

Service Definition

Microsoft SharePoint, AI Readiness and Migration Services



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Microsoft SharePoint, AI Readiness and Migration Services

Overview

SharePoint Online implementations can vary considerably in scope and complexity, from initial service provision and configuration through to advanced customisation and integration with third-party solutions. This document outlines Fujitsu's end-to-end capability for SharePoint Online, designed to deliver a modern, secure and AI-ready digital workplace.

As a trusted Microsoft Solutions Partner, Fujitsu is committed to providing our customers with a first-class service. We strive to meet and exceed expectations, delivering outcomes that enable growth and innovation.

- Microsoft Solutions Partner for Modern Work.
- Microsoft Solutions Partner for Business Applications.
- Microsoft Solutions Partner for Digital & App Innovation.
- Microsoft Solutions Partner for Data & AI (Azure).
- 2025/2026 Inner Circle for Microsoft AI Business Solutions.

By choosing Fujitsu, you gain access to our strong Microsoft partnership, proven experience and a delivery model that derisks your investment, accelerates adoption and creates agility across your Microsoft 365 estate. As an M365 Services industry leader, recognised by ISG, we take pride in delivering high quality customer solutions.

Our services are underpinned by several key pillars:

- **Best practice**
 - We deliver services based on Microsoft's and Fujitsu's proven frameworks, ensuring compliance, governance and optimal performance. Our methodologies can be tailored to meet your requirements, ensuring alignment with your modernisation, migration and AI readiness goals.
- **Cost efficiency**
 - We can provide a flexible delivery model utilising a mixture of onshore, nearshore and offshore resources to achieve competitive pricing without compromising quality. This approach can be scaled to meet current and future demands, whilst respecting client preferences for UK-based resources where required.
 - Ongoing service costs are minimised through proactive optimisation and tailored resource allocation.
- **Relevance**
 - Our specialists maintain cutting-edge expertise through continuous training, Microsoft partnership programmes and industry engagement. With an extensive number of Microsoft accredited professionals, we take pride in ensuring our specialists stay up to date with the latest Microsoft certifications.
 - We assemble specialists with a proven track record in designing, migrating and supporting SharePoint Online environments across diverse sectors.
- **Proactive approach**
 - We offer optional proactive services, including health monitoring and performance optimisation to keep your SharePoint environment secure, compliant and AI-ready.
 - Our fully costed service catalogue provides access to additional services as needed, ensuring flexibility and scalability.
- **Flexible support**
 - Our services can be tailored to cover immediate and long-term needs. Our support operations can integrate seamlessly with your working patterns—whether standard hours, extended coverage, or global 24x7 support.

Fujitsu's SharePoint Services Team

Fujitsu's SharePoint Online services team combines deep technical expertise with strategic insight, providing a one-stop solution for design, implementation, governance and optimisation. Our approach is built upon trusted partnerships and a commitment to strong, collaborative relationships with every client.

Our SharePoint team operates primarily from the UK, supported by our global delivery centres to ensure scalability and cost efficiency. Each team member is empowered to maintain cutting-edge skills through continuous training and attainment of current Microsoft certifications, ensuring readiness for emerging technologies such as Copilot, AI-driven capabilities, and advanced compliance frameworks.

Through our global network and a culture of proactive engagement, knowledge sharing and best practice adoption, we deliver confidence and continuity. Issues are resolved quickly and with minimal risk to business operations, while proactive monitoring and optimisation help prevent potential disruptions before they occur.

