

Service Definition

Modern M365 Agentic Managed Services



FUJITSU

G-Cloud 15

© Fujitsu 2026

Contents

Service Delivery Approach 4

Commercial 9

 Minimum and maximum terms 9

 Termination terms..... 9

 Supplier termination 9

 Consumer responsibilities 9

 Service constraints..... 9

Modern M365 Agentic Managed Services

Modern M365 Agentic Managed Services makes M365 smarter and more proactive. Instead of just helping when asked, it uses AI agents that can act on their own, like automating tasks, managing workflows, and improving productivity, while keeping everything secure and compliant. The Modern M365 Agentic Service provides a comprehensive suite of M365 services. The service elements include

Service/Capability	Description
Autonomous Endpoint Management	AI-driven management of Windows, macOS, iOS, Android, Linux devices using Microsoft Intune and Configuration Manager; proactive monitoring, self-healing, predictive patching
M365 Productivity & Collaboration	Operational management of Microsoft 365 workloads (Exchange Online, SharePoint Online, Teams, OneDrive, application suite); secure, compliant, optimised collaboration
Evergreen Advisory & Change Management	Ongoing assessment and guidance on Microsoft 365 updates including features, security patches, and roadmap changes ensuring continuous alignment with Microsoft's evergreen service model
Service Automation & Catalogue	Automated fulfilment of service requests/incidents via ITSM tooling and dynamic service catalogue; reduced manual effort, faster response
Security & Compliance	Embedded security controls, policy management, continuous compliance monitoring; AI agents adapt to threats and regulatory demands
Analytics & Telemetry	Advanced analytics and telemetry for insights into service health, user experience, digital waste; drives improvement and measurable outcomes
Proactive Support & Employee Empowerment	AI-powered agents deliver proactive support, guide users, resolve issues before productivity is affected; empowers employees, reduces digital friction, fosters innovation
Modern Workplace Agentic	Built-in governance, sustainability, modular flexibility; adapts to requirements (standardised or bespoke); ensures secure, efficient M365 environment
Modern M365 workspace Managed Services	Pre-integrated/standardised or custom service; common processes, secure by design, end-to-end solution for managing modern M365 workplace

The Services are referred to as:

- **Modern M365 Agentic Managed Services (Pre-Integrated):** A cloud-based managed service utilising a shared delivery team approach, with either an ITSM integrated or a TFSNow-based automated Standard Service Request Catalogue and automated change, delivering features and functionality using configuration as code. TFSnow is a template of configuration and components developed by the Fujitsu, which can be deployed to a Fujitsu owned instance of ServiceNow. It includes roles, workflows, business rules, scripts/UI actions, and notifications designed to streamline processes and operations.
- **Modern M365 Agentic Managed Services Plus (Component Based):** A dedicated delivery team manages on-premise or bespoke M365 solutions, with the option to adopt the automation approaches employed in Modern Workspace to further enhance the end-user experience.

Modern M365 Agentic Managed Services

The Modern M365 Agentic Managed Services is comprised of several modular building blocks, each designed to deliver a secure, intelligent, and adaptive digital workplace. These elements are underpinned by autonomous AI agents, proactive support, and a commitment to continuous improvement. Built on secure,

standardised designs, shared service delivery, and a technology advisory element, our pre- integrated service ensures an evergreen environment with a DevOps approach to delivering change and automating service requests for a great user experience.

Modern M365 Workspace as a Service is delivered by three key capabilities:

- M365 UK Delivery Centre Delivery Team – Customer facing delivery and fulfilment team.
- M365 Service Management Centre of Excellence (CoE) – Managing and governing a standardised and automated service request approach to modern workspace management.
- M365 Technical CoE – Creating and managing standard technology designs and our automated delivery capability.

The Fujitsu M365 Service Management and Technical Centres of Excellence (CoEs) provide the standardisation of designs and processes, and the maintenance of a Standard Service Catalogue. The M365 UK Delivery performs the execution of the services for the customer.

