

Modern Workplace Cloud Support & Optimisation Services

Centerprise International

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Service Overview

Modern Workplace Cloud Support & Optimisation Services provide specialist, people-led support for buyer-owned Modern Workplace environments delivered on public cloud SaaS and PaaS platforms. The service is designed for organisations that require expert operational support, security hardening, optimisation, or remediation without committing to a fully managed, per-user service model.

The service focuses on application-level support and tenant operations rather than the provision of licences, hosting, or infrastructure. It is suitable for organisations seeking flexible, on-demand access to experienced cloud engineers to stabilise, enhance, or evolve their Modern Workplace environment under a shared responsibility model.

Scope of Service

The service supports core Modern Workplace platforms, including collaboration, identity, endpoint management, and security services delivered as public cloud SaaS/PaaS. Activities are delivered remotely and are scoped to agreed applications, configurations, and policies within the customer's tenant.

Typical service activities include:

- Advanced incident, change, and problem management (L2/L3)
- Tenant configuration, optimisation, and remediation
- Identity, access, and conditional access tuning
- Security posture improvement and control validation
- Collaboration and productivity platform support
- Onboarding, offboarding, and service stabilisation
- Audit, compliance, and operational readiness support

The service may be consumed as a standalone engagement or alongside other cloud or managed services procured by the buyer.

Service Delivery Model

Delivery is provided through a structured cloud support model aligned to ITIL service management practices. All requests are logged and managed through the Service Desk, with escalation to specialist cloud engineers and subject-matter experts as required.

Engagements are flexible and may be delivered as:

- Ad-hoc support requests
- Time-boxed optimisation or remediation activities
- Retained support hours for predictable ongoing assistance

Service delivery operates under a shared responsibility model, where the buyer retains ownership and administrative control of their tenant, and Centerprise provides agreed-upon operational support and advisory services.

Support Levels and Governance

The service provides access to experienced cloud support engineers delivering L2 and L3 support. Service governance includes defined escalation paths, service reporting where applicable, and regular service reviews for retained engagements.

A Service Delivery Manager provides oversight, coordination, and service assurance. A dedicated Technical Account Manager can be provided as an optional enhancement for customers requiring strategic oversight or complex stakeholder engagement.

Security and Compliance

Support activities are delivered in line with established information security and operational policies. Access to customer environments is controlled, auditable, and restricted to authorised personnel. Security-related activities may include identity protection, access control reviews, policy validation, and security configuration alignment to recognised best practices.

The service supports customers in meeting internal governance, audit, and compliance requirements but does not replace statutory or regulatory accountability retained by the buyer.

Service Constraints

The service is delivered primarily through remote support and does not include software licences, cloud hosting, or underlying infrastructure management. Complex development work, large-scale migrations, or bespoke integrations are delivered as

separate project engagements. On-site support is not included as standard but may be provided as an optional, chargeable service by prior agreement.

Commercial Model

Pricing is based on a people-led model using SFIA-aligned day rates or retained support hours. Costs vary depending on the level of expertise required, the scope of activity, and the duration of engagement. No per-user or licence-based charges apply to this service.

Intended Customers

This service is suitable for public sector organisations and regulated environments that:

- Operate Modern Workplace platforms in public cloud SaaS/PaaS
- Require flexible access to specialist cloud expertise
- Wish to retain control of their tenant and service direction
- Need support for optimisation, security, or stabilisation initiatives

Exit and Portability

As the buyer retains ownership of their tenant and data, leaving the service does not require platform migration. Knowledge transfer, documentation, and orderly disengagement can be provided to support a transition to alternative suppliers or in-house teams, where required.