



Trust. Value. Velocity

G-Cloud 15

**Microsoft 365 SharePoint Migration and Intranet
Modernisation Service**

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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in contexts of high uncertainty and complexity, while collaborating across multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

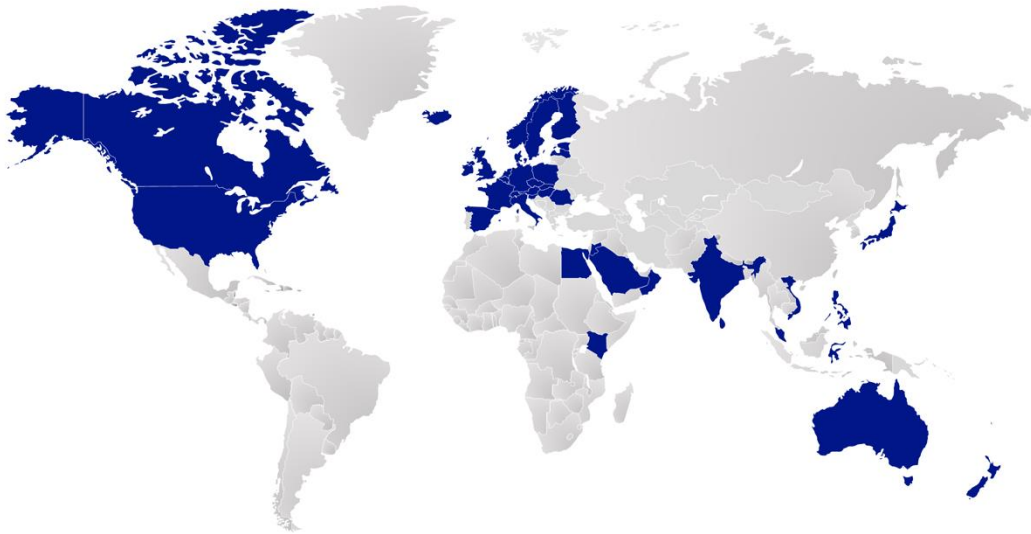
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, the Ministry of Defence, and the NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliance: We comply with >20 policies and standards, including Government Digital Standards and the Government CDDO Service Toolkit, covering service standards, service manuals, TCoP, and API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures primarily drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by Glide 4.0 and value-based delivery

Industry-aligned approach with business outcomes

Digital engineering and experience	• Cloud engineering and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and CX • Platform engineering • Gen AI software development.
Oracle Cloud and enterprise apps	• Oracle Cloud applications • Oracle consulting • Oracle Cloud infrastructure	• Value-based delivery • Glide 4.0.
Data, automation and AI	• Cloud data modernisation • Business Intelligence and Analytics	• Data management • Intelligent automation • Data Governance.
Salesforce	• Sales Cloud • Service Cloud • Marketing Cloud • Industry Cloud	• Experience Cloud • Mulesoft.
Innovation labs and platforms	• Enterprise workforce scheduler • Connected enterprise • icx-Pro – intelligent part assistant	• iLeaseFinPro.
Cloud enhancement managed services	• Oracle managed services • Digital managed services • Commerce managed services	• Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

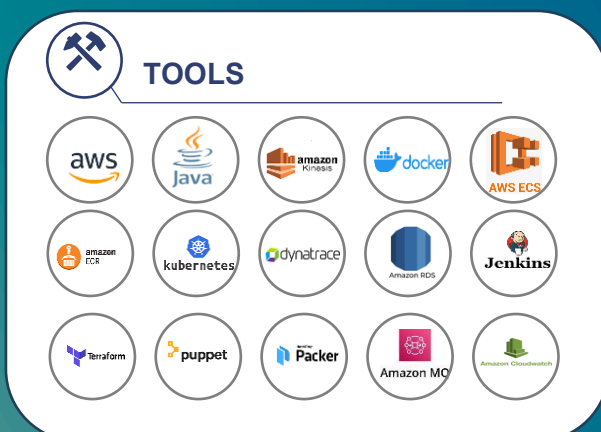
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place, directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