Service Delivery Approach

Modern M365 Agentic Managed Services Service Elements

Modern M365 Agentic Managed Services provides modular support for Microsoft 365 F3, E3, and E5 plans. Built on Microsoft’s evergreen model, it combines autonomous AI agents and automation to deliver adaptive, outcome-focused services tailored to business and enterprise needs

Key Features of the Agentic Service Delivery Model

Key Feature	Description
AI-Native Operations	Service delivery uses intelligent agents to monitor and optimise workflows in real time. Supports proactive issue detection and resolution, reducing manual intervention and service disruption.
Modular and Flexible	Built on modular components, enabling organisations to select and combine capabilities as needed. Supports rapid adaptation to business changes and both standardised and customised service models.
Proactive Support and Self-Healing	Autonomous agents provide predictive support and automatically remediate common issues. Maintains compliance and reduces downtime through self-healing capabilities.
Embedded Analytics and Telemetry	Integrated real-time analytics and telemetry deliver actionable insights for continuous improvement, resource optimisation, and reduction of digital waste.
Built-in Governance and Compliance	Governance, security, and compliance are embedded in the delivery model to ensure alignment with regulatory requirements and organisational policies.
Sustainability and Employee Empowerment	Optimises resource usage to support sustainability goals and enables remote and hybrid work. Provides seamless digital experiences that enhance productivity and collaboration.

The Delivery Structure

Key Feature	Description
Autonomous Service Orchestration	AI agents coordinate service delivery across endpoint management, collaboration, security, and support to ensure consistency and quality.
Centres of Excellence	Centres of Excellence provide governance and best practices, while the agentic platform manages day-to-day operations autonomously.
Customer Collaboration	Partnership approach with clear communication, transparent

reporting, and feedback mechanisms to align service with organisational needs.

The core building blocks are

- M365 2nd and 3rd Line Support
- M365 Core Product (Productivity & Collaboration)
- M365 Endpoint Management.
- A Windows Evergreen Advisory.
- A Standard Service Catalogue.
- Service Management.

Each of the service elements are described in detail in the table below:

Modern M365 Agentic Managed Services Service Elements

Key Feature	Description
M365 2nd and 3rd Line	• Support and triage for incidents, problems, changes, and service requests using agreed ITSM processes. • Problem and change management as part of the customer’s change process. • Delivered using either customer-provided or Fujitsu ITSM tools (e.g., TFSNow).
M365 Core Product	• Operational management of Microsoft 365 platform and selected cloud-based productivity workloads.
M365 Endpoint Management	• 2nd and 3rd line support for devices managed via Microsoft Intune, Configuration Manager, or co-managed environments. • Enterprise Mobility Management (EMM) platform support. • Device lifecycle and operational management. • Agentic endpoint management with autonomous, AI-driven capabilities for self-healing, predictive patching, and policy enforcement. Embedded analytics provide real-time visibility and continuous improvement. • Windows Update Management aligned with Microsoft best practices using automated deployment tools such as Windows Autopatch. Updates are staged and validated to maintain compliance and minimise disruption. • Supported device types include Windows, macOS, iOS, Android, and Linux (Defender ATP only).
Windows Evergreen Advisory	• Provides impact assessments of Microsoft 365 and Windows feature updates with regular reporting. • Supports planning and implementation of updates; Fujitsu does not control Microsoft release cadence. • Covers Windows feature analysis, roadmap maintenance, update management, and application compatibility for supported apps.
Autonomous Workflow Orchestration	• Agentic automation coordinates and optimises workflows across collaboration, productivity, and security. Intelligent agents adapt processes in real time and resolve issues proactively. Modular automation components can be combined to meet organisational needs.
Proactive Support & Self-Healing	• Predictive analytics and autonomous agents deliver proactive support and automated remediation of common issues. • Self-healing reduces downtime and ensures compliance. • Includes configuration drift management to maintain alignment with security and operational standards.
Embedded Analytics & Telemetry	• Real-time analytics and telemetry provide actionable insights for resource optimisation, digital waste reduction, and continuous improvement. • Dashboards and reports available for IT and business stakeholders.
Built-in Governance & Compliance	• Governance, security, and compliance embedded in the platform with automated controls and audit trails to support regulatory alignment and risk management.

Sustainability & Employee Empowerment	• Agentic approach optimises resource usage to support sustainability goals and enables remote and hybrid work. • Provides seamless digital experiences that enhance productivity and wellbeing.
Continuous Improvement & Innovation	• AI-driven insights and feedback loops enable continuous service improvement and rapid adoption of new technologies. • Centres of Excellence provide governance and best practice oversight.

