



INSIGHT DIRECT (UK) Ltd.

Insight's Google Workspace Services - Implementation

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1. Insight

Insight leads the delivery of transformative solutions, supported by a powerful ecosystem of over 6,000 global partners including Microsoft, AWS, and Cisco.

As a Fortune 500 company with a long-standing history of delivering trusted services to the UK Public Sector, we combine our own deep expertise in consulting, advisory, and transformation with partner innovation to create holistic solutions across cloud, data, modern workplace, cybersecurity, and application services.

Guided by proven methodologies and ESG principles, we work collaboratively to design and implement tailored strategies that drive measurable business impact while promoting sustainability and governance excellence.

2. Insight for the Public Sector

Your End-to-End Digital Transformation Partner

As a leading Solutions Integrator, Insight combines deep technical expertise with a vast partner ecosystem to help UK government organisations modernise, innovate, and deliver citizen-centric services. We hold places on over 85 public sector frameworks, offering a compliant, efficient route to digital transformation.

We don't just supply IT; we design, deploy, and manage the solutions that secure your data and unlock value.

Core Areas of Expertise

- **Innovation, Data & AI:** we deliver end-to-end data science and custom AI solutions. From modernising data platforms to deploying bespoke machine learning and spatial computing, we help you unlock the value of your data to drive operational efficiency.
- **Modern Infrastructure & Cloud:** Building scalable, hybrid foundations that reduce technical debt and support multi-cloud strategies.
- **Modern Workplace:** Empowering the public sector with secure, flexible tools to work from anywhere, attracting talent and improving productivity.
- **Cybersecurity:** Comprehensive managed security services, threat detection, identity protection, and compliance management to ensure your data remains sovereign and secure.
- **Modern Apps:** Agile application development creating meaningful and impactful tools that link to tangible benefits, improvements and cost savings.

Our Approach: Consulting, Lifecycle, & Managed Services

We deliver value at every stage of your technology journey, ensuring accountability from strategy to support:

- **Consulting (Architecting the Future):** We bridge internal skills gaps with data-driven strategy. From "Discover & Design" to full-scale migration planning, we ensure your investments solve real public sector challenges.
- **Lifecycle (Seamless Execution):** We take the risk out of procurement and deployment. Leveraging global buying power, we handle everything from supply chain management and imaging and implementation to sustainable asset disposal (ITAD).
- **Managed Services (Always-On Support):** Shift from "keeping the lights on" to innovation. We provide 24/7 infrastructure monitoring, cloud cost optimisation (FinOps), and security operations to ensure resilience.

3. Service Offering

Google Workspace Services

Introduction

The purpose of this document is to provide a global service description that creates and maintains a common definition of the Google Workspace Services offering from Insight.

This document is not intended to supersede or replace any statement of work provided by Insight prior to embarking on any project with the Client, instead it is intended as a guide to how Insight's services are typically delivered to customers under this framework.

Service Description

The Google Workspace Services offering is Insight's foundational service for the deployment, migration, and ongoing support of Google Workspace. The service leverages Insight's deep expertise as a Google Workspace premium services and resale partner. Insight empowers customers to confidently transition to Google Workspace, enabling seamless collaboration and productivity enhancements.

Service Scope

The implementation service covers, but is not limited to, the following key elements of Google Workspace:

Core Productivity Tools: Gmail, Calendar, Drive, Docs, Sheets, Slides, Meet, Chat, and **Gemini for Workspace**.

Data Migration and Integration: Legacy email platforms (Exchange, etc.), file systems, third-party collaboration tools.

Enterprise Security and Compliance: Admin console setup, security configurations based on industry regulations, Vault configuration (as applicable).

Identity and Access Management: SSO integration, user provisioning, security policy setup.

Change Management, AI Adoption & Training: User training, communication plans, ongoing support, knowledge transfer, and **Generative AI adoption (Prompt Engineering)**.

