



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

Smart Projects

SERVICE OVERVIEW



Contents

1.	Why Core?	3
2.	Core Managed Services – Overview	4
3.	Smart Projects Overview	5
4.	Smart Projects Detail	6
4.1.	Service Detail	6
4.2.	How Smart Projects works	6
5.	Service Level Agreement	7
5.1.	Incidents	7
5.2.	Service Requests	8
6.	Prerequisites, Inclusions and Exclusions	9
6.1.	Prerequisites	9
6.2.	Inclusions	9
6.3.	Exclusions	9
6.4.	Definitions	10
7.	Commercial	11
7.1.	Customer Responsibilities	11
8.	About Core	12

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. Smart Projects Overview

Core's Smart Projects service provides comprehensive, end-to-end implementation, development, and support of your Microsoft platforms and applications. Our teams will work collaboratively to deliver and enhance the way Microsoft tools fit your business processes and compliance requirements in line with your wider IT plans.

Led by Core Service Management, Smart Projects is a continuous process of managing your queue of projects and developing your Microsoft platforms and applications. The entire process is underpinned by support of applications deployed by Core and wrapped in a layer of continual service improvement.

Core's Smart Projects service delivers the skills, toolkits, and resources to meet the requirements of modern businesses.

Utilising our flexible demand-based consumption pricing model, the service gives you access to our specialists on an ongoing basis, transforming your business through technology aligned to your plans. Core's service management team will work with you to forecast development and optimisation opportunities, map potential efficiencies, then assign the development team tasks to manage in your development program.

The benefits of our Smart Projects service include, but are not limited to:

- The ability to scale the service up and down depending on your business goals and requirements
- Access to Microsoft specialists who demonstrate their capabilities every day, as opposed to an internal resource with minimal experience and reactive training
- Cost savings associated with deploying experienced and capable engineers without HR overheads
- Alignment of your investment in Microsoft technology to your business, rather than adjusting your business processes; and
- Flexible, demand-based consumption model

The Smart Projects service works well as a standalone service to underpin internal resources and fits neatly with our range of Managed Services.

For a breakdown of what is included, please see [section 5](#).



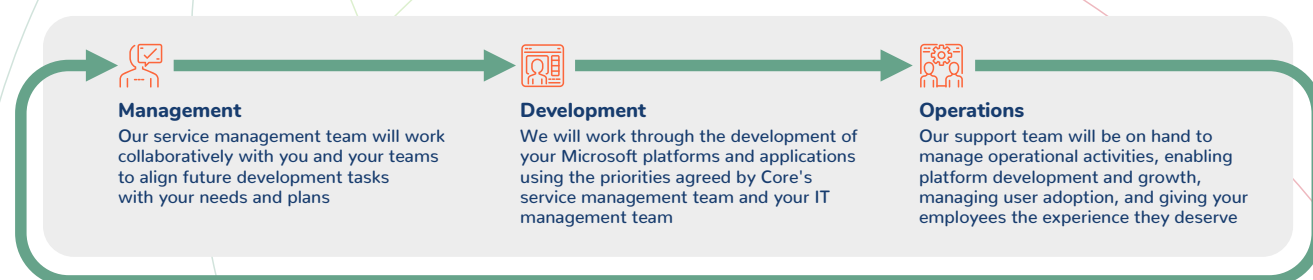
4. Smart Projects Detail

4.1. Service Detail

The following table details the breakdown of the Smart Projects service and covers platforms and applications defined within the Scope of Works:

Team	Description
Service Management	Monthly Service Management meetings provide opportunities to discuss future business plans, so we can keep your Microsoft applications and platforms aligned to your business goals and processes. Managing a list of development projects is a key element of the service. These sessions will be used to understand business priorities. Meetings with your Service Manager are also a great way to recap previous development projects to ensure the expected outcomes are achieved. We understand our customers may have unique requirements, and our continual service improvement process has been designed to align with the way your business operates.
Development	Smart Projects gives you access to our team of Microsoft specialists, skilled in developing the Microsoft platforms and applications your business relies on. Our Projects team will work through the queue of projects defined by the monthly meetings with your Service Manager. Our team have the experience and expertise to carry out development work across your Microsoft portfolio, giving you access to hard-to-find, expensive skills.
Reactive Support	Our team will be on hand to step in when needed, to ensure your business has the support it needs to get the most from the development projects we undertake. Managed via either a Core Managed Service Agreement, your own service desk, or a third-party service desk, we will handle any Service Incidents and Change Requests relating to the projects.
Adoption and Training	Where necessary, Smart Projects can include training materials for effective end user adoption. If training materials are required, your Service Manager will allocate the time from your pre-paid hours to cover this.

