



Trust. Value. Velocity

G-Cloud 15

**Microsoft 365 (including Office 365) Digital
Workplace Implementation and Live 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 largely 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 Digital Workplace Implementation, Migration and Live Services** that enable secure collaboration, information sharing and workforce productivity for public sector and regulated organisations.

Our services support the modernisation of legacy collaboration platforms and on-premises environments to Microsoft 365, with security, governance and operational resilience embedded by design.

We design and operate Microsoft 365 as a governed digital platform, aligned to DDaT service standards and public-sector assurance requirements, rather than as a collection of disconnected tools.

This ensures Microsoft 365 environments are structured, governed and operated to support safe adoption, continuous improvement and readiness for emerging capabilities such as Microsoft 365 Copilot. Our approach emphasises information architecture, permission hygiene, content lifecycle management and unified enterprise search to reduce risk and improve confidence in platform use.

As a Microsoft Solutions Partner in Digital and App Innovation and Data and AI, Mastek combines deep Microsoft platform expertise with proven public-sector delivery experience to deliver user-centred, compliant and resilient digital workplace services at scale.

3. Mastek's Service

Mastek provides end-to-end Microsoft 365 implementation and live-service support, operating as an integrated delivery partner within public-sector and multi-supplier environments.

3.1 Discovery and Readiness

Engagements begin with a structured discovery and readiness assessment covering tenant health, identity configuration, information architecture, governance controls, security posture and adoption maturity. This enables informed decisions on migration, modernisation and prioritisation, reducing delivery and live-service risk.

3.2 Design, Migration and Modernisation

Mastek supports cloud-only and hybrid Microsoft 365 deployments, applying structured design and migration approaches across collaboration, content, identity and device management workloads. Beyond content movement, legacy forms, workflows and unsupported customisations are modernised to ensure compatibility with Microsoft 365, Teams integration, unified search and future Copilot usage.

3.3 Live Service and Optimisation

Post-deployment, Mastek provides day-to-day operational support aligned to service management best practices, including monitoring, incident response, optimisation and continuous improvement.

3.3.1 Mastek Microsoft 365 Service

Mastek's Microsoft 365 services include:

- Implementation, migration, configuration and live-service support for Microsoft 365 collaboration and productivity services.
- Subscription and licensing management, including usage analysis and cost optimisation.
- Identity and access management using Microsoft Entra ID.
- Exchange Online email and calendaring migration services.
- Microsoft Teams configuration, governance and adoption support.
- File storage and collaboration using OneDrive.
- SharePoint Online migration, configuration and ongoing support (platform-level).
- Microsoft 365 administration, monitoring and operational support.
- Security, compliance and governance configuration and reporting.
- Enterprise device management using Intune.
- Remote monitoring, alerting and incident support.
- User onboarding and adoption support.

4. Key Features

4.1 Governed Microsoft 365 Platform Delivery

Microsoft 365 environments are designed with governance embedded from the outset, including structured information architecture, permission models, metadata design and content lifecycle controls. This reduces operational risk, improves usability and establishes a stable foundation for live service operation.

4.2 Identity and Access Management

Mastek delivers identity and access management using Microsoft Entra ID, enabling secure access through conditional access, multi-factor authentication and role-based controls aligned to Zero Trust principles.

4.3 Iterative, Risk-Managed Migration

Mastek applies an iterative migration approach across Microsoft 365 workloads, supporting informed decisions on migration, archival and decommissioning. Migration blockers are identified early, with mitigation plans agreed upfront, resulting in a more governable and supportable Microsoft 365 environment.

4.4 Microsoft Teams Adoption and Governance

Microsoft Teams is implemented with clear governance, collaboration standards and adoption support, including integration with approved telephony and meeting solutions where required.

4.5 Unified Enterprise Search and Discoverability

The service incorporates native Microsoft 365 and SharePoint search to enable consistent, secure discovery of content across SharePoint sites, document libraries and Teams-connected workspaces. Search relevance is improved through metadata design, hub structures and security trimming.

4.6 Copilot Readiness by Design

Rather than enabling AI in isolation, Mastek prepares Microsoft 365 environments through clean information architecture, permission hygiene, metadata standards and lifecycle controls. This enables safe, controlled adoption of Copilot capabilities aligned to public-sector assurance expectations.

4.7 Security, Compliance and Assurance

Security and compliance are embedded by design using native Microsoft 365 and Entra ID capabilities, including identity protection, information protection, retention policies, auditability and compliance reporting aligned to public-sector and regulatory requirements.

4.8 Enterprise Device Management

Mastek supports enterprise device management using Intune, enabling secure access to Microsoft 365 services across managed devices while maintaining compliance, visibility and control.

4.9 Live Service and Continuous Improvement

Mastek provides live-service support, including monitoring, incident management and optimisation. Platform usage, governance effectiveness and adoption are regularly reviewed to inform incremental improvements aligned with organisational priorities.

4.10 User Onboarding and Adoption

Structured onboarding, guidance, documentation and support help embed effective and sustainable use of Microsoft 365 services into everyday ways of working.

5. Business Benefits

By adopting Mastek's Microsoft 365 implementation and live-service approach, organisations benefit from:

These benefits are delivered through governed platform design, structured migration approaches and ongoing live service operation rather than one-off implementation activity.

- A secure, well-governed digital workplace aligned to public-sector assurance requirements.
- Reduced operational risk through structured design and managed live services.
- Improved collaboration and productivity across distributed workforces.
- Improved information discovery through unified enterprise search.
- Reduced technical debt through an Evergreen Microsoft 365 operating model.
- Clear accountability in multi-supplier delivery environments.
- Sustainable adoption supported by governance, onboarding and enablement.
- A Microsoft 365 platform prepared for future capability adoption, including Copilot.

6. Conceptual Service Views

The following conceptual views summarise how Mastek structures, governs and operates Microsoft 365 services in public-sector environments.

6.1 Microsoft 365 Digital Workplace Lifecycle

Mastek delivers Microsoft 365 services across the full digital workplace lifecycle, spanning discovery and readiness assessment, design and configuration, migration and modernisation, adoption and enablement and live service and continuous improvement. Governance, security and compliance are embedded throughout the lifecycle to ensure sustainable operations, reduced risk and long-term value.

6.2 Governed Microsoft 365 Platform

Microsoft 365 is delivered as a governed digital platform that incorporates identity and access controls, a structured information architecture, unified enterprise search, content lifecycle management and operational monitoring. This platform-based approach improves usability, reduces operational risk and supports safe adoption of future capabilities such as Copilot.

6.3 Migration and Modernisation Approach

Mastek combines workload migration with targeted modernisation of legacy customisations, workflows and forms. This approach ensures compatibility with Microsoft 365 and Teams integration, reduces technical debt and avoids carrying forward unsupported or high-risk patterns into the live environment.

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

#	Technologies	Languages	Methods	Vendor support
1	Microsoft 365, Office 365, SharePoint Online, Microsoft Teams, Exchange Online, OneDrive, Microsoft Entra ID, Intune, Azure, Power Platform and related Microsoft cloud services.	English and other languages as per customer requirements.	Agile delivery aligned to GDS and DDaT service standards, supported by ITIL-aligned service management practices for live operation.	Mastek is a Microsoft Solutions Partner in Digital and App Innovation and Data and AI, with access to Microsoft partner support channels to support issue resolution and platform assurance.

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