

Modern Workplace Enablement Services

Service Definition Document

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1. Introduction

1.1 Overview

MASS recognises that effective data interpretation and communication are essential components of a modern workplace, enabling organisations to make informed decisions and drive performance in today's digitally connected environment. Our Data Visualisation Services are specifically designed to support Modern Workplace Enablement by transforming complex datasets into clear, actionable insights through dynamic and interactive visual tools. By presenting information in a readily accessible and engaging format, we empower teams to explore trends, identify opportunities, and respond proactively to emerging challenges, fostering a culture of data-driven decision making across all levels of the organisation.

To ensure relevance and impact, our solutions are tailored to the unique requirements of each client within the modern workplace. We collaborate closely with stakeholders to understand their goals, data sources, and reporting needs, delivering intuitive dashboards, comprehensive reports, and analytics platforms that enhance operational transparency and support strategic initiatives. Whether the objective is to improve visibility, monitor key performance indicators, or communicate results across distributed teams, MASS provides the expertise and technology necessary to maximise the value of organisational data assets. By facilitating seamless access to insights and encouraging self-service analytics, our Data Visualisation Services form a core pillar of Modern Workplace Enablement, helping organisations adapt and thrive in a rapidly evolving digital landscape.

1.2 Purpose of the Document

The purpose of this document is to present a thorough overview of MASS's Modern Workplace Enablement Service, with a focus on how our Data Visualisation Services empower organisations to adapt and thrive in today's digital environment. This document explains the strategies, methodologies, and consultancy MASS delivers to help clients turn complex business data into accessible, actionable insights using dynamic dashboards and interactive reports. It is designed as a practical resource for stakeholders seeking to foster a culture of data-driven decision making, improve operational transparency, and support strategic initiatives. By illustrating the value of tailored visualisation solutions, this guide assists clients in enhancing performance, monitoring key metrics, and realising sustainable improvements across all levels of their organisation within the modern workplace context.

2. Service Overview

2.1 Description of Modern Workplace Enablement Services

MASS provides expert support and training in tools like SharePoint, Purview, and PowerApps. We support cloud migration, automate workflows, build data visualisations, and create compliance processes. Training is delivered remotely or onsite. Operating at Official, Official-Sensitive and SECRET, we work via outcome-based SoWs or flexible rate card models.

In today's rapidly evolving digital landscape, organisations require agile, secure, and collaborative working environments to thrive. MASS's Modern Workplace Enablement service is designed to empower businesses by aligning technology, processes, and people with strategic objectives. Through expert support, training, and innovative solutions, this service streamlines daily operations, enhances productivity, and embeds robust governance at every stage. Whether delivered remotely or onsite, Modern Workplace Enablement ensures that teams are equipped with the knowledge and tools needed to confidently embrace digital transformation and respond effectively to emerging challenges.

Modern Workplace Enablement Services help organisations work smarter, securely, and more efficiently by maximising the value of their digital platforms. These services deliver practical support, solution design, and user training across tools such as SharePoint, Purview, and PowerApps. They enable cloud migration, automated business workflows, and transform data into meaningful visual insights. Strong governance and compliance processes are required from the outset to ensure that information is managed responsibly and securely.

2.2 Objectives

The primary objective of Modern Workplace Enablement is to empower organisations to realise the full potential of their digital investments by fostering a secure, agile, and collaborative working environment. This service aims to streamline business processes, enhance productivity, and ensure robust compliance by integrating advanced digital tools tailored to client needs. By prioritising effective user adoption and aligning technology with strategic outcomes, the service seeks to deliver measurable improvements in operational efficiency, data management, and workforce engagement. Ultimately, the goal is to provide clients with scalable solutions that not only address their current challenges but also position them for future growth and resilience in an ever-evolving digital landscape.

3. Methodology

3.1 Process

Our methodology for Modern Workplace Enablement is grounded in a collaborative and consultative approach, commencing with a comprehensive discovery phase. During this stage, our experienced business and data analysts engage directly with stakeholders to gain a deep understanding of existing processes, operational challenges, and overarching strategic objectives. By thoroughly evaluating current workflows and data environments, we pinpoint inefficiencies and uncover opportunities for meaningful digital transformation.