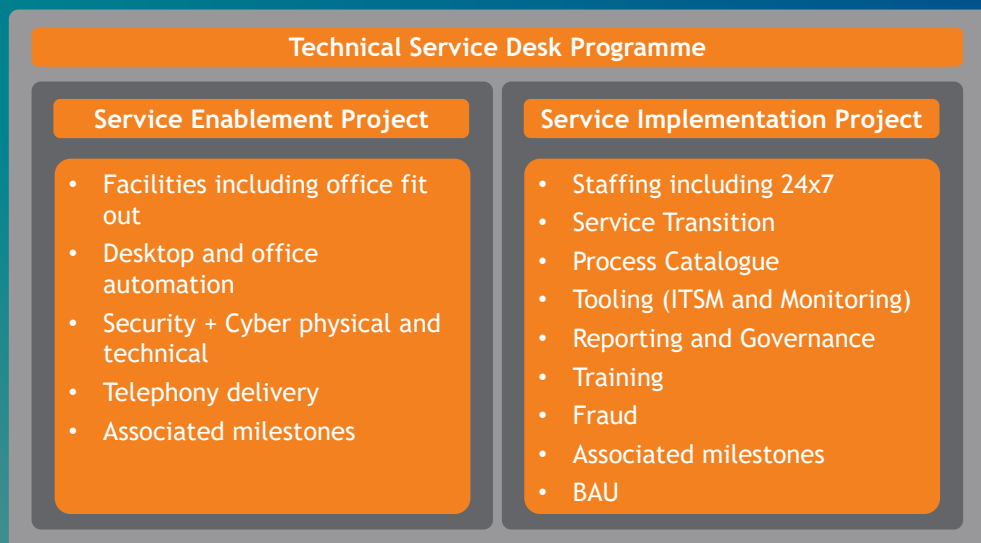
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place, providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni-channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

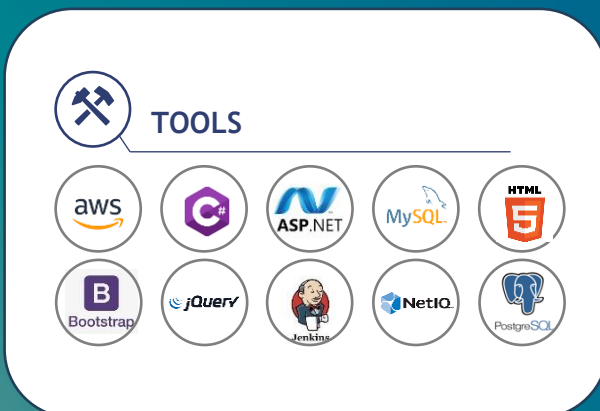
Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day,
traced millions of COVID-19 infections

Problem

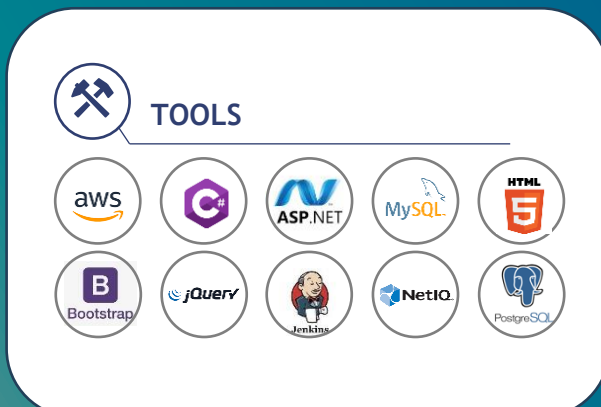
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test: API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek delivers **Microsoft 365–based intranet and employee experience services** that enable secure collaboration, unified information discovery and workforce engagement for public sector and regulated organisations. Our services support the migration and modernisation of legacy SharePoint environments to **SharePoint Online**, while delivering user-centred intranet experiences aligned with organisational branding, accessibility standards, GDS- and DDaT-aligned delivery practices, and adoption objectives.

As a **Microsoft Solutions Partner in Digital and App Innovation and Data and AI**, Mastek applies structured information architecture, governance and modern UX practices to prepare intranet and content platforms for safe adoption of **Microsoft 365 Copilot**. This includes Copilot-ready metadata, permission hygiene, and content lifecycle management, alongside out-of-the-box Microsoft 365 and SharePoint search, enabling consistent, secure unified search across intranet sites, document libraries, and Teams-connected workspaces.

Mastek's SharePoint Online Migration, Implementation and Intranet UX Revamp Service covers the following areas:

- Migration from **SharePoint Server 2010, 2013, 2016 and 2019** to SharePoint Online, supporting transition away from legacy and end-of-support platforms.
- SharePoint Online implementation, configuration, administration and governance aligned to public sector assurance requirements.
- SharePoint Online as a collaboration, document and content management platform, incorporating **unified enterprise search** and native digital workflows, including support for **SharePoint eSignature capabilities** where appropriate.
- Seamless integration with **Power Platform, Microsoft Teams, Azure and Dynamics 365**, enabling automation, reporting and extensibility across the Microsoft ecosystem.
- Intranet UX transformation using **SharePoint Framework (SPFx), React and modern Microsoft UI patterns**, including role-based adaptive pages, themes and Teams-embedded experiences.
- AI-enabled information management using Microsoft-native capabilities, complemented by Mastek's **InfoGENius accelerator** and optional use of **Copilot Studio and Azure AI services** where advanced conversational or cross-system discovery is required.

Mastek also provides **accelerated modernisation** of legacy solutions, including **InfoPath to Power Pages / Power Apps migration** and **UiPath to Power Automate migration**, reducing redevelopment effort and supporting faster, lower-risk transition to modern Microsoft 365 and Power Platform services.

