

Service Definition

M365

**Delivery
Services**

FUJITSU



G-Cloud 15

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M365 Modern Workspace Delivery Services

Fujitsu's G-Cloud 15 Microsoft 365 Delivery Service provides digital workplace solutions for UK organizations, utilising autonomous agents, AI-driven operations, and modular service components. This method aims to deliver proactive, experience-oriented outcomes. The service includes Microsoft Copilot, agentic AI, and omnichannel features to support secure and compliant collaboration in alignment with organizational requirements.

M365 forms the basis for contemporary workplace environments. Fujitsu's delivery model employs autonomous agents and AI-driven operations for workflow orchestration, issue resolution, and ongoing service optimisation. The modular framework enables organisations to select and combine different capabilities, with automation and AI integrated throughout the process.

Key features include:

- Autonomous workflow orchestration
- Modular, flexible service selection
- Human-in-the-loop governance for critical decisions
- XLAs (Experience Level Agreements) as primary outcome measures
- Regional adaptation for UK and European regulatory requirements
- Secure Endpoint Management using Intune/MCM.
- Enterprise Mobility Management
- Proactive patching and self-healing capabilities.

To assist tailored transformation journeys Fujitsu offers a suite of modular service components that include:

- HX Design (Human Experience):
 - Work together to set a clear vision and plan for your M365 transformation, making sure business goals match the right technology by using helpful design methods.
- Agentic Transformation Service:
 - Automated tools handle migration, onboarding, and improvement, bringing fast results with little disruption.
- Evergreen Advisory:
 - Ongoing monitoring of Microsoft 365 updates, with personalised advice on changes and their impact.

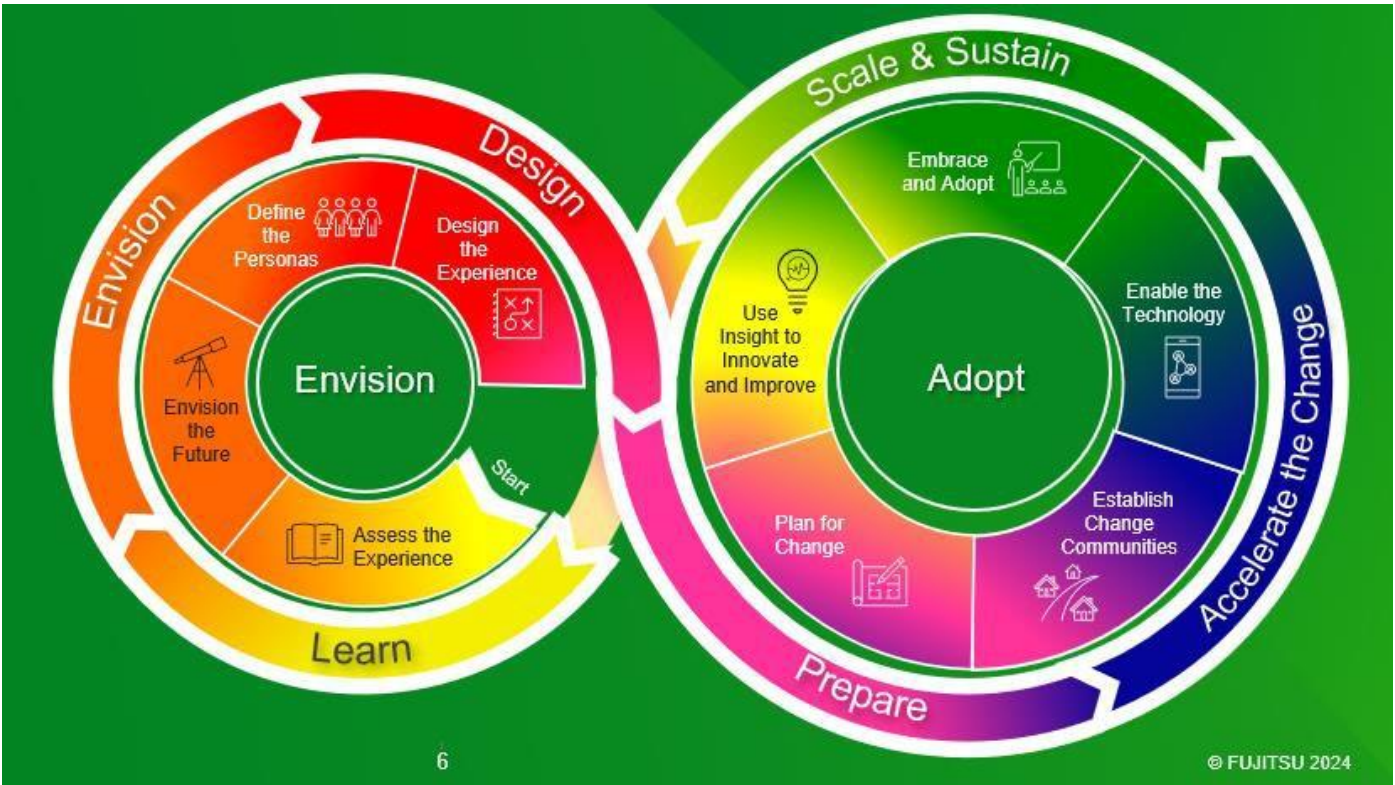
Each service module can be used on its own or combined as part of a complete transformation journey. These services are set up to make your move to Microsoft 365 (M365) clear and straightforward, covering both careful planning and expert execution. This also means your organisation stays up to date with governance policies and regulatory requirements.