It also covers various select third party tools which operate adjacent to the Google Workspace ecosystem and provide additional value added capabilities. For a full list of Insight's partners, please visit: https://www.insight.com/en_GB/about/partners.html

Service Outcomes

Insight's services enable successful and efficient Google Workspace implementations. Some examples of common projects and delivery vehicles include:

Google Workspace Foundation: Core suite deployment, email and data migration, security best practices setup.

Advanced Collaboration/Business Transformation: Custom integrations, team training focused on advanced feature use.

AI-Enabled Workforce (Gemini Readiness): Preparing your organization for Generative AI, including data governance reviews and prompt engineering workshops to maximize the value of Gemini.

Migration Assessment and Planning: In-depth analysis of existing systems to design the optimal migration strategy.

Change Management and Adoption Consulting: Customised plans and resources to ensure seamless user transition and uptake.

Security and Compliance Configuration: Tailored settings and policies to help meet industry-specific regulations.

Service commercial model

Services are delivered based on resource based pricing. Resources are commonly contracted via either a Fixed Price or Time & Materials model, though other commercial models are available to fit your needs.

For further details, please see the service pricing document provided within this submission.

Prerequisites

The following prerequisites and assumptions apply to the implementation services:

The Insight team requires that all system access to Client's infrastructure and environments is approved and granted before the project kick-off. Access to Client's systems will ensure that estimated timelines and project goals are delivered as laid out in this SOW. Any delays could result in changes to the estimated cost and timelines, resulting in a change order for an extension.

The following list includes an example of common access required to perform Professional Services with Insight, and is only applicable where it is relevant to Client's communication systems and environments:

Access to environment

Access to source and destination environment(s)

Data Access Governance: Access to relevant data repositories if configuring Gemini Enterprise grounding.

Client (if applicable)

Access to corporate systems via internal usernames and passwords

MFA and other verification tools

Virtual Desktop Interface (VDI)/Corporate Laptops

Remote access (VPN, Site-to-site, Point-to-site)

Security clearance and contractor onboarding protocols

Communication channels (Internal and External)

Slack, Microsoft Teams, Google Chat, etc.

Email groups

Distribution lists

Contacts

Subject matter experts from Client team

Documentation

Relevant details of source environment(s) (IP addresses, Credentials, Integrations, Routing, Existing configuration)

As part of service delivery, the Client will be required to provide access to various knowledgeable resources to ensure that Insight can properly understand the systems, governance frameworks, and guidelines that apply to the project, as well as making appropriate resources available for continual review and collaboration during the project - as mutually agreed and set out in the project statement of work prior to commencement.

Caveats & Assumptions

Any "Caveats & Assumptions" described below are critical to a successful implementation of the service. Anything Insight assumes in this service definition impacts the estimates for the project timeline, level of effort, and pricing. The Client will confirm that the caveats and assumptions listed below are understood and accurate.

Point of Contact/Decision-Maker: Our timeline anticipates timely responses for any authorisation, approval, and User Acceptance Testing (UAT) required. We expect same-business-day responses to maintain the committed timeline. Insight will require the customer to validate and test each environment to ensure the system operates as expected.

Insight will deem Client's acceptance of any deliverables within 3 business days of delivery unless otherwise stated in writing via email. If no response is received within that time frame, deliverables will be deemed accepted. Once deliverables are deemed accepted, no further changes will be incorporated without a Change Order.

Timely Cooperation: During the project, Insight personnel will undoubtedly have questions about the Client's systems and applications that are critical to the delivery of a successful project delivered on time. Client confirms that Client's team members will answer project and technical questions as they arise promptly.

Services Sign-off: If Insight receives no communication from Client for 10 business days, Insight will close the project and bill for services rendered.

Licensing and third party engagement: Client will be responsible for coordinating any required efforts and/or licensing with any third parties required to perform the activities outlined in any delivered services unless otherwise provided by Insight as part of the service provided.

4. Further Information



Contact us

For more information, please contact your
Insight Account Manager.

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 **Insight**
PUBLIC SECTOR