With over a decade of SharePoint delivery experience, spanning **SharePoint 2007 (MOSS) through to SharePoint Online**, Mastek combines deep technical capability with public sector delivery assurance to help organisations modernise intranets, reduce security and compliance risk and adopt sustainable, AI-ready digital workplace services with confidence.

SharePoint Offering		
Data/Knowledge Management System Purpose To provide centralized data and knowledge hub and to share information securely across the organization. Key Features - Participant could be able to go through the past Knowledge Management session - Participant can browse through different categories under Knowledge Management Benefits - It gives your teams access to the information and resources they need to do their jobs effectively. - It also helps your business retain that knowledge for future use, which promotes efficiency, a better working experience and less repetitive work. Technology Use - Microsoft SharePoint, Power Platform	Intranet Purpose Enables seamless internal communication and collaboration in the digital workplace. Key Features - Single sign on for all the custom applications and access from single SharePoint portal - Custom pages developed for individual departments – Travel, HR, Finance etc. with details of respective units. - User can go through Quick Links, web parts like announcements, news, birthday web part. Benefits - Intranet is to support team communication internally. Technology Use - Microsoft SharePoint	Migration Purpose To have updated platform of SharePoint for users. Key Features - SharePoint Migration from On-Premise to SharePoint Online. - Automated tasks for quicker get through using PowerShell Script. Benefits - Upgraded to latest version of SharePoint with advanced features - It is a more secure platform. Technology Use - SharePoint 2013 On Premise - SharePoint Online - PowerShell - ShareGate

Figure 1: Mastek's SharePoint Offering

3. Mastek's Service

Mastek provides **end-to-end SharePoint Online and Microsoft 365 intranet services**, supporting organisations through discovery, migration, modernisation, adoption and live service support. The service is designed for public sector and regulated environments, with security, governance, usability and sustainability embedded throughout delivery.

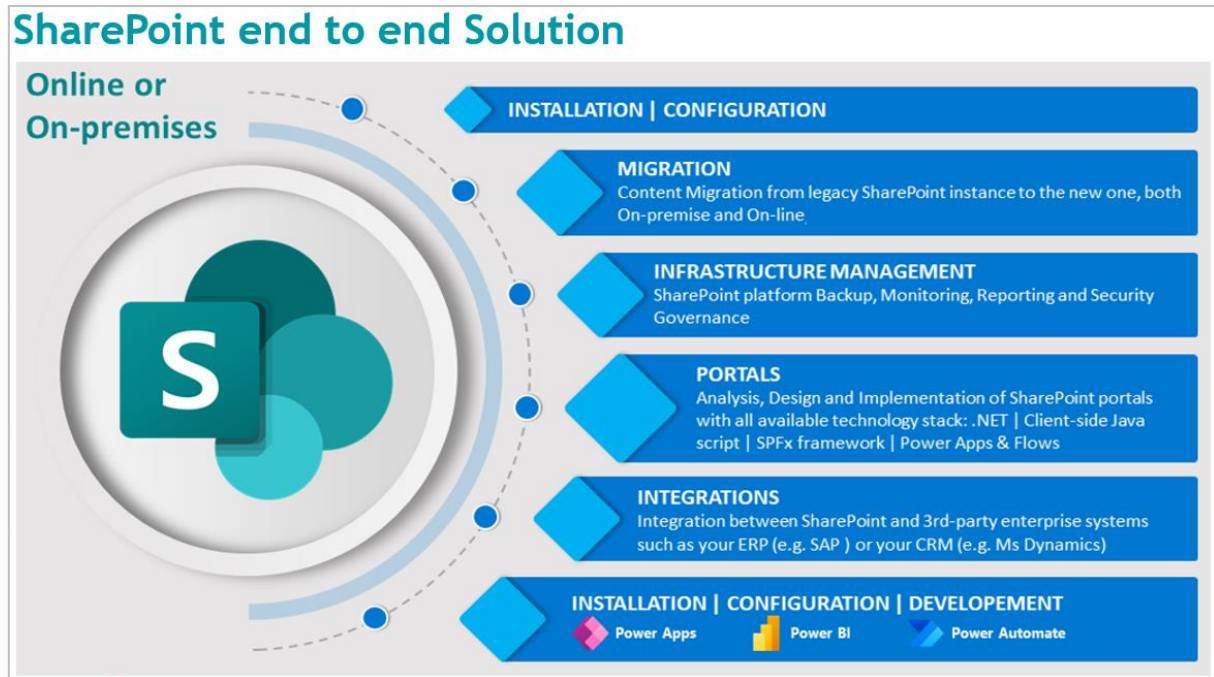


Figure 2: SharePoint End-to-End Solution

3.1 Consulting and Advisory

Mastek helps organisations understand their current SharePoint and Microsoft 365 landscape, including platform health, information architecture, governance, security and user experience. We identify gaps, risks and opportunities, including readiness for modern Microsoft 365 capabilities such as unified search, automation and Copilot adoption.