Fujitsu HX Design applies a practical design thinking approach, helping your organisation build a digitally confident and engaged workforce that matches your company culture. This leads to real benefits such as happier staff and less resistance to change. Our experienced team supports you by increasing engagement, closing digital skill gaps, and guiding changes to your business processes. We make sure your business goals and technology strategy work hand in hand for a successful change.

Fujitsu's Modern Workplace Transformation services are here to make your journey to M365 as simple as possible. Whether you need to merge older Active Directory systems or move email archives to the cloud, we keep your organisation's goals front and centre. Fujitsu will help your team move smoothly from your current set-up to a modern M365 workspace, guiding you every step of the way. The process is secure, reliable, and designed to avoid disrupting your business. With our agile, scrum-based approach, you get quick wins and early benefits, all with minimal fuss.

Fujitsu HX Design, a unique design thinking approach

Fujitsu HX Design helps customers understand, assess, and improve their workforce experience by making the best use of M365 digital technology. The process is outlined below:



The framework encompasses three stages:

- 1. Envision: This initial stage is where the vision and strategy for the transformation are crafted.
- 2. Deploy: In this stage, the rollout and implementation of the framework takes place.
- 3. Drive Value: The final stage focuses on realising the benefits and value from the transformation efforts.

These stages collectively ensure a comprehensive approach to transformation, from conceptualisation to tangible outcomes.

Envision Stage: Laying the Foundation for M365 Success

In the Envision stage, our main goal is to set a clear direction for how M365 can help your organisation achieve its business objectives and create a better employee experience. We work with you to understand what your staff need, how they currently use M365, and what changes will make the biggest difference. We start by getting to know your employees’ typical workdays, using design thinking to build profiles (personas) and maps of their journeys. This helps us pinpoint the key moments that matter most to their work and wellbeing. By focusing on these moments, we can ensure M365 makes a real, positive impact.

We measure and monitor how staff interact with M365 using both data and feedback. This lets us see what’s working, what needs improvement, and where new tools or approaches could help. We select the right M365 apps and services based on where your organisation is on its journey, making sure everything fits your needs.

This structured approach ensures your M365 transformation delivers real benefits: happier staff, smoother processes, and better business results. Everything we do in the Envision stage is designed to align technology with your organisation’s goals, making the journey to modern work both clear and meaningful.

