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Microsoft Intune–

Device Management Platform

G-Cloud 15 Lot 2

Document Control

Attribute	Value
File name	Lot 2 – Microsoft Intune – Endpoint Management Platform
Author	
Status	Published
Classification	Unclassified
Date	29/01/2026

Table of Contents

Service Overview 4
Service Scope 4
Service Features 5
Service Benefits 5
Onboarding and Offboarding 6
Onboarding 6
Offboarding 6
Service Levels 6
Service Constraints 6
About Littlefish 7

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Service Overview

Microsoft Intune is a cloud-hosted endpoint management and security platform delivered as Software as a Service (SaaS). Through this service listing, Littlefish provides public-sector organisations with access to Intune's native software capabilities for device management, security enforcement and application governance across Windows, macOS, iOS and Android.

This offering aligns fully with G-Cloud 15 **Lot 2: Cloud Software**, which covers cloud-hosted applications and infrastructure-related software services delivered on a subscription basis.
The service is consumed directly as software, with all functionality provided through Microsoft's cloud platform

Service Scope

The Microsoft Intune SaaS service provides access to the platform's built-in capabilities, including:

- Cloud-based device management functions for Windows, macOS, iOS and Android
- Software-defined security, compliance and policy enforcement
- Conditional access capabilities integrated with Microsoft Entra ID
- Native application deployment and lifecycle controls
- Cloud-hosted configuration profiles and device compliance reporting
- Embedded analytics, health reporting and management dashboards
- Windows Autopilot capabilities delivered as part of the Intune SaaS platform
- Continuous feature updates released through Microsoft's cloud service pipeline

All features delivered under this service are inherent to the Intune SaaS platform.
No design, consultancy, customisation, deployment, packaging, Autopilot build creation, or ongoing device management activities are included, although these can be procured via our G Cloud 15 Lot 3 service,

Service Features

The Intune SaaS service includes the following platform capabilities:

- Centralised cloud-hosted device management
- Native policy-driven compliance controls
- Integration with Azure Entra ID (Identity & Access Management)
- Conditional access software features
- Cloud-based app deployment and update functionality
- Built-in configuration profiles and management templates
- Software-enabled device health and compliance reporting
- Autopilot profile assignment and zero-touch provisioning features
- Continuous security, compliance and feature updates applied automatically by Microsoft
- These features are delivered as standard functionality within the Microsoft Intune SaaS platform.

Service Benefits

- No infrastructure to deploy or maintain
- Immediate access to Microsoft's continuously updated endpoint management capabilities
- Strong compliance posture through automated cloud-delivered policy enforcement
- Rapid onboarding using standard cloud-based enrolment workflows
- Predictable subscription-based costs
- Scalability from small teams to large enterprise estates
- Unified management experience across all supported device platforms
- Access to real-time analytics, compliance insights and device posture information

Onboarding and Offboarding

Onboarding

Littlefish provides access information, service documentation and platform-standard onboarding guidance.
The customer enrols devices into Intune using the platform's native workflows (self-service, enrolment tokens, Autopilot).

Offboarding

Access can be withdrawn at any time.
Data handling follows Microsoft Intune's built-in retention and deletion processes.

No engineering or consultancy effort is included as part of onboarding or offboarding, in line with Lot 2 rules.

Service Levels

The service is delivered subject to Microsoft's published SaaS platform availability commitments.

SLA details are defined by Microsoft as part of the underlying cloud service guarantee.

Service Constraints

- Service availability is dependent on Microsoft's cloud platform
- Custom configuration, consultancy, device management or bespoke engineering is **not included**
- Autopilot profile creation, application packaging, policy design and endpoint lifecycle management are **not in scope**
- Additional support or configuration services would be delivered under separate commercial arrangements (Lot 3 Cloud Support)

About Littlefish

- Littlefish is an award-winning Cloud based Manage d IT Services Provider. Through our capability and delivery of service excellence we have become an established and credible alternative to the 'usual suspect' large Multi £Billion Managed Service Providers and IT Outsourcers in the mid-market and enterprise.

- Our purpose is to disrupt the conventional Managed IT Services models – where the usual suspects typically fail to perform – by delivering service solutions that are tailored to the precise needs of your organisation and which are communicated in clear and straightforward language. Our people (and users) first approach delivers a higher quality experience and will add tangible business value to your organisation.

Our service solutions are designed to consider and deliver tangible outputs in terms of improved business performance. The IT experience of your users can be enhanced to promote more agility and improved quality output. Furthermore (but often overlooked), highly available, better performing IT services, with expert support on hand when it's needed to get your users working again, can engender employee health and well-being. Because of these deliverables, workforce productivity levels are increased, and it's likely that our highly attuned service model will also enable you to effect cost-efficiency gains. What's not to like!

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