

Microsoft Advisory Services

1. Service Overview

Microsoft Advisory Services provide professional consultancy support aligned to Phoenix Software's Microsoft Advanced Specialisations. The service helps organisations assess, plan, and optimise Microsoft cloud capabilities across security, identity, information protection, endpoint modernisation, and adoption. The service is advisory and time-bound and does not include managed services.

2. Service Scope

The service may include:

- Capability and maturity assessments
- Enterprise architecture, target-state, and options analysis
- Cloud gap assessments and constraint identification
- Governance and operating model advisory
- Service optimisation and improvement planning
- Delivery road-mapping and documentation
- Engagement and communication planning
- Project management and mobilisation coordination

All activities are delivered as professional services tailored to buyer requirements agreed at call-off.

3. What the Service Includes

- Professional consultancy services
- Assessments, advisory reviews, and recommendations
- Roadmaps, reporting, and documentation
- Knowledge transfer and engagement close-out

4. What the Service Does Not Include

The service does not include:

- Technology implementation or configuration
- Managed or operational services
- Security monitoring, SOC services, or incident response
- Software or licence resale
- Ongoing service ownership beyond engagement

5. Service Delivery Model

- Delivered onsite, remotely, or hybrid
- Time and materials, fixed price, or drawdown models
- Scope and deliverables agreed before commencement

6. Onboarding

Mobilisation confirms objectives, scope, governance, stakeholders, access needs, and delivery plan.

7. Exit and Offboarding

Outputs are delivered and handed over, knowledge transfer completed, and access removed. Buyer data is returned or securely deleted in line with agreed requirements.

8. Security and Data Handling

Access is limited, role-based, and time-bound, aligned to buyer security policies and confidentiality requirements. Information is handled securely throughout the engagement.

9. Service Constraints and Dependencies

Delivery depends on stakeholder availability and access to relevant documentation and environments. Recommendations are advisory and based on the information available during the engagement.

10. Pricing

Agreed at call-off. Excludes VAT and third-party costs.

11. Service Management and Governance

Governance, reporting cadence, and escalation routes are agreed at call-off.

12. Contact and Support

Support is provided during the engagement by the delivery team. Post-engagement support is agreed separately.