Areas that are discussed are outlined in the following table

Service Area	Description	Available Capabilities and Technologies
Microsoft 365 Apps	Applications that enable users to create, collaborate, and complete tasks efficiently across devices.	Microsoft Word, Excel, PowerPoint, OneNote, Access (desktop), Microsoft 365 mobile apps, and Microsoft 365 for the web
Email and Calendar	Enhances productivity with integrated business-class email, scheduling, and	Outlook, Exchange Online, Microsoft Bookings

Service Area	Description	Available Capabilities and Technologies
	contact management in one place.	
Meetings and Voice	Delivers advanced meeting experiences with calling features and a central hub for messaging and content.	Microsoft Teams, Teams Phone (formerly Phone System), Audio Conferencing
Social and Intranet	Promotes collaboration and organisational engagement through a modern, mobile-friendly intranet and social platform.	SharePoint Online, Viva Engage (formerly Yammer)
Files and Content	Enables secure access to files from any device and supports rich media content creation and sharing.	OneDrive for Business, SharePoint Online, Microsoft Teams, Stream (on SharePoint)
Work Management	Facilitates efficient work planning and process automation across teams and organisations.	Microsoft Planner, Microsoft To Do, Power Apps, Power Automate, Project for the Web
Advanced Analytics	Provides actionable insights and analytics to improve productivity and decision-making.	Viva Insights, Power BI (including Power BI Pro)
Device and App Management	Ensures secure, flexible management of devices and applications, supporting compliance and mobility.	Windows 11 Enterprise, Microsoft Intune, Windows Autopilot, Microsoft Endpoint Manager (includes Configuration Manager), Microsoft 365 Admin Centre
Identity and Access Management	Enhances security and productivity by establishing secure connections for people, devices, apps, and data.	Windows Hello, Credential Guard, Always-On VPN, Microsoft Entra ID (Premium Plan 1 & 2), Microsoft Entra ID Governance
Threat Protection	Detects and investigates advanced threats, compromised identities, and malicious actions across environments.	Microsoft 365 Defender, Microsoft Defender for Endpoint, Microsoft Defender for Office 365, Microsoft Defender for Identity
Information Protection	Safeguards sensitive data in transit and at rest, with integrated information protection and governance.	Microsoft Purview Data Loss Prevention, Windows Information Protection, BitLocker, Microsoft Purview Information Protection (formerly Azure Information Protection), Defender for Cloud Apps
Security Management	Provides oversight of cloud apps and services, advanced analytics, and governance to mitigate cyber threats.	Microsoft Secure Score, Microsoft Purview Compliance Portal
Advanced Compliance	Streamlines compliance risk assessment and manages data protection across devices, apps, and cloud environments.	Microsoft Purview Advanced eDiscovery, Customer Lockbox, Advanced Data Governance, Service Encryption with Customer Key, Privileged Access Management

