

M365 SECURE TENANT SERVICE

Service Definition

G-Cloud 15

REPLY

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SERVICE DESCRIPTION

Microsoft 365 (M365) Software as a Service (SaaS) offerings are crucial for business productivity and collaboration. However, the default configurations often present security risks due to inadequate controls, which can leave organisations unaware of potential impacts.

Our service helps clients modernise their IT services.

This service is intended for customers at the start of their M365 journey with minimal cloud presence, or for those who have begun or completed their M365 migration but are concerned about their security posture.

Key features of the service include:

- **Security Hardened M365 Configuration:** This enhances security across Identity Management, Cloud Apps, Cloud Resources, Devices, and DLP, reducing vulnerabilities and securing data.
- **Configuration as Code:** You can manage M365 settings using code for consistency and trackability, utilising version control to manage and review changes efficiently.
- **Infrastructure Tooling with Terraform:** We use Terraform to define cloud configurations in a repeatable and predictable way, ensuring consistent provisioning and compliance.
- **Automated Deployment through CI/CD Pipelines:** We can automate the deployment process using CI/CD pipelines, ensuring quick, error-free updates and reducing manual handling.
- **Promotable Configuration:** This supports phased rollouts through development, testing, and production stages, allowing for rigorous testing and validation before going live.

Modern Development Practices

Automation is at the heart of everything we do.

- Our expert engineers employ modern development practices, focusing on end-to-end automation and repeatability
Our service experts design and implement processes and automated integrations for request fulfilment

Automation reduces deployment times, standardisation, and repeatability and decreases cost and risk.

Overview of our M365 Secure Tenant service

Our M365 Secure Tenant service comprises multiple components or modules, allowing clients to select the elements that will add the most value to their organisation or to take the full suite of options where appropriate.

The key components of our M365 Secure Tenant service are:

1. Security Hardening
2. Configuration Management as Code
3. Infrastructure Setup with Terraform
4. Automated Deployment Using CI/CD Pipelines
5. Promotable Configuration Across Environments

M365 Secure Tenant – Service Modules



1. **Security Hardening**

A comprehensive review and configuration, with tailored security settings across your Microsoft 365 suite to protect against unauthorised access and data breaches.

Using advanced security protocols, implementing best-in-class security measures for identity management, cloud apps, cloud resources, and devices.

2. **Configuration Management as Code**

We codify configuration settings using tools like Terraform to manage configurations, ensuring repeatability and consistency across environments.

Version control Integration allows us to maintain an auditable log of all changes, facilitating rollback and rapid adaptation to new requirements.

3. **Infrastructure Setup with Terraform**

Declarative configuration management will precisely set up and manage your cloud resources, using Terraform to define configurations that are easy to audit and replicate.

Automated resource provisioning helps to streamline the setup and scaling of resources to meet growing business demands.

4. **Automated Deployment Using CI/CD Pipelines**

Continuous integration and deployment help you automate configuration updates to reduce deployment times and human error.

Pipeline customisation can tailor CI/CD pipelines to match your organisational workflow and security protocols.

5. **Promotable Configuration Across Environments**

To ensure stability and compliance, the multi-stage deployment will configure and validate changes in isolated environments before promoting them to production.

Environment-specific configurations help us adjust settings uniquely for development, testing, and production environments to align with specific operational goals.

Key benefits of our service

By engaging with Reply on developing your M365 Secure Tenant, we can help your organisation achieve significant benefits. These include:

- **Comprehensive Security Configurations:** Starting with a security-hardened baseline, your Microsoft 365 environment will be shielded against common vulnerabilities and advanced threats, safeguarding sensitive business data and reducing risk exposure.
- **Continuous Security Updates:** Regular updates and adjustments to security settings ensure compliance with the latest security standards and practices.
- **Reduced Operational Overhead:** Automated deployment and configuration management streamline your IT operations, significantly reducing the time and resources spent on routine setup and maintenance tasks.
- **Lower Risk of Human Error:** By minimising manual configurations and interventions, the service reduces the potential for errors that can lead to security breaches or system downtime.
- **Auditable Configurations:** Every change and adjustment made within your Microsoft 365 setup is logged and verifiable, simplifying compliance audits and ensuring adherence to regulatory requirements.
- **Adaptive Compliance Measures:** The service dynamically adjusts to new compliance mandates, ensuring that your organisation remains compliant as regulations evolve.
- **Scalable Infrastructure Management:** Terraform and configuration as code allow for easy scaling of resources to meet growing business demands without compromising security or performance.
- **Flexible Configuration Options:** Tailored configurations that can be promoted through various environments (development, testing, production) ensure that your setup can adapt to changing business needs and priorities.
- **Self-Documenting Configurations:** The system automatically documents changes and configurations, reducing the administrative burden and providing clear visibility into system settings and modifications.
 - **Detect Configuration Drift:** Instantly identify unauthorised or unintended changes in your



environment, enabling quick remediation to maintain integrity and compliance.

