

G-Cloud 15

Service Definition Document

Microsoft Application Support Services

January 2026



The better the question.
The better the answer.
The better the world works.



Shape the future
with confidence

Contents

Contents	1
1. Service detail	2
2. EY Microsoft Alliance	6
3. Key contacts	7

1. Service detail

1.1. Service Description

Our Application Managed Services empowers organisations to mitigate operational, financial, and reputational risks associated with system issues through our highly responsive issue resolution services and proactive system monitoring for Microsoft solutions.

As an extension of your team, our dedicated application support professionals collaborate closely with you to ensure that your business is always operating at peak efficiency and is consistently supported.

EY adheres to the rigorous standards of the Information Technology Infrastructure Library (ITIL), integrating ITIL best practices within our Microsoft Dynamics 365-based IT Service Management (ITSM) tool. We offer comprehensive support across the following critical areas:

- ▶ Incident and Problem Management
- ▶ Service Requests
- ▶ Change Management
- ▶ Release Management

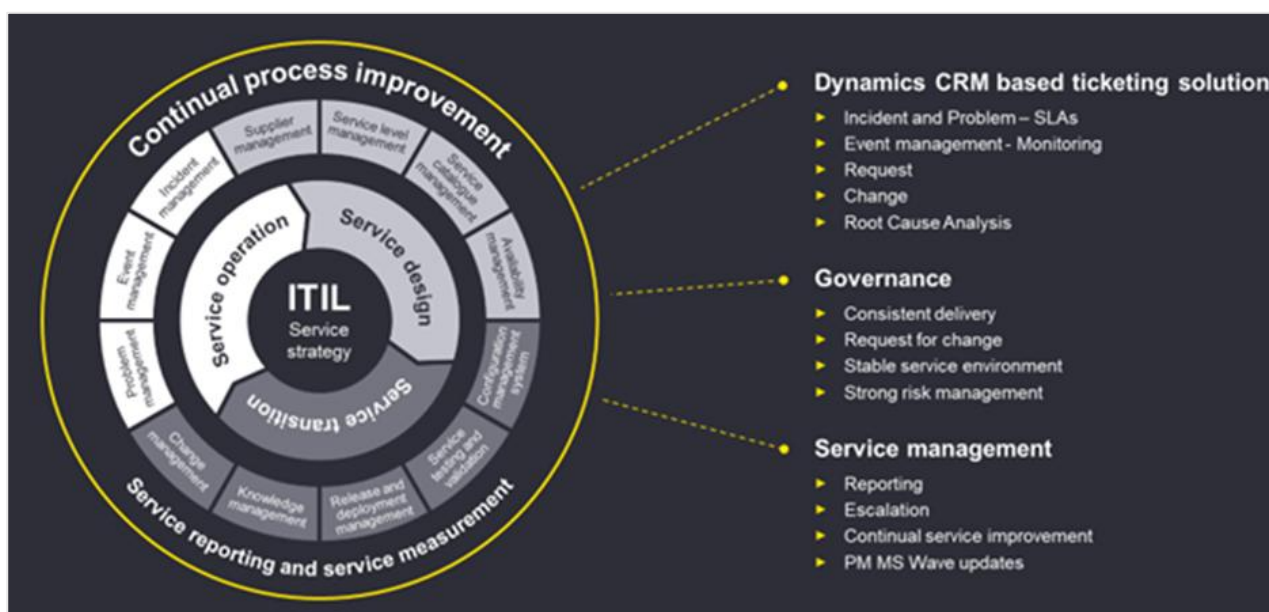


Figure 1 – ITIL Service Strategy

Our processes are grounded in industry standards and continually refined over many years to ensure simplicity, clarity, and systematic execution. We are committed to transparency, sharing our approach in detail with our clients to enable effective collaboration and to ensure that we achieve mutually agreed objectives.

Moreover, our application support team assists organisations in understanding, evaluating, and implementing the latest Microsoft features, thereby maximising your technology investment and enhancing user experiences across your enterprise.

Choose EY as your trusted technology partner and experience a support service designed to deliver measurable value and lasting results for your business.

What are the benefits of our service

- ▶ Quick recovery from incidents
- ▶ Minimizes system downtime
- ▶ Provides System confidence for stakeholders and users
- ▶ System enhancements to help increase system lifespan

Our service features

- ▶ Fast and responsive incident resolution
- ▶ Response and resolution SLAs
- ▶ Problem management for ongoing issues
- ▶ Unlimited effort against incident and problem tickets
- ▶ Visibility of all tickets at any time via our online portal
- ▶ Service request delivery
- ▶ Established co-development framework
- ▶ Small change delivery
- ▶ Service Delivery Manager to ensure service quality
- ▶ Regular service review meetings
- ▶ Option to add additional service uplifts, such as 24/7 coverage

Service Hours

EY's support desk operates from 08:00 – 18:00 local UK time. Incidents and other ticket types can be raised outside of these hours via our portal or email and will be triaged the following day.

Out of Hours

At additional cost, EY can also operate an out of hours service for P1 incidents to ensure the client has 24/7 cover on critical issues with their system. The client will be provided with an out of hours contact number they can call should they happen to identify a P1 incident which will put them in direct contact to an on call consultant. That consultant will log an incident on our internal system and then follow our incident management processes to resolve the issue.