Based on this assessment, Mastek defines a pragmatic roadmap and migration strategy aligned to organisational priorities, delivery timelines and end-of-support considerations.

3.2 Design and Development

Mastek designs and builds modern SharePoint Online and intranet solutions that meet business requirements, user needs and public sector standards. Solutions are delivered using the SharePoint Framework (SPFx), React, modern Microsoft UI patterns, Power Platform, and Azure-native services, enabling responsive, accessible, and role-aware experiences.

Design approaches support Teams-embedded intranets, adaptive pages and consistent organisational branding, while ensuring solutions remain maintainable and aligned to the Microsoft 365 roadmap.

3.3 Testing and Quality Assurance

Quality and reliability are ensured through structured testing aligned to Agile delivery. Mastek performs functional, integration and regression testing to validate behaviour, performance and

security. Where appropriate, industry-standard automation frameworks are used to improve consistency and reduce delivery risk, ensuring changes are production-ready and supportable.

3.4 Migration and Deployment

Mastek delivers SharePoint Online migrations using proven methods and tools, including ShareGate, PowerShell, and Microsoft-supported APIs. Migration activities are planned to protect data integrity, security and compliance.

Beyond content migration, Mastek modernises legacy customisations, workflows and forms to ensure compatibility with SharePoint Online, Teams integration, unified search and future Copilot usage.

3.5 SharePoint On-premises to Online Migration Assessment and Readiness

Many on-premises environments have evolved through multiple upgrade paths, often resulting in uncontrolled growth, inconsistent usage and unclear ownership. Mastek addresses this through structured discovery, content rationalisation and governance assessment, enabling informed migration decisions.

Where third-party tools focus on content movement, Mastek also modernises **InfoPath forms, legacy workflows and custom code** using **Power Apps, Power Automate and Azure**, ensuring a clean transition to modern Microsoft 365 services.

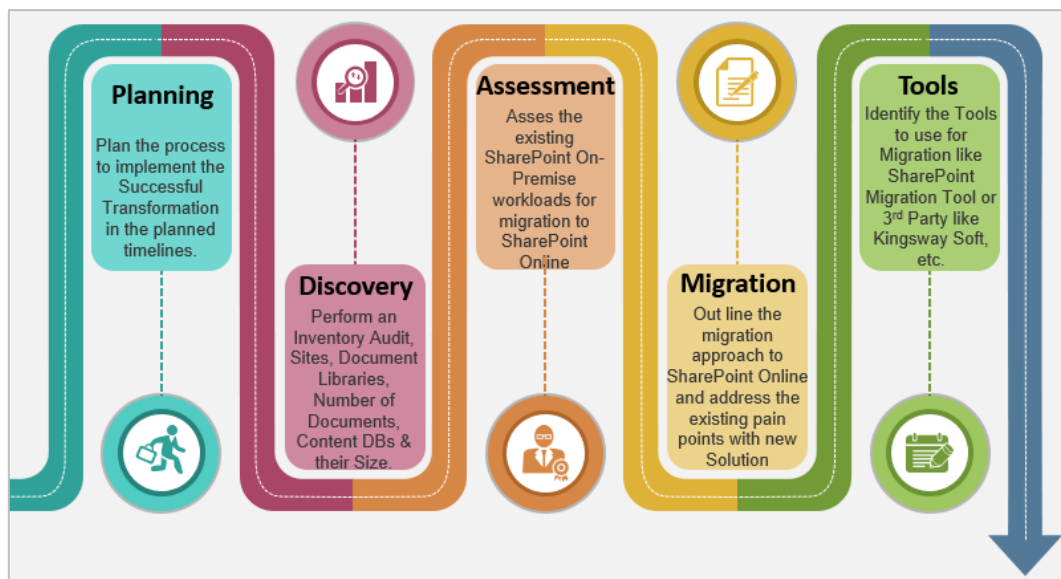


Figure 3: SharePoint Planning

3.6 Migration Approach

Mastek applies an **iterative migration approach**, supporting decisions around site migration, archival and deletion. Migration blockers are identified early, with mitigation plans agreed upfront. This reduces delivery risk, improves search relevance and results in a more governable Microsoft 365 environment.