Associated Services

Our M365 Secure Tenant service can complement many other services that Reply offers through G-Cloud. If any of the following are of interest, please let us know, and we would be happy to discuss them further (see contact details at the end of this document). Further information can also be found on the corresponding service pages on G-Cloud.

AWS Cloud Strategy

Our AWS Cloud Strategy service helps organisations design and successfully implement their AWS migration programmes securely and at scale whilst delivering maximum benefit.

Microsoft Azure Cloud Strategy

Our Azure Cloud Strategy service helps organisations design and successfully implement their Azure migration programmes securely and at scale whilst delivering maximum benefit.

Cloud Migration service

Our Cloud Migration service helps clients to design and execute the migration of key applications and services to the public cloud in a secure, efficient and effective manner.

Cloud Operating Model Assessment

We comprehensively assess your Cloud operating model, reviewing foundational areas such as engineering, architecture, cloud security, governance, people, skills, and service operations.

Cloud Security Strategy

Our service helps organisations implement a proactive approach to cloud security, allowing organisations to launch new products and services on the public cloud confidently.

Continuous Compliance Framework

Reply's CCF is a comprehensive, automated approach to delivering ongoing, dynamic management of your cloud estate, ensuring visibility and active management of security and compliance.

Cloud Architecture Review service

Our certified experts analyse your design's cloud and on-premise components in detail to ensure you are delivering efficient, robust, and secure digital services on AWS or Azure.



ONBOARDING

Kick-off Workshop

When we start an engagement with a new client, we begin with a workshop introducing the team (from both Reply and the client), the project objectives, and our anticipated timelines and approach. This workshop is most impactful when the majority of client stakeholders involved in the project are present and involved (either in person or remotely). Where this is impossible, we can hold separate sessions with teams that cannot participate in the kick-off workshop to ensure all stakeholders are engaged and bought into the project's objectives.

Designated Account Manager

Each client has a designated Account Manager, who will be the main point of contact throughout the engagement. This individual is responsible for ensuring that delivery progresses and is executed to the standards that Reply and our clients expect.

Fortnightly review meeting

Alongside regular ceremonies and informal daily interaction between the Reply project team and the client, we hold formal review meetings with key stakeholders, usually fortnightly. This includes critical client stakeholders, senior Reply project team members, and the Reply Account Manager. Where appropriate, these meetings will consist of a review of work completed and demonstrations or walk-throughs of deliverables.

Offboarding

Termination

The client can terminate an engagement at any stage by providing four weeks' notice in writing to the Account Manager.

Off-Boarding

Where an engagement continues to completion, unless the client requests an extension or new engagement, all client IT, documents, artefacts and deliverables will be returned/handed over to the client. Our team will ensure a complete handover of data and knowledge to client staff. An ongoing support or retained advisory service may be implemented to provide additional continuity.



SECURITY

Personnel Security

As a Specialist Cloud Service, the capability being offered is not limited to specific Impact levels (as it is not infrastructure, software or a platform) and can be used, subject to personal Security Clearance levels. Reply consultants are mostly Security Cleared (SC), some have higher-level Developed Vetting (DV) clearances. We also have a pool of NPPV3 Consultants for Policing work. The majority of our work for both public and private sector clients is at IL2 but we work in the Official, Secret and Top-Secret domains. Our hard and soft information security processes have been designed and approved by independent CESG CLAS accredited consultants.

Information Security

We are ISO27001, Cyber Essentials certified and our Quality Assurance processes are based upon and compliant with our ISO 9001 accreditation. Our Information Security processes are directly guided by our ISO27001 accreditation. We shall adhere to local information and other security policies and will apply local Security Operating Procedures (SyOPs) as may exist. If such do not exist we shall apply our own SyOPs.

Physical Security

The Main Reply Office (London, UK) is a Police Accredited Secure Facility (PASF) with access controls for each point of entry. All Laptops/Phones must be stored securely overnight. When working on a client-site our consultants adhere to client security policies.



TRAINING & KNOWLEDGE TRANSFER

Our primary approach to training – Enablement

We work closely with our clients and their teams to ensure that their skills, knowledge, and experience develop and evolve during our engagement. We describe this as Enablement—our goal is to leave our clients behind much stronger than we found them.