Our SharePoint team includes:

- **SharePoint Online / Microsoft 365 Architects** – Designing secure, scalable, and AI-ready environments.
- **SharePoint Online / Microsoft 365 Developers** – Building modern intranet experiences, custom solutions and integrations.
- **Senior Support Technicians** – Providing advanced troubleshooting and optimisation.
- **Support Technicians** – Delivering responsive day-to-day operational support.
- **Team Leaders** – Ensuring service excellence and alignment with client objectives.
- **Agile Delivery Managers** - Empowers SharePoint teams and drives agile delivery.
- **Subject Matter Experts (SMEs)** in:
 - **Microsoft Purview and Compliance** – Implementing governance, data lifecycle management and regulatory compliance frameworks.
 - **Security and Identity** – Designing robust security models, Zero Trust architectures and advanced threat protection strategies.
 - **AI and Copilot Enablement** – Preparing environments for AI-driven productivity, including prompt engineering, data readiness and integration of Copilot features.
 - **Power Platform** – Delivering automation, low-code solutions and AI-infused workflows to extend SharePoint and Microsoft 365 capabilities.

Core Services

Our team provides a comprehensive set of services designed to modernise, secure and future-proof your SharePoint Online environment:

- **End-to-end requirements management** – Capturing business needs and aligning them with Fujitsu and Microsoft's best practices and AI readiness frameworks.
- **Strategic roadmap and business case development** – Defining modernisation, migration and Copilot integration strategies to accelerate adoption.
- **Environment configuration and optimisation** – Building secure, scalable and compliant environments optimised for hybrid work and AI-driven productivity.
- **Information architecture and taxonomy design** – Implementing metadata strategies for intelligent content discovery and Copilot enablement.
- **Modern intranet design and build** – Delivering visually engaging, personalised experiences aligned with organisational brand and culture.
- **Customisation of collaboration sites** – Enhancing functionality and user experience through tailored solutions.
- **Content analysis and optimisation** – Preparing content for migration and AI-driven insights.
- **Content migration using best-fit tooling** – Vendor-agnostic approach, ensuring accuracy, minimal disruption and zero downtime.
- **Functional and process migration** – Including workflows, forms and automation for seamless transition.
- **Governance, security and compliance enablement** – Leveraging Microsoft Purview and Zero Trust principles for robust protection.
- **Copilot and AI readiness services** – Preparing environments for AI-driven productivity, including prompt engineering and data optimisation.
- **Power Platform integration** – Extending SharePoint capabilities with low-code automation and AI-infused workflows.
- **Support and operations management** – World-class helpdesk and proactive monitoring for continuity and performance.
- **End-user and support training** – Driving adoption and confidence in new features, including AI and Copilot.
- **Proof of concept/ proof of value** – Demonstrating tangible outcomes before full-scale implementation.

Service Framework

Fujitsu has a proven history of delivering successful SharePoint Online engagements, across multiple sectors and diverse organisations. We provide a broad range of services designed to support organisations at any stage of their Microsoft 365 and SharePoint Online journey. We can work collaboratively to define the right approach for your business—whether that involves migration, governance, AI readiness, Power Platform integration or intranet modernisation.

Our engagements are tailored through workshops, investigation and planning to ensure outcomes align with your objectives. The examples below represent a range of our services. Specific activities and outcomes will be tailored on a per customer basis. Our experts can work with you to firstly assess your current stance and understand your objectives. We can then propose tailored solutions and set realistic expectations, ensuring input and agreement from key customer stakeholders is received.

Migration Services

We help organisations transition from legacy platforms to SharePoint Online using a proven, repeatable framework. Our migration services include:

- Discovery and assessment of existing environments.
- Rationalisation and clean-up of redundant content.
- Migration strategy design for cloud or hybrid configurations.
- Pilot migrations, full-scale execution and validation using best-fit tooling.
- Post-migration support and user adoption enablement.

Data Readiness and Governance

We work with customers to ensure SharePoint environments are secure, compliant and optimised for intelligent content management:

- Information architecture and taxonomy design.
- Metadata strategies for advanced search and AI enablement.
- Governance frameworks leveraging Microsoft Purview.
- Security and compliance aligned with Zero Trust principles.

Copilot and AI Integration / Power Platform

To support organisations to prepare for the next generation of productivity and automation, we offer:

- AI readiness assessments and Copilot enablement.
- Prompt engineering and scenario design for intelligent workflows.
- Power Platform integration for low-code apps and automation.
- Embedding AI-driven insights into business processes.