Transition Services

To ensure a smooth transition from your current service provider to EY's support team we will assign a transition manager who will work with the current service provider to achieve a full transition. To gather the information we require to support DWB's environments, EY will perform discovery sessions where a consultant analyses the environments and then performs a handover to the support team of the documented information. The frequency and duration of these discovery sessions will be managed by the transition manager depending on each environment's complexity and feedback from the consultants.

We aim to be flexible and innovative with our approach to getting the required information and, as well as performing our own discovery, will work closely with the incumbent

provider to gather all the necessary documentation and knowledge prior to the commencement of our support service.

During this transition phase, there will be weekly status review meetings to ensure that the status of the handover and the required deliverables are regularly reviewed. This is an opportunity for the incumbent and EY to highlight risks so that they can be managed and resolved quickly.

The transition manager will also arrange an on-boarding session with the client's service owner or sponsor and key stakeholders in the client's system to provide an overview of our support desk's processes, main points of escalation, team's access to the system and answer any questions the client's stakeholders may have.

1.2. Engagement Approach

The EY engagement philosophy is one of open exchange which breeds mutual trust in a solutions partnership which may be expected to last many years into the future.

We believe that organisations will find EY a refreshingly different technology partner, and one that acknowledges the fact that the human challenges of any major project typically outweigh the associated technical challenges.

Based upon this principle, an EY engagement is consciously one of close and regular personal interaction and focus is given to the nature, staffing and operational goals of your business over and above technology considerations. This regular, open dialogue means that our consultants can make well-informed recommendations in the specific context of an organisation. It also means that they are able to challenge assumptions and historic ways of working.

Our experienced and professional implementation teams follow an established project management methodology for both Agile or Waterfall approaches and can make recommendations on the most appropriate, based on your preference, requirements and capability. We work in partnership collaboratively with you throughout all stages to ensure user adoption and measurable benefits are achieved.

1.3. Client responsibilities

The client is responsible for the following:

- ▶ Acquisition of any required Microsoft application subscription licenses (which EY can advise on), to enable the service that EY will be implementing, supporting, or training the client on
- ▶ Provision of any relevant test data required by EY
- ▶ Provision of resources for User Acceptance Testing as advised by EY, and that these staff are not technical staff involved in the development, but end users/subject matter experts who were involved in the user requirements definition phase
- ▶ For any integration services to back-office applications, it is assumed that the client will have the required APIs available on all the deployed CRM instances (i.e. Development, Test, and the Production), and give EY access to any available documentation for those APIs
- ▶ Provision of equivalent instances for the relevant back-office systems and make these available at no cost to EY

- ▶ Availability of staff with detailed technical know-how in the back-office applications to input into any integration services implementation, whether from the client, or from the back-office application vendor, and have support arrangements in place with that vendor for technical support
- ▶ Provision of remote access to any relevant back-office applications as required

1.4. Pricing

EY AMS provide flexible packages to suit your business requirements from our Essentials break fix support to our premier managed services. Our packages are ticket based, the volume of tickets agreed upon before the commencement of the contract, with bundles of top-up tickets available for purchase should they be required.

Transition costs are on a time and materials basis and vary depending on the size and complexity of the existing system. EY AMS can also provide a technical review of the system if requested. The transition service is priced in accordance with the SFIA rate card provided.

2. EY Microsoft Alliance

The EY organization leverages Microsoft technology to create transformative solutions across its service lines, including Assurance, Tax, Consulting and Strategy and Transactions. These solutions empower clients to achieve significant transformational outcomes, enhancing their agility, fostering innovation and equipping them to effectively respond to disruptions.

- ▶ Data and Artificial Intelligence (AI) capabilities that drive business-led transformation with humans at center
- ▶ Repeatable enterprise solutions that help enable key business functions
- ▶ Sector-led solutions that address industry challenges

The EY-Microsoft Alliance designs and helps deliver transformative cloud solutions powered by business ingenuity that helps create long-term value. The EY organization and Microsoft bring a compelling formula to spark the potential of the cloud and unlock the power of data. We solve clients' most challenging issues by blending trusted industry knowledge with innovative cloud technology. This strategic relationship draws on decades of success developing visionary solutions that provide lasting value. Together, we empower organizations to create exceptional experiences that help the world work better and achieve more.

Recent awards

- ▶ 2025 Microsoft Global Advisory Services Partner of the Year – 6th consecutive year
- ▶ 2025 Microsoft Global Sustainability Changemaker Partner of the Year – 3rd consecutive year
- ▶ 2025 – Global SI – Finalist
- ▶ 2025 – Global – Dynamics 365 Service
- ▶ 2025 – Intelligent Automation – Finalist
- ▶ 2025 – Dynamics 365 Finance – Finalist

3. Key contacts

For further information please get in touch via the email address below.



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About EY

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Enabled by data and technology, diverse EY teams in over 150 countries provide trust through assurance and help clients grow, transform and operate.

Working across assurance, consulting, law, strategy, tax and transactions, EY teams ask better questions to find new answers for the complex issues facing our world today.

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