Whilst formal training is part of this, we strongly believe in the effectiveness of working in blended delivery teams with our clients. We use methods such as peer programming and mentoring to transfer knowledge and skills to client team members, over time providing them with greater ownership and responsibility as Reply steps back from hands-on delivery and hands over to the client.

Where appropriate, we will structure formal training in specific areas (e.g., DevOps, Terraform, etc.), which can be incorporated into the programme as an additional module—specifically, our Reply Academy.

Reply Academy

A structured training programme - Cloud Academy – provides internal client resources and new external hires with the requisite skills to support cloud services for their relevant project or functional teams.

Key outcomes

- Permanent resources with the requisite skills to support the growing use of cloud services across your organisation
- Faster up-skilling of resources, allowing them to become productive members of teams much more quickly
- Reduced reliance on external service providers for operational and BAU and support functions
- An enduring, evolving and growing operational capability within your organisation to support cloud services

Implementation Plan

We collaborate with our clients to help them define the key objectives for their project and their broader organisational strategy.

By deeply understanding our clients' drivers and carefully analysing the services, applications, and use cases they envision for their IT Service Management and Operations transformation, we collaboratively define a strategic roadmap for implementation in their organisation.

Once this has been defined, an implementation plan can be developed, including identifying the critical foundational elements needed to successfully realise the business case and associated benefits.

Reply works closely with the client to manage this process, delivering all artefacts while managing the client's input. Ultimately, Reply provides robust outputs that the client team can use to gain senior management buy-in and move forward with implementation at their own desired pace and scale.

Service Management

The nature of this service means that Reply does not provide service-level metrics, as we need to provide the technology or hosting capabilities themselves. As such, service management, service constraints, SLAs and outage or maintenance management are not applicable.



ORDERING AND INVOICING PROCESS

To begin the process, please contact glue.frameworks@reply.com with details of your organisation, role and high-level requirements.

Our Framework Manager will connect you to our experts and from here we will organise an introductory discussion to go into more detail and shape a proposed engagement that suits your needs.

We invoice for both fixed price and time and materials engagements one month in arrears. For fixed price engagements, this takes place upon completion of the deliverable(s), or in stages, if the size of the engagement is greater than £40,000 excluding VAT.

Payment terms are 30 days net of receipt of invoice.



CUSTOMER RESPONSIBILITIES

To deliver our responsibilities as a partner, we require the following:

- Full access to systems and data that are relevant to the specific project
- Reasonable and timely access to key stakeholders and internal SMEs for information gathering, requirements definition and other critical tasks associated with the delivery of our outputs

Technical and Client-Side Requirements

Other than the system access specified above, no specific technical or client-side requirements would limit our capacity to begin work.

Outcomes and Deliverables

Our engagement's specific outcomes and deliverables will be determined during the scoping phase before beginning the project based on your objectives and the level of depth you require.

These will include:

- Workshop(s) to discuss and assess the existing architectural design
- Detailed assessment of design with identification of risks and opportunities
- Report with recommendations and proposed action plan



ABOUT REPLY

Reply is a company that specialises in Consulting, Systems Integration and Digital Services with a focus on the conception, design and implementation of solutions based on the new communication channels and digital media.

Reply partners with key industrial groups in defining and developing business models made possible by the new technological and communication paradigms such as Artificial Intelligence, Big Data, Cloud Computing, Digital Communication, the Internet of Things and Mobile and Social Networking. In so doing, it aims to optimise and integrate processes, applications and devices.

Reply's offer is aimed at fostering the success of its customers through the introduction of innovation along the whole economic digital chain. Given its knowledge of specific solutions and due to a consolidated experience, Reply addresses the main core issues of the various industrial sectors.

Through its network of specialist companies, Reply supports some of Europe's leading industrial groups in Telco & Media, Industry & Services, Banks & Insurance, and Public Administration to define and develop business models, suited to the new paradigms of Artificial Intelligence, Big Data, Cloud Computing, Digital Media and the Internet of Things.

We make innovation happen.

We started with a small team and a purpose: to help the digital revolution happen. Today, we are a team of more than 14,600 people in 16 different countries but we still have the same DNA, made up of agile, vertical task forces and an inner passion for innovation.

We are a decentralised network of specialised companies.

Among Replyers, you will find passionate geeks, visionary strategists, and creative minds, each with sharp skills in a specific business, who cooperate together and never stop learning from each other.

Make forward, act sustainably.

We know a sustainable future is possible and technology can be a strong asset to reach it. As leaders in digital transformation, we push for change and operate in full accordance with the highest ethical standards and with respect for the rights of future generations