

littlefish GROUP

Modern Workplace

This offering brings together Modern Workplace Services and End-User Computing (EUC) to deliver a secure and complete modern workplace transformation. It covers Microsoft 365 email and tenant migrations, SharePoint Online migration, Azure Virtual Desktop (AVD), Microsoft Intune implementation, Microsoft Teams and Power Platform enablement, and Device as a Service (DaaS).

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Service Overview

Littlefish Group is a UK-based provider of digital, cyber, managed and data & AI services, trusted by organisations across the public and commercial sectors. Through our Digital Solutions practice, we design and implement cloud-native platforms and modern workplaces that unlock potential, simplify operations, and create better user experiences.

Modern Workplace Services & EUC is our consulting and delivery service line focused on building secure, user-centric modern workplaces on Microsoft 365 and contemporary endpoint platforms. It combines Microsoft 365 email and collaboration migrations, SharePoint Online and Teams enablement, Azure Virtual Desktop (AVD), Intune-based endpoint management, and Device as a Service (DaaS) into a coherent set of offerings.

Services are designed to:

- Improve productivity, collaboration, and hybrid-working capability
- Replace legacy email, file services, and endpoint tools with modern, cloud-based services
- Embed "secure by design" principles (identity, Zero Trust, device compliance) across the workplace
- Ensure a smooth transition from legacy to modern platforms with strong adoption and governance

Purpose

Organisations are under pressure to:

- Enable hybrid and remote work without compromising security
- Rationalise legacy email and collaboration tools into Microsoft 365
- Standardise and secure end-user devices across diverse locations and user groups
- Reduce operational overheads and technical debt in EUC environments
- Modern Workplace Services & EUC addresses these needs by:
- Providing structured, end-to-end journeys from legacy platforms to Microsoft 365 and modern endpoints

- Embedding identity, access and device security throughout the design and delivery
- Focusing on user experience, adoption and governance rather than just technology change
- Creating repeatable patterns and artefacts that can be reused for future workplace initiatives

Service Model

Modern Workplace Services & EUC is delivered as a project-based consulting and implementation service, with each offering having a defined scope, deliverables, resource profile and delivery model.

- Engagements are time-bound and outcome-focused (e.g. complete a Tenant-to-Tenant migration, implement Intune, roll out AVD).
- Services can be consumed individually or bundled into larger programmes (e.g. full M365 and endpoint transformation).
- Delivery typically combines:
- Discovery and design workshops
- Implementation and migration activities
- Governance, security and support handover
- User training and adoption

Where ongoing operational support and continuous improvement are required, customers may transition to CloudOps for run/change/improve activities. (See CloudOps for more info)

Service Scope

Modern Workplace Services & EUC covers the following core areas:

1. Alignment and Governance for Modern Workplace
2. Microsoft 365 Email Migration (Cutover, Hybrid, Tenant-to-Tenant)
3. SharePoint Online Migration & Information Architecture
4. Azure Virtual Desktop (AVD) Design & Deployment
5. Microsoft Intune Implementation & Endpoint Management
6. Microsoft Teams Enablement & Adoption
7. Device as a Service (DaaS) & EUC Lifecycle Management

All services are designed to integrate with existing identity, security, and service management frameworks.

Alignment and Governance (Modern Workplace)

Scope includes:

- Assessing current workplace, email, file and device estates
- Understanding business drivers, user personas and regulatory needs
- Defining priorities and sequencing for workplace transformation
- Aligning roadmaps with security, compliance and information governance requirements

Outcome: A clear, prioritised Modern Workplace roadmap with agreed objectives, scope and governance.

Microsoft 365 Email Migration

Services:

- Email Migration (Cutover) for simple, non-Exchange and smaller estates
- Email Migration (Hybrid) for staged migrations from on-premises Exchange
- Tenant-to-Tenant Migration for M&A and tenant consolidation scenarios

Activities:

- Tenant readiness checks and configuration (DNS, connectors, policies)
- Identity and access configuration (Entra ID / Azure AD, MFA, Conditional Access)
- Migration design (batching, coexistence, rollback) and execution
- Identity consolidation and role model rationalisation for Tenant-to-Tenant
- Legacy protocol hardening and secure admin access recommendations

Deliverables:

- Migration strategy, runbooks, and schedules
- Configured target tenant and identity/IAM baselines
- Coexistence designs where needed
- User communication and support plans

Outcome: A secure, low-risk migration to Microsoft 365 email with minimal disruption to users.