4.2. How Smart Projects works



5. Service Level Agreement

- Our Service Desk will be available for your IT staff to escalate tickets, and can be reached by calling **+44 207 953 3699** or by emailing **servicedesk@core.co.uk**.
- Core will provide a Service Desk ticketing solution to enable internal IT Service Desk Analysts to log and record tickets.
- Core will provide a helpdesk during agreed service hours, to manage tickets.
- Core 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, relating to any reactive support element described in this document:

Priority Level	Definition	Response ²	Resolution	Updates
Priority 1 ¹ 	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 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 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	Scheduled	As required
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	Scheduled	As required

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 - 17:30 GMT/BST Monday to Friday excluding UK public holidays.



6. Prerequisites, 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 we can accommodate agreed variations, as necessary. Should you have any concerns regarding your environment, please raise this with your Service Manager or your Account Manager.

6.1. Prerequisites

- Customers are required to have in place suitable license subscriptions prior to subscribing to Core's Managed and Professional Services. Our teams cannot undertake incidents on unlicensed software, or aid in the procurement of licenses.
- Conditional Access Policies and Remote Tools must be preconfigured as part of an onboarding Professional Service engagement to take advantage of our Managed Service offerings.
- Smart Projects service will commence on an agreed date, and on receipt of the following:
 - Signed Statement of Works agreement, stating target platform/s
 - Escalation paths; and
 - Details of the stakeholders Core's team will interact with.
- Where required, you may need to provide hardware and access to enable Core's team to fulfil their contractual obligations.

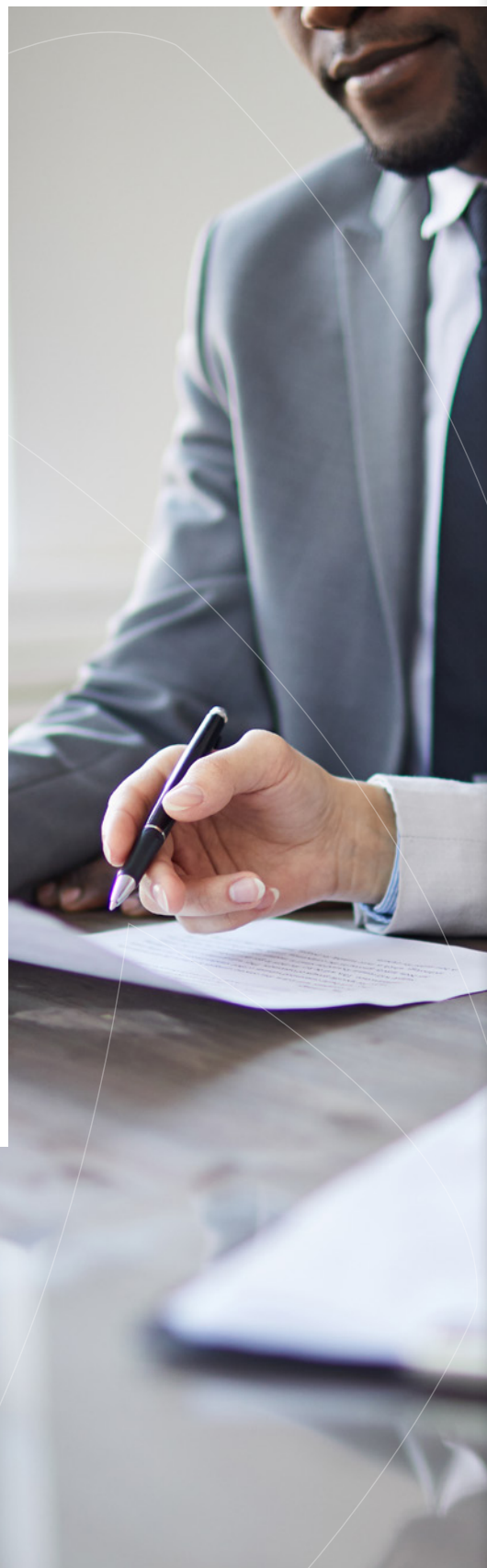
6.2. Inclusions

- Core will provide suitable, experienced, and qualified personnel to deliver the service detailed within the agreement.
- Core's Service Manager will schedule and chair an onboarding meeting to agree approach to resourcing, milestones, and compliance.
- Where possible, Core will strive for continuity within the service delivery team.
- Core will provide access to ITSM tooling to manage knowledge, incidents, requests, problems, and change.
- Core's design, build, delivery, and management methodologies will be followed. Where agreed, Core will embrace the customer's own procedures, policies, and standards.
- The service outlined in this document provides development and operational support for agreed Microsoft platforms and applications only. These will be identified in the Scope of Works agreement.