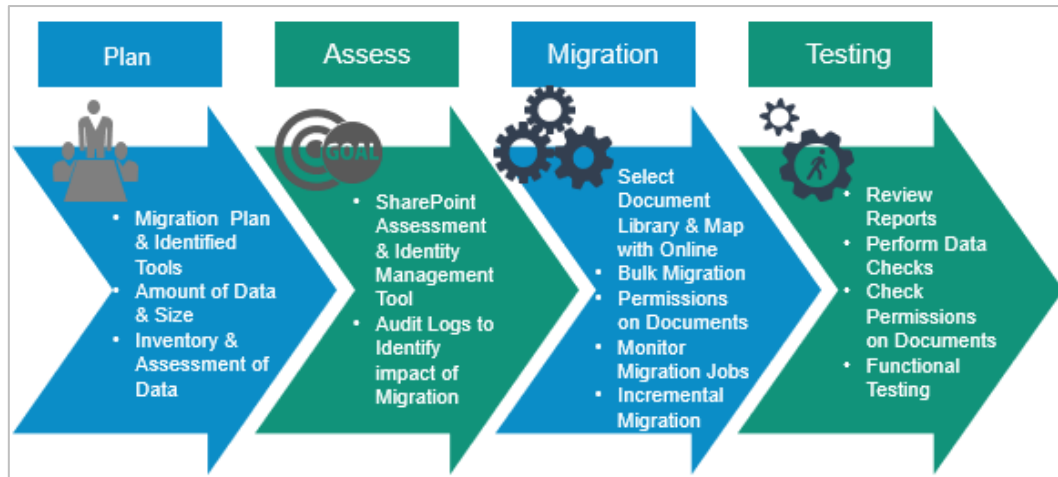


Figure 4: Migration Approach

3.7 Industry-standard Tools with Targeted Migration Accelerators

Mastek combines industry-standard migration tools with reusable accelerators and patterns to deliver predictable, cost-effective outcomes. This includes accelerators for:

- InfoPath to Power Pages / Power Apps migration.
- UiPath to Power Automate migration.

These accelerators reduce redevelopment effort, preserve business logic and approval flows and help organisations meet migration timelines more efficiently.

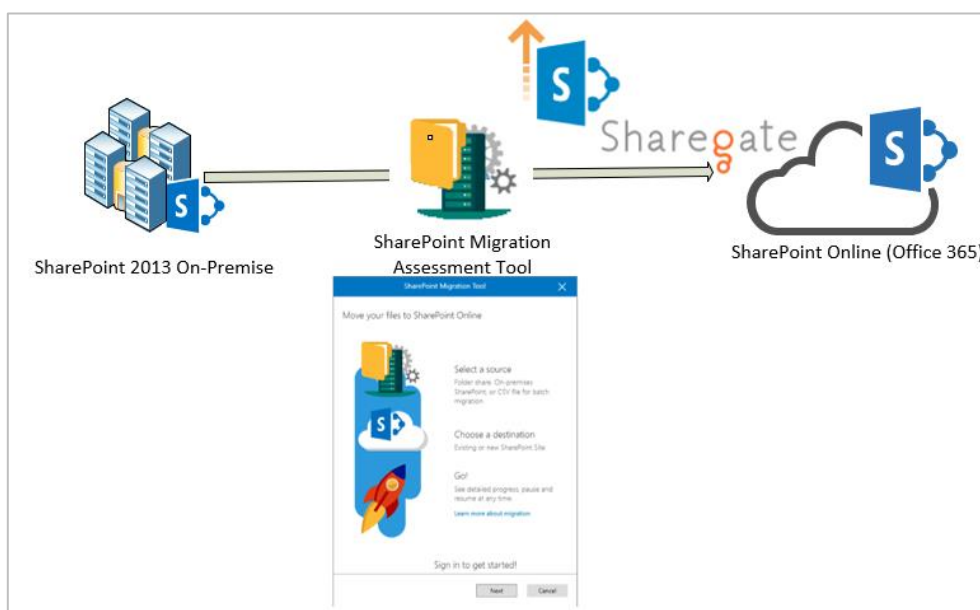


Figure 5: SharePoint Tools

3.8 Employee Experience Transformation

Mastek's **D3M framework** supports the delivery of consistent and engaging employee experiences across SharePoint Online intranets. The framework focuses on discoverability, role-based content, unified search and usability across devices.

Mastek applies reusable UX templates aligned to accessibility standards, enabling faster delivery of intuitive intranet experiences without sacrificing quality.