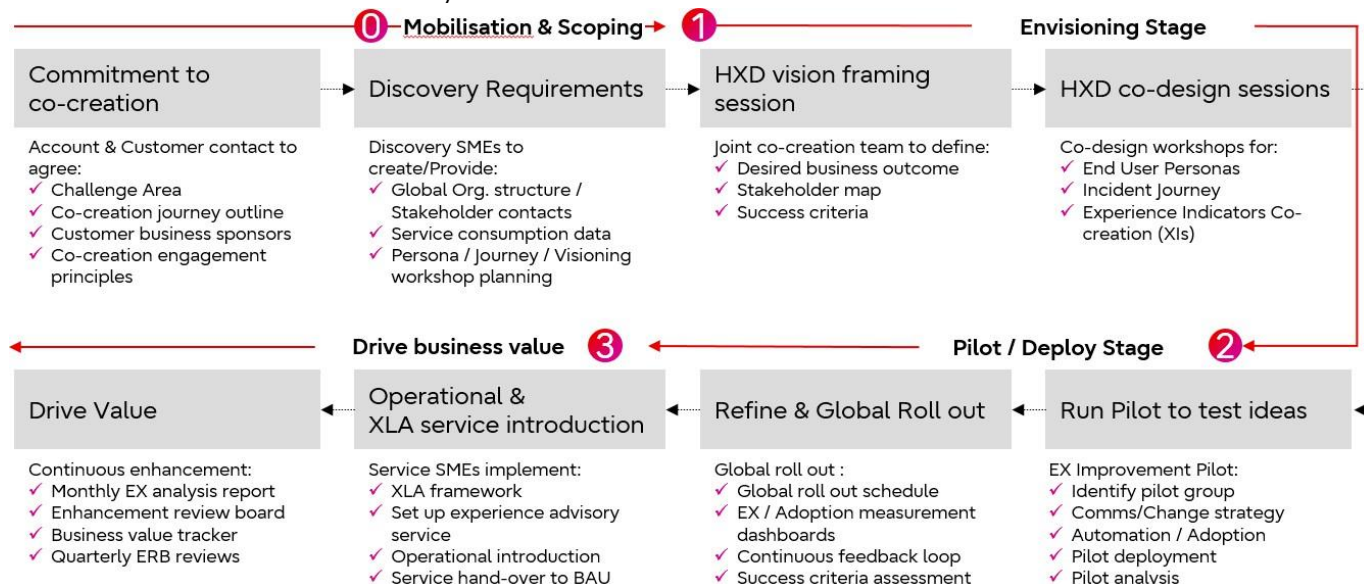
Deploy

As the second phase of the Microsoft 365 journey, Deploy is crucial for setting the foundation of employee experience improvement. This stage focuses on implementing effective tools and technologies to measure, monitor, and enhance Microsoft 365 employee experiences. It includes benchmarking experience levels and establishing Fujitsu's experience advisory service to drive ongoing improvements.

Drive Value

Drive Value is the third phase of the Microsoft 365 journey. In this stage, a dedicated experience advisory service is provided to manage Experience Level Agreements (XLAs) and create a clear Microsoft 365 Experience Roadmap. This roadmap uses real data to highlight where improvements and changes can be made. The Drive Value phase is important because it ensures ongoing optimisation and helps organisations get the most benefit from Microsoft 365 by identifying areas for positive transformation.

Once teams are ready and workshops are organised, the employee experience framework is rolled out in three clear phases: Envision, Deploy, and Drive Value, as shown in the diagram. This step-by-step approach is important for the Microsoft 365 transformation journey because it ensures everyone has a shared vision, the right tools and methods are put in place, and continuous improvements are made. By following these stages, organisations can make the most of Microsoft 365, improve how employees work, and support positive changes across the business.



Modern Work and Security Workshops (Build Intent)

These workshops, created by Microsoft and delivered by Fujitsu, are designed to help organisations get the most out of key Microsoft services such as Copilot, Secure AI Productivity, and Cloud & AI Endpoints. Fujitsu runs these Modern Work and Security Workshops either as part of a full engagement to build a personalised journey map, or as focused sessions on particular Microsoft 365 tools. By taking part in these workshops, organisations can speed up their Microsoft 365 transformation, ensuring their teams understand how to use the latest technologies, adopt best practices, and unlock the full value of the Microsoft ecosystem.

- Why join a workshop?
 - These optional workshops offer practical guidance and expert support, making it easier to navigate complex changes and get up to speed quickly.
- How do they help?
 - They help teams learn how to use new features, improve security, and boost productivity with hands-on advice and real-world examples.
- What are the benefits?
 - Attending a workshop can lead to faster adoption, fewer mistakes, and clearer understanding, helping organisations make better use of Microsoft 365 and achieve lasting improvements in the way people work.

In short, these workshops are a valuable option for any organisation looking to make their Microsoft 365 transformation smoother, more efficient, and more successful.