We then design tailored solutions utilising the latest digital tools to streamline operations, automate routine tasks, and enhance both collaboration and data visibility across the organisation. Governance, security, and compliance are embedded from the outset, ensuring robust controls and peace of mind throughout the transformation process.

Our iterative delivery model encompassing continuous refinement, rigorous testing, and comprehensive user training guarantees that solutions are not only fit-for-purpose but are also widely adopted. This structured approach leads to tangible business benefits: increased operational efficiency, data-driven decision-making, enhanced security, and full alignment with your strategic goals. Ultimately, our methodology empowers your teams to embrace change confidently and positions your organisation for sustained digital success.

4. After Sales Support

4.1 Support Services

Following the successful development and integration of our solutions within client environments, we deliver comprehensive corrective and preventative maintenance as well as ongoing support to ensure the seamless operation and optimisation of Modern Workplace Enablement services. Central to our support services offering are:

- End-user support and helpdesk integration
- Adoption and change management support
- Training and knowledge base updates
- Automation and workflow enhancement support

Additionally, our support encompasses a wide scope of technical activities, including the deployment of patches and bug fixes, regular updates and upgrades, the introduction of new features, installation assistance, proactive system monitoring, health checks, and expert database administration. We collaborate closely with each client to design tailored support packages aligned to their operational requirements and agree bespoke delivery schedules for every engagement. Where clients possess internal IT resources capable of managing routine maintenance, we facilitate comprehensive knowledge transfer to empower their teams. Alternatively, we provide full-spectrum support for organisations seeking a managed service approach.

4.2 Support Process

Our support packages are delivered via a dedicated Modern Workplace Enablement support desk, which provides a responsive, single point of contact for all client queries and incidents related to our solutions. The team prioritises swift resolution of software issues through expert troubleshooting, with clear escalation paths to ensure complex challenges are addressed efficiently. Recognising the importance of digital security, we proactively deploy urgent updates and critical security patches at pace to safeguard client environments and maintain operational continuity.

5. Why MASS?

MASS is recognised as a trusted partner due to our unwavering commitment to client success, rigorous standards of quality, and a proven track record in delivering complex digital transformation projects. Our differentiating features include a deeply consultative methodology, bespoke solution design, and proactive support, all underpinned by robust governance and security frameworks. We foster close collaboration with clients, ensuring transparency and responsiveness at every stage, while our specialist teams bring together extensive expertise, sector-specific experience, and accredited capabilities. This combination of personalised engagement, technical excellence, and comprehensive aftercare sets us apart and enables our clients to achieve sustained, secure, and future-ready workplace enablement.

6. Team

6.1 Modern Workplace Enablement Team Structure

MASS's team comprises a dedicated team of highly skilled data scientists and analysts, all of whom are committed to delivering exceptional Modern Workplace Enablement services. The team operates within a robust governance structure, ensuring clear lines of accountability for the provision and quality of our services. A designated Service Lead is responsible for overseeing project delivery and acts as the single point of contact for all client queries or escalations. This approach provides our clients with the assurance that every engagement is managed with professionalism, transparency, and a strong focus on achieving their objectives.

6.2 Team Capabilities

MASS's team dedicated to Modern Workplace Enablement consists of experienced data scientists and skilled data analysts, collectively bringing over 80 years of expertise across the full data lifecycle. Their capability spans from addressing straightforward data quality improvements to supporting the deployment and optimisation of enterprise resource planning (ERP) systems within contemporary workplace environments.

For smaller or mid-sized assignments, the team handles business analysis internally, ensuring a smooth and agile approach. For more complex or large-scale transformation projects, the group collaborates with the broader MASS organisation, drawing on additional business analysts, financial experts, and specialist consultants to provide comprehensive support. A core strength of the team lies in delivering robust data visualisation, with a proven track record in developing insightful reports, interactive dashboards, and tailored visual analytics that empower clients to make informed, data-driven decisions and maximise the benefits of their modern workplace solutions.

7. Assuring Quality

7.1 Relevant Standards

At MASS, we are committed to maintaining the highest standards of quality across all aspects of our service delivery. Our quality assurance processes are underpinned by internationally recognised frameworks such as ISO 9001 for Quality Management Systems and ISO 27001 for Information Security Management, ensuring that our operations adhere to rigorous best practice benchmarks. We implement structured project management methodologies, such as PRINCE2 and ITIL, to guarantee consistent, repeatable processes and measurable outcomes throughout the project lifecycle.