Modular Service Management

Key Feature	Description
Modular Service Catalogue	Flexible catalogue of modular service components, enabling organisations to select and combine capabilities as needed. Continuously updated to include new agentic features, automation use cases and evolving business requirements.
ITSM Tooling	Required for integration between the customer and Fujitsu 2nd and 3rd line support teams.
TFSNow Design Considerations	Implementation requires a mutually agreed design document detailing ITSM integration, including incident tags, role-based access, scalability, service levels, and deployment of a standard request catalogue.
TFSNow Deployment Options	TFSNow can be included in the managed service contract or integrated with existing ITSM tooling for Standard Service Request (SSR) processes. If no ITSM tooling exists, TFSNow is deployed as part of the M365 Managed Service for seamless service delivery.
SSR (Standard Service Request) Mandatory	SSR is mandatory for automated service request and incident response functionality within M365 services.
ITSM Integration	Customer ITSM instances can integrate with Fujitsu-hosted TFSNow for automated incident raising and resolution, enabling auto-ticketing and acting as the first-level resolver interface.
Integration Capability	Established integration capability supports bi-directional ticket creation for catalogue and change tasks between Fujitsu TFSNow and partner ITSM systems.

Service Management

Service Element	Description
Service Delivery Management	Oversees delivery of Modern Workplace services, with design standards and processes maintained by the M365 Service Management Centre of Excellence.
Knowledge Management	Maintains knowledge articles to support enterprise learning and identify opportunities for Continuous Service Improvement (CSI).
Asset & Configuration Management	Manages configuration items within the configuration management database.
Change Management	Coordinates and controls changes to the M365 platform or IT services, ensuring structured implementation.
Release Management	Manages release cycles, including development, testing, and deployment into live environments, covering patch management.
Continuous Service Improvement	Identifies and implements service improvements throughout the service lifecycle.

Operational Processes

Service Element	Description
Incident Management	Defines roles, responsibilities, and criteria for managing Standard and Major Incidents related to M365 service delivery.
Problem Management	Identifies root causes and manages Known Errors through structured analysis.
Service Request Management	Manages the lifecycle of service requests from initiation to fulfilment, with full tracking and reporting.
Reporting	Provides comprehensive reports on service performance, baselines, and measurement data to support decision-making.
Standard Service Hours	All service management functions operate within agreed standard service hours.

Commercial

Minimum and maximum terms

Minimum term 36 months, there is no maximum term.

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.

Consumer responsibilities

Modern M365 Agentic Managed Services: To provide this service, the customer must deliver the following:

- Licensing and Access
 - Provide required Microsoft 365 licenses and grant remote administrator access to the supplier for the M365 tenant.
- Single Point of Contact (SPOC)
 - Nominate a SPOC and backup contacts, keep details updated, and authorise the supplier to act with Microsoft and third-party vendors.
- 1st Line Service Desk
 - Implement a first-line Service Desk before service start (or use Fujitsu assistance). Must provide a single contact point, call management system, email capability via ITSM, initial triage for M365 incidents, and handle service requests within scope.
- ITSM Toolset
 - Provide access and training for the supplier on the customer's ITSM toolset. If unavailable, subscribe to Fujitsu's TFSNow or enable integration at customer cost.
- Endpoint Management Access
 - Grant access to existing endpoint management tools (e.g., Intune or MCM) for the duration of the agreement.
- Policies and Procedures
 - Provide security and backup policies, backup schedule, and maintain an accurate CMDB.
- Future Planning
 - Notify the supplier in writing of any changes impacting service capacity or functionality at least 20 working days in advance and share all related information for production environment changes.

Service constraints

Endpoint Management Service Constraints:

- Supported Platforms:
 - Microsoft Intune for cloud-only deployments; Intune and Configuration Manager (MCM) for

hybrid. Microsoft's investment focus is on Intune for future innovations, while Configuration Manager remains for on-premises with emphasis on security and stability.

- **Support Model:**
 - All support is remote; issues requiring onsite intervention are escalated. Outdated operating systems are handled on a reasonable-endavours basis.
- **Patch Management:**
 - Covers Windows 11 and macOS only. Application patching and testing apply to an agreed list of applications.
- **End User Expert Support:**
 - MW only includes support for Windows 11, and MacOS.
- **Customer Obligations:**
 - Report incidents via the designated incident management platform.
 - Provide access to diagnostic information and procure suitable endpoint hardware.
 - Ensure hardware vendor imports hardware hash identities into the M365 tenant.
 - Participate in application packaging/testing, user and device testing, and processes supporting Autopilot image provisioning.
- **Customer Dependencies:**
 - Provide a test environment and define device/security policies.
 - Ensure Fujitsu support team access and adequate bandwidth for remote management.
 - Support patch assessment and provide a patch management/release policy for on-premises devices.