The current workshops (may vary) and their aims are:

Workshop	Description
Endpoint Management with Security Workshop	Understand device security posture and demonstrate best practices for Intune, Entra ID, and Defender for Endpoint within a Zero Trust framework.
Copilot for Microsoft 365 Workshop	Covers assessment, demonstration, and strategic planning for Copilot for Microsoft 365, including use case identification and roadmap development.
Copilot for Microsoft 365 Adoption Accelerator	For customers with 150–999 Copilot licenses; focuses on technical readiness, deployment planning, and driving user adoption.
NextGen Windows Workshop	Explore hybrid work and end-user computing strategies, highlighting Windows 11, Windows 365, and Azure Virtual Desktop for secure, productive experiences.
Windows 365 Pilot	Enable customers to experience Windows 365 in real-world scenarios, showcasing secure hybrid work capabilities and productivity benefits.
Microsoft Viva Workshop	Discover how Microsoft Viva enhances employee experience

Workshop	Description
	through modules like Connections, Engage, Goals, Learning, and Topics.
Microsoft Viva Goals Pilot	Engage customers with Viva Goals to align team objectives with organizational strategy.
Microsoft Viva Insights Workshop	Demonstrate how Viva Insights provides privacy-protected, data-driven recommendations to improve productivity and well-being.
Microsoft Viva Insights Pilot	Offer customers a hands-on experience with Viva Insights, enabling informed decisions through workplace analytics and collaboration insights.
Enable Frontline Workshop	Showcase how Microsoft 365 F1 and F3 empower frontline workers with secure, efficient tools and create a deployment strategy tailored to their needs.
Frontline Worker Pilot (Large)	Introduce frontline scenarios using Microsoft 365 F3, equipping staff with technology to improve engagement and operational efficiency.
Copilot Studio Workshop	Build and extend AI-powered copilots with Copilot Studio, enabling custom workflows and integrations.
Copilot Jumpstart Program	Includes Copilot Optimization assessments and adoption accelerators for rapid deployment and value realization.
AI Bootcamps	Technical deep dives on securing and governing Copilot with Microsoft Purview, plus best practices for AI adoption.

Commercial

Minimum and maximum terms

The cost and timelines for a HX Design service or the M365 Transformation are based on the scale and complexity of the project.

Termination terms

At the end of the contract period, the contract will become a Call-Off Contract

Supplier termination

The notice period for the Supplier needed for Ending the Call-Off Contract is at least [90] Working Days from the date of written notice.

Customer responsibilities

The common responsibilities of the customer in the HX Design workshop activities and subsequent service provision are as follows:

- Appoint a Single Point of Contact (SPOC):
 - Assign one main contact person for coordinating workshops and services.
- Update on SPOC Changes:
 - Tell the Supplier at least one month in advance if you change your SPOC.
- Share Platform Information:
 - Provide the Supplier with details about your current platform setup.
- Grant Access:
 - Give the Supplier the necessary access rights to your M365 environment.
- Workshop Participation:
 - Ensure knowledgeable staff attend Design Workshops and Scrums to clearly explain your requirements.
- Assign a Product Manager:
 - Name a Product Manager to define your needs and vision, and make sure these align with the Design Document.
- Appoint a Product Owner:
 - Select a Product Owner to work with the Supplier, create acceptance criteria, manage the Product Backlog, and join Daily Scrum meetings.
- Joint Sprint Planning:
 - Participate in Sprint Planning meetings with the Supplier and send the right team members.
- Join Sprint Ceremonies:
 - Attend Sprint Ceremonies with the Supplier, ensuring the right people are present.

The key responsibilities of the customer in the HX Design workshop activities and subsequent service provision are as follows:

- Provide Documents:
 - Give the Supplier any needed M365 documents when asked.
- Respond Quickly:
 - Answer Supplier questions as soon as possible. Delays could impact workshop schedules.
- Workshop Details:
 - If the workshop is at your site, share the location and access information with the Supplier.
- Legal and Regulatory Requirements:
 - Tell the Supplier about any legal or regulatory rules that must be followed.