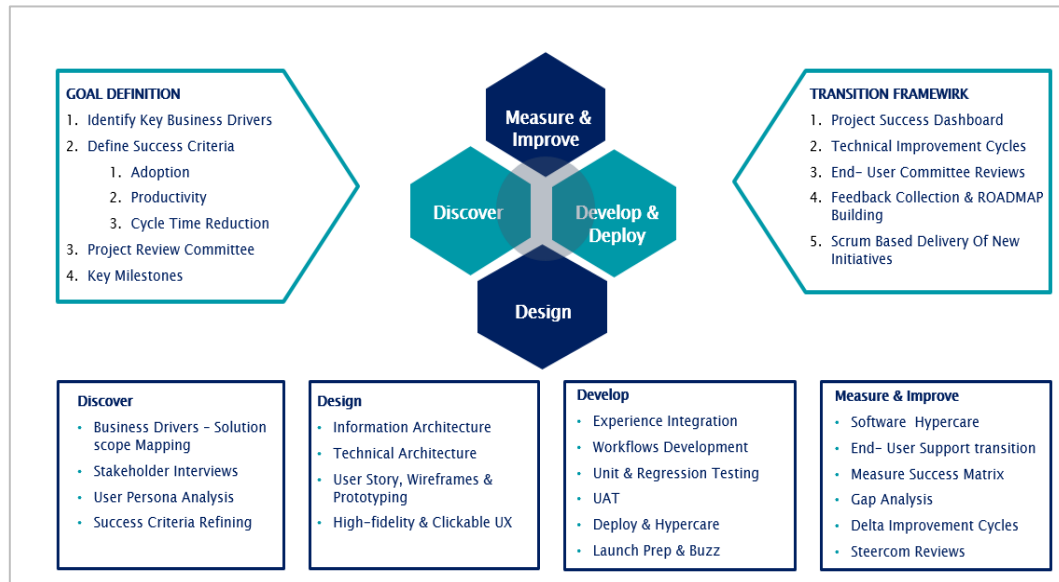


Figure 6: Employee Experience Transformation

Support and Maintenance: Mastek provides ongoing support and maintenance for SharePoint Online solutions, including defect resolution, enhancements, monitoring and platform updates. Support models are aligned to service maturity and organisational needs, with optional training and documentation to support adoption and operational continuity.

3.9 SharePoint Administration and Custom Solution

Mastek supports SharePoint Online administration, governance and operational management, including tenant configuration, security controls, lifecycle management and performance monitoring. Custom solutions are designed using Microsoft-recommended patterns to ensure long-term maintainability and compatibility.

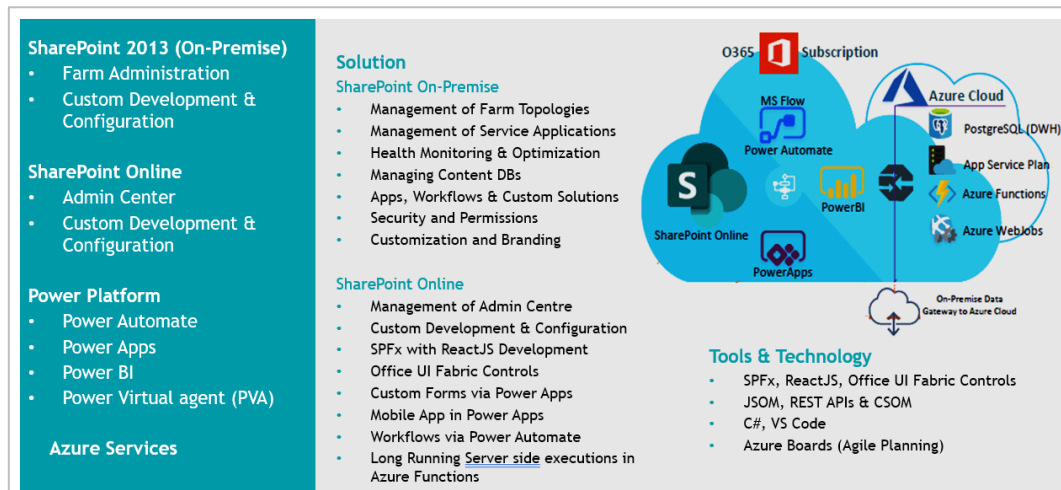


Figure 7: SharePoint Administration and Custom Solution

3.10 Our SharePoint Credentials

Mastek brings extensive SharePoint and Microsoft 365 delivery experience across the public sector and regulated organisations. Certified practitioners, established delivery methods and experience operating in multi-supplier environments underpin secure, scalable and sustainable service delivery.

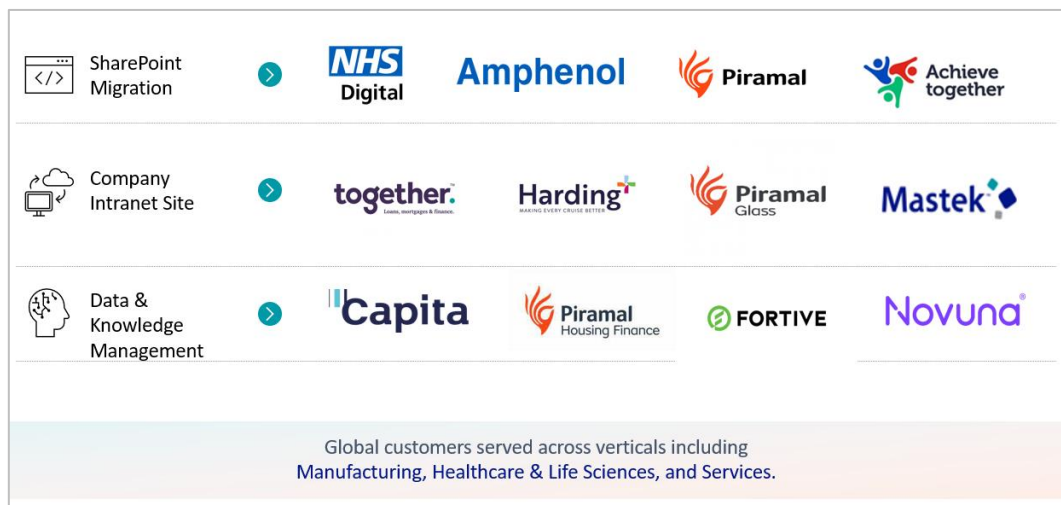


Figure 8: Mastek SharePoint Credentials

4. Key Features

Mastek's SharePoint Online Migration, Implementation and Intranet UX Revamp Service provides the following key features, designed for public sector and regulated environments:

4.1 End-to-end Microsoft 365 Intranet and SharePoint Delivery

Mastek delivers SharePoint Online and Microsoft 365 intranet solutions across the full service lifecycle, including discovery, design, migration, modernisation, deployment, adoption and live support. Services are structured to reduce delivery risk and support long-term, sustainable operation.