M365 Management Service Constraints:

- **Service Exclusions/Constraints:**
 - Applications or services operating on a virtual or physical server within the Customer's estate, such as Windows Server OS, are not managed as part of the Modern Workspace service.
- **Customer Obligations:**
 - No specific obligations required for Fujitsu to deliver this service element.
- **Customer Dependencies:**
 - Provide security policy for administration and access control of the M365 environment.
 - Ensure required Microsoft user licenses are procured and deployed.
 - Supply specifications for applying corporate branding to the M365 environment.
 - Register custom domains needed for M365 tenant configuration.
 - Manage customer documents stored in the M365 cloud to maintain organisation and accessibility.

Windows Evergreen Service Constraints:

- **Service Constraints:**
 - Support includes up to five hardware models for testing, a virtual test environment, and a technical advisor.
 - Hypercare activities follow a mutually agreed communication process and are outside standard Incident Management.

- Pilot users limited to 2% of total user count.
- Smoke testing is automated for install, launch, close, and uninstall of packaged applications.
- Customer Obligations:
 - No specific obligations required for Fujitsu to deliver this service element.
- Customer Dependencies:
 - Participate in the Evergreen forum and provide feedback during assessments.
 - Support User Acceptance Testing (UAT) by nominating end users for new features.
 - Maintain a Model Office with representative end-user devices and relevant platforms for testing.

DevOps Portal Service Constraints:

- Service Exclusions/Constraints:
 - Configuration changes to the customer's tenant via the DevOps service are implemented through formal Change Control.
- Customer Obligations:
 - Ensure Microsoft DevOps licensing is in place.
 - Manage the underlying DevOps service and provide Fujitsu with administrative accounts and appropriate permissions.
- Customer dependencies:
 - Fujitsu does not manage or monitor the Microsoft DevOps SaaS service by default. If required, this can be provided as an additional service.
 - Customer is responsible for facilitating management and monitoring to maintain efficiency and security.

Service Catalogue and Automation Service Constraints:

- Service Exclusions/Constraints:
 - Tasks are executed using Fujitsu's Automation Platform () and limited to agreed standard automation use cases.
 - Integration with on-premises systems is excluded and requires additional effort and cost.
 - TfsNow is used as the single interface for incidents and service requests, but its setup and operation are not part of the Modern M365 Agentic Managed Services.
- Customer Obligations:
 - Collaborate on implementing the Standard Service Catalogue within the customer's ITSM.
 - Enable bi-directional integration of TfsNow with ITSM and allow integration with automation tooling.
- Customer Dependencies:
 - Provide an industry-standard first-line ITSM tool to support service management and quality.

Service Operations, Governance and Reporting Service Constraints:

- Service Exclusions/Constraints:
 - Customer Service Desk is responsible for incident identification, logging, categorisation, prioritisation, and responding to M365 queries, including first-time fixes where possible.
 - Service Request implementation is separate from incidents caused by unexpected service disruptions and is not covered under the Service Request process.
- Customer Obligations:

Fujitsu G-Cloud 15 Service – Modern M365 Agentic Managed Services

- Ensure correct prioritisation of incidents reported by the first-line Service Desk.
- End users, support teams, and third parties must follow agreed processes for Incident, Problem, Service Requests, and Change.
- Approve Service Requests and Change Requests before submission to 2nd/3rd line support.
- Provide a Service Management structure, including a Service Delivery Manager aligned with Modern Workspace.
- Maintain clear separation of Service Requests from Incident and Problem records in the customer ITSM.
- Customer Dependencies:
 - Commit to timely communication for escalations in line with agreed escalation procedures to ensure effective resolution.

Modern M365 Agentic Managed Services Centre of Excellence Service Constraints:

- Service Constraints:
 - There are no specific service constraints for this service element.

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.

Contact: government.frameworks@fujitsu.com

FUJITSU-PUBLIC | Uncontrolled if printed.

© Fujitsu 2026 | All rights reserved. Fujitsu and Fujitsu logo are trademarks of Fujitsu Limited registered in many jurisdictions worldwide. Other product, service and company names mentioned herein may be trademarks of Fujitsu or other companies. This document is current as of the initial date of publication and subject to be changed by Fujitsu without notice. This material is provided for information purposes only and Fujitsu assumes no liability related to its use. Subject to contract. Fujitsu endeavours to ensure that the information contained in this document is correct but, whilst every effort is made to ensure the accuracy of such information, it accepts no liability for any loss (however caused) sustained as a result of any error or omission in the same. No part of this document may be reproduced, stored or transmitted in any form without prior written permission of Fujitsu Services Ltd. Fujitsu Services Ltd endeavours to ensure that the information in this document is correct and fairly stated, but does not accept liability for any errors or omissions.