Intranet Modernisation

We support customers in transforming their digital workplace with a modern, engaging intranet:

- Design and build, aligned with organisational brand and culture.
- Hybrid work optimisation for seamless collaboration.
- Future-proof architecture ready for ongoing enhancements and change management programmes for new features.

Delivery Approach

Fujitsu combines UK-based expertise with global delivery centres for scalability and cost efficiency. Our teams include Architects, Developers, Consultants, and SMEs in SharePoint, Power Platform, Dynamics 365, Azure and Fabric; ensuring every engagement is supported by deep technical and strategic capability.

Engagement Model

Fujitsu offers an adaptable engagement model, to meet the unique needs of every organisation:

Full project delivery

- We can manage the entire lifecycle—from initial conception and design through implementation, migration and post-go-live support—providing a complete, end-to-end solution.

Segmented services

- For organisations seeking targeted outcomes, we can deliver specific phases or components of a project, such as migration, governance uplift, AI readiness or intranet modernisation.

Client-led design support

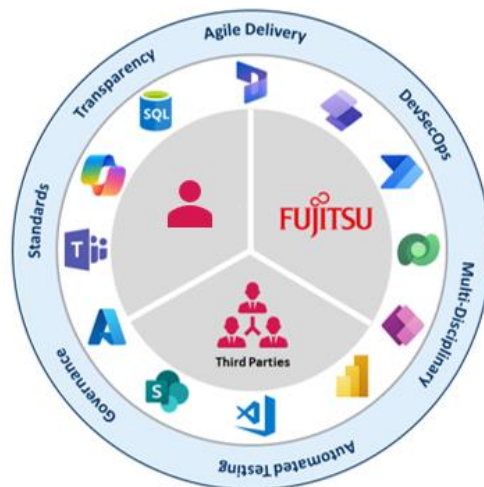
- If you already have established designs or architecture, our teams can work within your framework to execute and optimise delivery.

Consultancy-led engagements

- Our experts provide strategic guidance, best practice frameworks and technical leadership to ensure successful outcomes.

Fusion model

- Where deeper collaboration is required, we embed Fujitsu specialists within your teams to provide hands-on support, knowledge transfer and additional capacity—combining your internal expertise with ours for maximum impact.



Fujitsu's Fusion Delivery Model

Service Features

- End-to-end requirements management.
- Strategic roadmap development for modernisation, migration, and AI readiness.
- Environment configuration and optimisation for hybrid work and Copilot integration.
- Information architecture and taxonomy design, including metadata strategies for intelligent content discovery and AI enablement.
- Modern intranet design and build, aligned with organisational brand and culture.
- Content migration using best-fit tooling (vendor agnostic), ensuring accuracy and minimal disruption.
- Functional/process migration, including workflows and forms.
- World-class support and operations management.
- Management of end-user communications and adoption, including change management for new intranet and AI features.

Service Benefits

- Recognised by ISG as a M365 Services Industry Leader, for multiple years.
- Microsoft Solutions Partner for Modern Work.
- Microsoft Solutions Partner for Business Applications.
- Microsoft Solutions Partner for Digital & App Innovation.
- Microsoft Solutions Partner for Data & AI (Azure).
- 2025/2026 Inner Circle for Microsoft AI Business Solutions.
- Ensure best practice delivery through proven frameworks.
- Accelerate implementation and reduce timescales with streamlined processes.
- Retire costly legacy systems by migrating to the cloud.
- End-to-end managed migration service – defined outcomes and zero downtime.
- Reduce operational risk and support costs.
- Compliant and auditable platforms, ready for AI and Copilot integration.
- Robust end-user security model.
- Peace of mind – 24x7x365 support.
- Ability to support future business cases through ongoing roadmap iterations, including future AI enhancements.
- Access multi-disciplined, experienced, BPSS-cleared resources.

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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