4.2 Extensive SharePoint and Microsoft 365 Expertise

Mastek brings extensive experience delivering SharePoint Online and on-premises solutions across multiple sectors and geographies. Our certified practitioners combine platform expertise with an understanding of governance, security, and operational requirements typical of public-sector environments.

4.3 Agile, User-Centred Delivery Approach

Mastek follows Agile delivery practices and collaborates with customers to ensure solutions meet user needs, accessibility requirements, and organisational objectives. Feedback is incorporated iteratively to improve usability, adoption and service outcomes.

4.4 Cost-effective, Scalable and Evergreen SaaS Solutions

By leveraging native SharePoint Online and Microsoft 365 capabilities, Mastek delivers scalable solutions that reduce infrastructure overhead, avoid unnecessary third-party dependencies and support an Evergreen SaaS operating model aligned to Microsoft's roadmap.

4.5 Modern Intranet UX and Employee Experience

Mastek delivers modern, user-friendly intranet experiences using SharePoint Framework (SPFx), React and Microsoft UI patterns. Solutions support role-based adaptive pages, responsive layouts, Teams-embedded experiences and consistent organisational branding, improving engagement and productivity.

4.6 Unified Enterprise Search and Information Discoverability

The service incorporates **out-of-the-box SharePoint Online and Microsoft 365 search**, enabling consistent, secure discovery of content across intranet sites, document libraries and Teams-connected workspaces. Search design is supported by structured metadata, hub architecture and security trimming to improve relevance and findability.

4.7 AI-enabled Information Management and Generative AI Assistants

Mastek provides AI-enabled information management using Microsoft-native capabilities, complemented by InfoGENius, a SharePoint-integrated Generative AI bot. InfoGENius enables users to query approved organisational content in natural language, providing 24/7 secure access with role-based controls and multilingual support. The solution supports document management scenarios such as policy portals, knowledge bases and departmental information hubs.

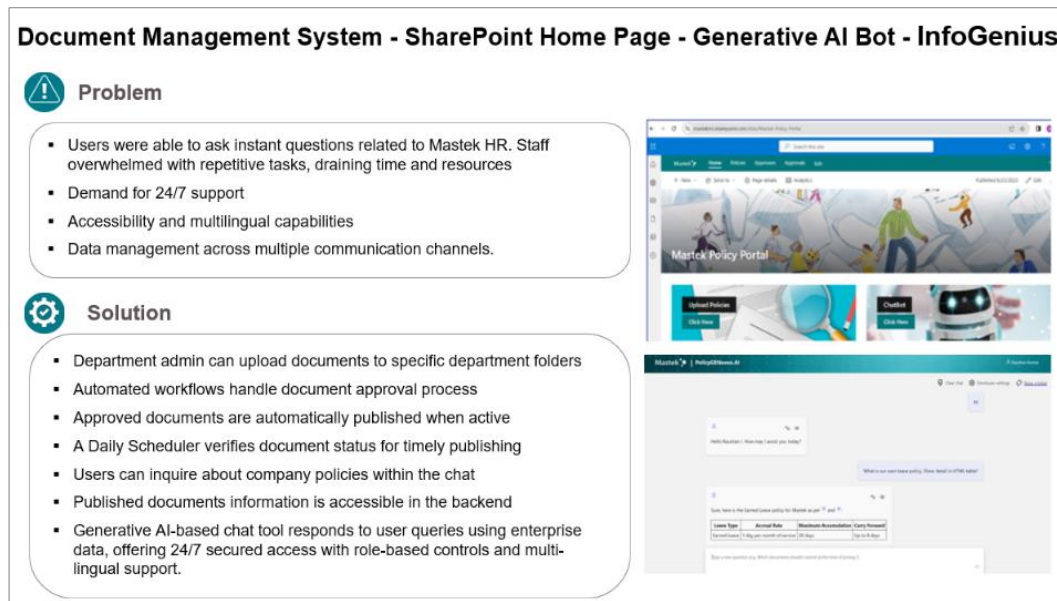


Figure 9: Document Management System

4.8 Copilot-ready Information Architecture

Intranet and content platforms are designed with Copilot readiness in mind, including clean information architecture, permission hygiene, content lifecycle controls and governance. Where advanced conversational or cross-system discovery is required, Mastek can optionally integrate **Copilot Studio and Azure AI services** while maintaining auditability and data protection.

