



TRANSFORMING BUSINESS
THROUGH **TECHNOLOGY**

G-Cloud

Service Description



Smart Cloud Support

Service Overview

Core's Smart Cloud Support service is designed for organisations that want to maximise the value of their Microsoft cloud environment without needing to maintain deep, specialised skills in-house. It provides flexible, consumption-based access to Microsoft experts, supporting both day-to-day operational reliability and long-term cloud maturity.

Service Description

The Smart Cloud Support is a service for businesses seeking an end-to-end service to cover reactive and proactive support, application deployment and adoption, health checks, and training across your entire Microsoft cloud environment. These are specialist skills many internal teams do not require on a full-time basis but need access in a flexible manner. Core's Smart Cloud Support involves customers procuring an agreed volume of time per month, with flexible consumption options, giving our customers access to our highly qualified team of Microsoft experts when they need them.

The service provides a dependable escalation route into Core's 2nd- and 3rd-line Microsoft cloud specialists, ensuring that complex incidents and service requests are resolved quickly and effectively.

Alongside reactive support, the service includes a structured programme of proactive health checks, monitoring, optimisation reviews and quarterly continuous service improvement sessions.

This proactive approach ensures your Microsoft 365 environment remains secure, healthy, and aligned with best practice.

Smart Cloud Support also includes access to consultancy and deployment planning supporting organisations rolling out new Microsoft workloads or enabling new features.

This ensures smooth transitions, clear architectural choices and a reduction in risk when adopting new technologies. To support user adoption, the service can also provide training materials, guidance and support for internal champions, ensuring your workforce is well-equipped to embrace new tools and ways of working.

Commercial Model

Smart Cloud Support operates on a flexible consumption-based model. Customers purchase an agreed monthly pool of hours that may be used for both reactive and proactive activities. Usage is averaged across a twelve-month period, ensuring the agreement remains aligned with real business needs. This model gives organisations significant flexibility, particularly during periods of rapid change or increased operational demand.

Benefits

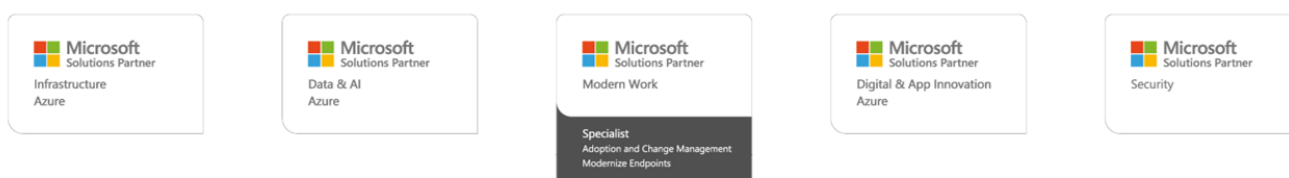
The service delivers increased operational resilience, consistent access to specialist skills, strengthened governance, and an improved tenant posture, all while driving stronger user adoption and offering a more predictable cost model than traditional support arrangements. Designed to integrate seamlessly with Core's wider managed services portfolio, it can function either as a standalone wraparound for internal IT teams or as a key component within a broader managed service strategy.

Its flexibility allows the service to scale up or down in line with your business goals and evolving requirements. You gain direct access to Microsoft specialists who prove their expertise every day, rather than relying on a single internal resource with limited experience and largely reactive training opportunities. This approach also results in cost efficiencies by leveraging highly capable engineers without incurring the overheads typically associated with in-house staffing. In addition, your first-line service desk benefits from established second- and third-line escalation routes, ensuring complex issues are resolved quickly and effectively.

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.



WINNER
CSP of the Year



WINNER
Best Company to Work For
(Sub £100m turnover)



WINNER
Best Company to Work For
(Sub £100m turnover)



Crown
Commercial
Service
Supplier