6.3. Exclusions

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

- 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's Managed Service Desk)
- 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
- 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

6.4. Definitions

Please refer to the below definitions of terminology that may be used throughout this document and our other Managed or Professional Service Descriptions:



AAD

Azure Active Directory.



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.



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.



SLA

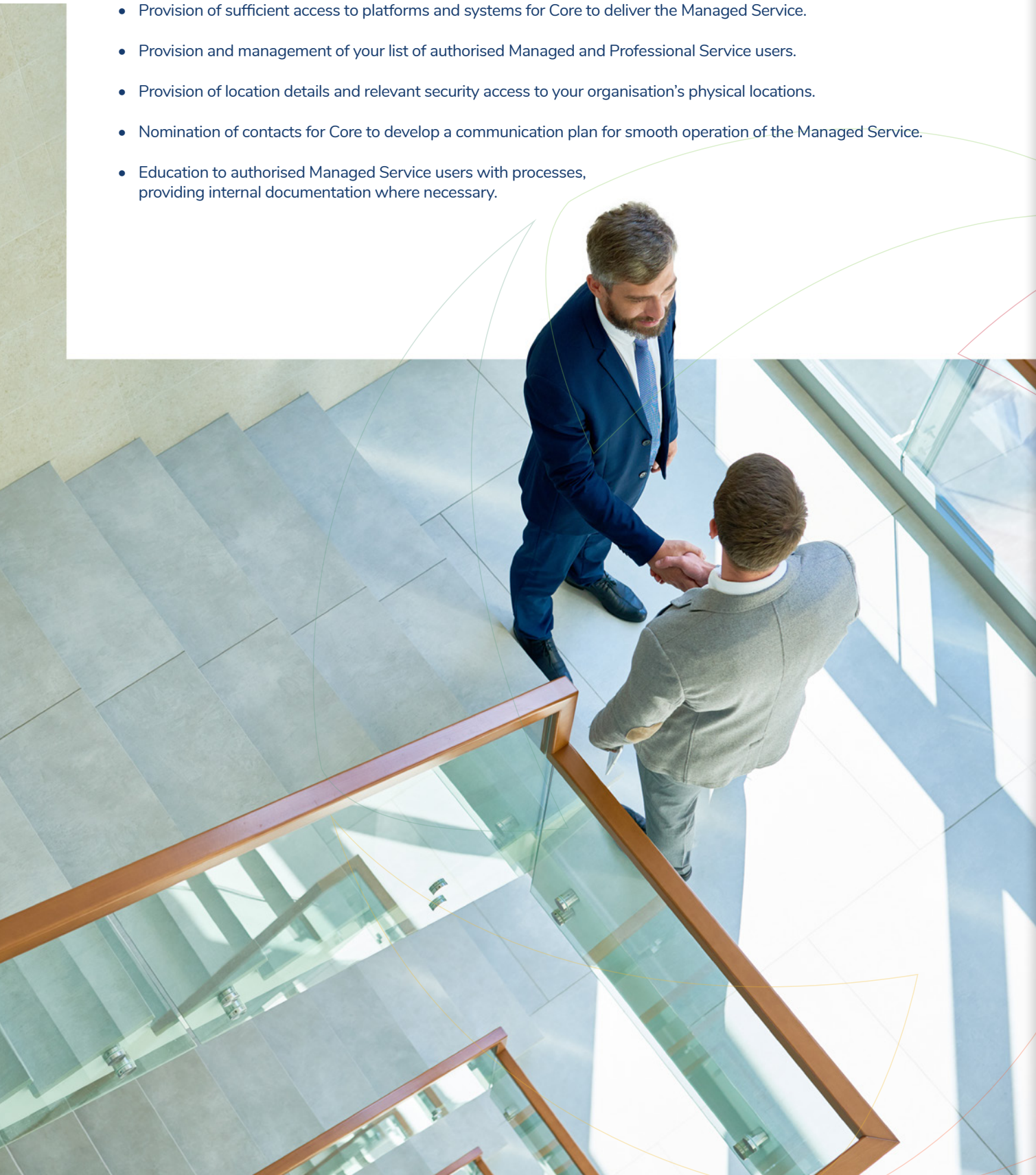
Service Level Agreement. The agreed periods for which a response, and a resolution is expected from the Managed Service Provider.



7. Commercial

7.1. Customer Responsibilities

- Provision of sufficient access to platforms and systems for Core to deliver the Managed Service.
- Provision and management of your list of authorised Managed and Professional 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



Over the years, Core and the University of Law have built a strong relationship based on trust, expertise and knowledge. We very much look forward to collaborating on future projects with Core.

Tom Brady
University of Law

[Read case study](#)



Viva Connections was a really good find – a starting point that puts us in a good place for future projects, plugged into a really strong, easy-to-use infrastructure.

David Thackray
Hythe Group

[Read case study](#)