SharePoint Online Migration & Information Architecture

Services:

- Discovery of existing file and SharePoint estates
- Design of SharePoint Online and OneDrive target structures
- Migration of data, preserving structure, permissions and metadata
- Rationalisation of access models (groups vs direct, RBAC patterns)
- Configuration of sensitivity labels, secure external sharing and basic DLP

Deliverables:

- Migration design and execution plan
- Configured SharePoint Online tenancy with agreed IA and governance model
- Permissions and security baseline documentation
- User training and adoption materials

Outcome: A structured, secure, and easy-to-navigate collaboration environment.

Azure Virtual Desktop (AVD)

Services:

- Design and POC of AVD environments
- Production deployments integrated with Microsoft 365 and line-of-business apps
- Identity and access design (SSO, MFA, device compliance, admin access paths)
- Baseline hardening of images and management endpoints

Deliverables:

- AVD reference architecture and design
- POC and production environments with documented configurations
- Operational runbooks and management guidelines

Outcome: A secure, scalable virtual desktop platform supporting modern remote work.

Microsoft Intune Implementation & Endpoint Management

Services:

- Design of endpoint management strategy (Windows, macOS, mobile, etc.)
- Configuration of Intune enrolment, compliance and configuration profiles
- Integration with Entra ID / Azure AD and Conditional Access
- Advisory on local admin control, privileged workstations and device security posture

Deliverables:

- Intune design and configuration artefacts
- Standard secure builds and compliance policies
- Documentation and handover for operations teams

Outcome: A modern, policy-driven approach to device management that enhances security and reduces manual effort.

Microsoft Teams Enablement & Adoption

Services:

- Planning and rollout of Teams for collaboration and communication
- Integration with SharePoint and OneDrive
- Governance model covering team lifecycle, naming, retention, and apps
- External collaboration model (guest access, external sharing policies)
- User training, champions programmes and adoption campaigns

Deliverables:

- Teams governance framework and configuration
- Security and compliance configuration for Teams
- Adoption and training content tailored to user roles

Outcome: Effective, secure collaboration through Teams, with strong adoption and controlled growth.

Device as a Service (DaaS) & EUC Lifecycle

Services:

- Device procurement, build, provisioning and logistics
- Standard secure build designs aligned with Intune and M365 baselines
- Automatic enrolment into Entra ID / Azure AD and Intune
- Ongoing support, monitoring and lifecycle management
- Design and support for privileged access workstations (PAWs)

Deliverables:

- Device catalogues and build documentation
- End-to-end provisioning processes and reporting
- Compliance and health dashboards

Outcome: Predictable, secure, and efficient device lifecycle that supports user productivity.

Service Outcomes

By engaging Modern Workplace Services & EUC, customers can expect:

- Improved productivity and collaboration through well-designed Microsoft 365 services
- Enhanced identity and device security with MFA, Conditional Access and compliance policies
- Reduced operational risk and manual effort via automation and standardised builds
- Clear governance for collaboration, external sharing, and device usage
- Lower technical debt through consolidation of legacy platforms and tools
- Higher user satisfaction and adoption supported by structured training and change management

Summary

Modern Workplace Services & EUC provides a comprehensive approach to transforming end-user computing and collaboration. We enable organisations to leverage Microsoft 365 and modern endpoint management to create secure, productive, and user-friendly digital workplaces, driving efficiency and reducing operational overhead.

Security and Assurance
InformationAssurance

Littlefish are an ISO9001 and ISO27001 certified organisation (copy of certificates available on request). We are accredited to Cyber Essentials and Cyber Essentials Plus.

All Littlefish personnel are BPSS checked as standard. A significant number of our Service Desk team are both CTC and SC cleared and some are DV cleared.

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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MICROSOFT SPECIALISATIONS AND DESIGNATIONS

Microsoft Solutions Partner
Digital & App Innovation
Azure

Specialist
AI Platform on Microsoft Azure
Low Code Application Development
Intelligent Automation

Microsoft Solutions Partner
Modern Work

Specialist
Modernize Endpoints
Copilot
Adoption and Change Management

Microsoft Solutions Partner
Security

Specialist
Cloud Security
Threat Protection
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Business Applications

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CRN CHANNEL AWARDS 2025
MSP OF THE YEAR

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CREST SECURITY OPERATIONS

CYBER ESSENTIALS CERTIFIED PLUS

ISO 27001 ISOQAR REGISTERED

ISO 9001 ISOQAR REGISTERED

ISO 14001 ISOQAR REGISTERED