspects of the service in order to improve the service or its delivery.

If any of these changes result in changes to the system being supported, then the change control processes shall be followed.

Should any of these changes result in potential changes to the contract then these elements shall be discussed further in order to determine the best outcome for both parties.

Monthly service delivery reports shall be produced from with the Support and monitoring systems. The report will cover all open tickets and their current statuses, up time and SLA compliance of the system, any additional reports from the web hosting platform system as requested by the client.

Data backup and disaster recovery

Core are a 100% cloud business with all our data and business processes stored and executed in the cloud. In general, the continuity of our service offerings is therefore protected by the resilience of the cloud platforms we operate from and the flexibility to conduct our business from any location at any time.

Onboarding and offboarding support

We will work with the customer, in advance of commencement of the contract, to agree an effective onboarding process which works for all parties and will build this detail into the agreed contract / proposal. Similarly, with offboarding, although we will also pay attention to any 'exit management' conditions in the customer contract.

Implementation plan

Typically, a high-level plan is provided with every proposal and this is developed into a more detailed implementation plan, agreed with the customer.

Pricing

This service is delivered by our consultants and specialists and is charged at the relevant rate, in line with our G-Cloud rate card. The rates are capped but we can discount these rates in negotiation with the customer.

Service constraints

The service is only constrained by the agreed scope of the service.

Service levels

This element of the contract will not be governed by Service Level Agreements (SLAs), rather such activity will be scheduled. A Service Manager is provided to ensure a structured and proactive approach is considered throughout the agreement.

Ordering and invoicing process

Typically, we suggest a monthly fixed price for this service which if accepted forms the basis of the contract and purchase order.

How buyers or suppliers can terminate a contract

Buyers and Suppliers will be guided by the conditions of the contract when seeking to terminate the relationship.

After-sales support

Every customer project is an opportunity to support that customer for the longer term. We will always advise on any specific after-sales support required and a service manager will always be accessible to the customer to field after-sales support enquiries.

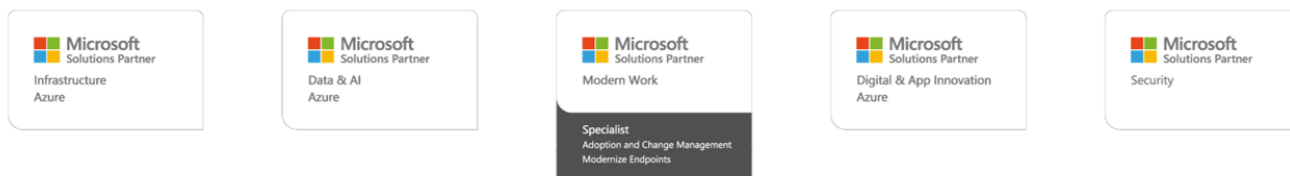
Technical requirements

Technical requirements will always be specific to the individual engagement. Typically, providing us with proportionate access to their Microsoft 365 tenant is a pre-requisite technical requirement.

About Core

We have a long and distinguished record of supporting organisations with cloud first strategies, implementing successful, efficient, and safe migrations to the Cloud, driving value, productivity and security.

As a Microsoft Solutions Partner with more than three decades of experience delivering Microsoft solutions, we understand how to unleash potential and unlock value for our customers who have invested in Microsoft technology. We help improve the transition from E3 to E5 licensing, enabling enhanced security and mobility capabilities for our customers, without the need for third-party solutions.



Your organisation deserves reliable, trustworthy, and responsive expert IT support so you can focus on what you do best. With our 35-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 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.



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 works in a spirit of partnership. We find that this helps us achieve the best outcomes for our customers, which supports our target of building long term, positive and trusting relationships with our customers. This includes offering as much value as possible and finding new way to maximise on your investment. We are proud to be:

- Winner of CRN MSP of the Year 2023. 2023 and 2024 Best Company to Work For (sub £100m) – CRN
- Cyber Essentials Plus and ISO 27001 Certified.



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CSP of the Year

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Commercial
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