The M365 Transformation Customer Responsibilities are as follows:

- **Data Confirmation:**
 - Before the Design stage, the Customer must confirm that all information about capacities, volumes, scale, and technology provided to the Supplier is accurate. This information is used to prepare the Service Description and Design Document.
- **Security Policies:**
 - The Customer must clearly state their security policies and requirements.
- **Identity Management:**
 - The Customer must describe their identity and access management needs, including any Active Directory (AD) directory service setup or Microsoft Entra ID.
- **Business Priorities:**
 - The Customer must communicate their business requirements and priorities for the M365 Platform.
- **Design Approval:**
 - The Customer is responsible for approving the Design Document, the Pilot Phase, and the Transition into Service Phase.
- **Incident Notification:**
 - If any incidents related to the M365 Service occur because of the Transformation, the Customer must report them to the Supplier through the designated Scrum Manager. There is no need for technical integration with the Customer's Service Desk.

The Key Technology and Infrastructure Dependencies for the M365 Transformation are as follows:

- **Microsoft 365 Licensing:**
 - Ensure that all necessary Microsoft 365 licenses are purchased in line with the agreed Design Document before the start of the Transformation Contract Term. Confirm that the Supplier is listed as the Digital Partner of Record with Microsoft for all M365 licenses.
- **Platform Remediation:**
 - Provide the Supplier with access and support to address any required platform remediation (such as network, firewall, or Active Directory, including Microsoft Entra ID) to enable secure and effective M365 access and functionality according to Microsoft best practices.
- **Network Configuration:**
 - Set up and maintain the Customer's network, firewall, Active Directory, and Microsoft Entra ID configurations to ensure both End Users and the Supplier can access the M365 Tenancy as required.
- **External Network Provisioning:**
 - Manage any network configuration or provisioning outside the M365 Platform, unless the Supplier is responsible for the Customer's network services.
- **Testing Accounts and Devices:**
 - Provide test End User accounts and devices, each with the correct M365 licensing, to support the Pilot Phase(s) of each Service Element.
- **Remote Assistance Tools:**
 - Supply remote assistance tools for each End User to allow remote support during the transformation.
- **Incident Communication:**
 - Permit the Supplier's Transformation team to contact affected End Users for incident resolution and authorise them to carry out any additional diagnostic activities, as needed.
- **Administrative Access:**
 - Grant the Supplier the necessary administrative access to all relevant platforms such as M365, Active Directory, and Microsoft Entra ID within the transformation scope to follow Microsoft best practices for identity and access management.
- **License Procurement:**
 - Ensure all required M365 and related licenses are procured before service commencement, with the Supplier designated as the Digital Partner of Record.
- **Network Capacity:**
 - Confirm that the Customer's network has sufficient capacity and access for reliable and effective use of the M365 Platform, as recommended by Microsoft best practices.

The Forward Planning and Testing & Approval Dependencies are as follows:

- **Forward Planning:**

- The Customer must promptly notify the Supplier about any IT infrastructure changes during the Transformation that could impact M365 features, functionality, or the details and execution of the M365 Design Document. This ensures alignment with Microsoft best practices for clear communication and change management.
- Testing and Approval:
 - The Customer is responsible for reviewing and providing timely, specific feedback on all user testing deliverables for the Pilot, Deployment, and Transition into Service phases. Feedback should compare test results to the requirements in the Design Document for each phase. The Customer must also formally approve the outcomes of each phase before moving forward, as recommended by Microsoft best practices.

Service Exclusions

The M365 Delivery Service assumptions and exclusions are as follows:

- Device Functionality:
 - The capabilities and features available on a device depend on the type of M365 license, the device itself, and its operating system. This exclusion is important because not all devices or licenses support every M365 feature. Making it clear ensures customers understand that some functions may not work unless the device and license are compatible with those specific features. This helps set realistic expectations for what M365 services can deliver on different devices and avoids confusion or disappointment if certain features are unavailable.
- Incident Resolution:
 - Incidents related to the Microsoft Cloud platform during transformation will be resolved by Microsoft, whilst Fujitsu will address any reported transformation incidents.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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