4.9 Enhanced Security, Compliance and Governance

Mastek maintains strong cybersecurity and quality credentials, including ISO 9001 and ISO 27001, and delivers services aligned with GDPR, NCSC, and GDS expectations. SharePoint Online security features, such as encryption, auditing, access controls, and data loss prevention, are applied to protect sensitive information and support compliance obligations.

4.10 Standards-led Delivery In Multi-Supplier Environments

Services are delivered within multidisciplinary and multisupplier teams, aligned to the GDS Service Standard and DDaT principles, and following recognised best practices such as Agile and ITIL. Mastek's ISO 9001, ISO 20000 and ISO 27001-compliant quality management system, supported by the QUEST Framework, enables consistent delivery, effective governance and proportionate assurance across complex programmes.

4.11 Right Skills, Accelerators And Continuous Improvement

As a Microsoft Solutions Partner in Digital and App Innovation and Data and AI, Mastek provides skilled teams supported by reusable accelerators, including **migrations from InfoPath to Power Pages/Power Apps and from UiPath to Power Automate**. These accelerators reduce redevelopment effort, speed up delivery and improve value for money while enabling transition away from legacy platforms.

5. Business Benefits

Mastek's SharePoint Online Migration, Implementation and Intranet UX Revamp Service delivers tangible business value by reducing operational risk, improving access to information and enabling sustainable adoption of Microsoft 365 capabilities.

5.1 At a Glance

At a glance, organisations benefit from:

- Faster and more secure collaboration across Microsoft 365.
- Improved information discovery through unified enterprise search.
- Reduced cost and risk by moving away from unsupported SharePoint platforms.
- Accelerated modernisation using proven migration accelerators.
- Safe adoption of AI through Copilot-ready information architecture.
- Improved employee engagement through modern intranet experiences.

5.2 Supporting Business Benefits

- Faster and more effective collaboration:
 - Consolidating intranet, documents and collaboration within SharePoint Online and Microsoft Teams reduces information silos and enables teams to work more effectively across departments and partner organisations.
- Improved information discovery and reduced duplication:
 - Unified enterprise search using out-of-the-box Microsoft 365 capabilities enables users to quickly locate relevant documents, policies and content across intranet sites and Teams workspaces, reducing time spent searching for information and limiting duplication.
- Stronger governance, compliance and auditability:
 - Structured information architecture, metadata, permissions and lifecycle controls improve control over organisational content, supporting regulatory compliance, audit requirements and data protection obligations common in public-sector environments.
- Lower cost, reduced risk and technical debt:
 - Migration from on-premises SharePoint to SharePoint Online reduces infrastructure overhead and mitigates security and compliance risks associated with legacy and end-of-support platforms. Native Microsoft 365 capabilities reduce reliance on third-party tools, improving long-term value for money.
- Accelerated modernisation with lower delivery risk:
 - Proven accelerators for InfoPath to Power Pages / Power Apps migration and UiPath to Power Automate migration reduce redevelopment effort and delivery timelines, enabling organisations to modernise legacy solutions more efficiently while preserving existing business logic and approvals.
- Safe and controlled adoption of AI and Copilot:
 - Copilot-ready information architecture and governed AI-enabled discovery improve access to organisational knowledge without compromising security or compliance. AI capabilities are introduced in a controlled manner, aligned to public-sector assurance expectations.
- Reduced operational overhead through intelligent self-service:

- Generative AI assistants such as InfoGENius provide secure, role-based access to approved organisational content using natural-language interaction, reducing repetitive queries to support teams and enabling 24×7 access to policies and guidance.
- Improved employee engagement and adoption:
 - Modern, role-aware intranet experiences embedded into users' daily workflows improve usability and relevance, supporting higher adoption and more effective use of the digital workplace.
- Support for sustainability and Evergreen SaaS adoption
 - Digital workflows, native eSignatures and reduced duplication of content minimise paper-based processes and unnecessary tooling. An Evergreen Microsoft 365 operating model ensures platforms remain secure, current and aligned to Microsoft's evolving roadmap.

6. Technologies, Languages, Tools, Methods and Vendor Support

#	Technologies	Languages	Methods	Vendor support
1	SharePoint Online, Microsoft 365, Microsoft Teams, Viva Connections, Power Platform (Power Apps, Power Automate, Power BI), SharePoint Premium (Syntex), Microsoft Search, Azure (including Azure AI services and Azure AI Foundry), Copilot Studio (where required)	SharePoint Framework (SPFx), React, Fluent UI (Office UI Fabric), REST APIs, JSOM, CSOM, C#, PowerShell, JSON, HTML, CSS	Agile, Scrum, Kanban, Waterfall (where required), DevSecOps, user-centred design, iterative delivery aligned to GDS and public-sector best practice	Microsoft, ShareGate and other Microsoft-approved tooling and partners

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