Quality checks are embedded at each stage of service provision, from requirements gathering and solution design through to deployment, support, and continuous improvement. We utilise detailed documentation, peer reviews, and regular internal audits to monitor compliance and drive ongoing enhancement. Responsibility for quality assurance is overseen by a dedicated Project Manager, who coordinates efforts across the team and acts as a single point of accountability, while all team members are empowered and trained to uphold our quality standards. This approach ensures that every engagement is delivered with precision, transparency, and reliability, enabling us to consistently meet or exceed client expectations.

7.2 Client Communication

Our client communication methodologies at MASS are designed to foster clarity, transparency, and responsiveness throughout every engagement. We employ a blend of written and spoken channels, including formal meetings via Microsoft Teams, structured email correspondence, and collaborative platforms such as SharePoint for document sharing and project updates. This multi-layered approach ensures that all stakeholders remain informed and engaged, facilitating open dialogue and prompt resolution of queries. In addition to regular status reporting and scheduled review sessions, we encourage informal check-ins to maintain a strong client relationship and to adapt swiftly to evolving requirements. By tailoring our communication style and frequency to suit each client's preferences, we deliver a seamless and personalised service experience.

7.3 Information Sharing

At MASS, our information sharing protocols are governed by strict legal and ethical standards to ensure the confidentiality, integrity, and security of all data entrusted to us. We share only information that is necessary and authorised for the delivery of services, as agreed with our clients, while withholding any data that is sensitive, proprietary, or falls outside the scope of consented use. Compliance with relevant legislation, such as the General Data Protection Regulation (GDPR), is fundamental to our approach, and we regularly review our procedures to ensure ongoing adherence to all statutory obligations. Our team is trained to observe these requirements meticulously, and we are committed to transparency in how information is handled and protected throughout every engagement.

8. Security

8.1 Security Management

Organisation of Security at MASS is mandated by policy and legislation, and we are accredited to ISO27001. We focus on the MOD approach to Security role, structuring for Secure-By-Design, specifically JSP 440 Leaflet 5C and Industry Security Notice 2023-09. Several roles included, while not mandated in these policies, are a core requirement to assuring the Confidentiality, Integrity, and Availability of the system and its functions, specifically the UK Data Protection Act, JSP 490 and export legislation.

Security Management for the delivery of our services, including all aspects of physical, personnel, information, and technical security, is governed by MASS's Company Security Controller (CSC), who operates as Security Manager for individual contracts, in accordance with our defined MASS Security Instructions.

One of two paths is generally adopted with respect to security. On one hand, the data team has previously made use of its own lab environment to develop solutions which can subsequently be deployed on the customer system. On the other hand, some contracts have called for the data team to be given access to the customer's development environment. MASS is comfortable with either of these options, observing the highest standards of security at all times and abiding by all requisite accreditations.

8.1.1 Physical Security

All MASS employees and visitors to our premises adhere to security protocols in accordance with the MASS Security Instructions.

8.1.2 Personnel Security

All MASS staff are required to have the appropriate security clearance as required.

8.1.3 Information Security

MASS staff work in accordance with the Government Security Classification Policy, JSP440, the Security Aspects Letter and the MASS Security Instructions when dealing with any protective marker information.

9. Prior Experience

MASS has significant experience in enabling modern workplace solutions for a variety of customers across both the private and public sectors. The following case studies demonstrate MASS's proven capability in delivering Modern Workplace Enablement services, tailored to support digital transformation, collaboration, and secure, flexible working environments.

9.1 A Modernised Content Management Platform

Contract Value: £350,000

Dates: 03/06/2021 – 30/04/2024

A large law-enforcement agency had several discrete IT systems, each of which was used to manage the investigation of a particular type of crime. These systems had grown over time with no overall holistic approach to data and content management and, whilst some technology may have been appropriate 20 years ago; it was recognised that modern solutions may bring much needed benefits. The existing IT solutions had the following characteristics:

- No commonality in case management, the IT solutions included OneNote, Excel, etc.
- No data sharing. The IT solutions worked in isolation, so data from one investigation was not available to other investigations.
- Difficulties in searching for information across the enterprise.

The law-enforcement agency's business included many manual data processes that were based on spreadsheets and manual data manipulation. One process took 10 person-days to gather data and shape it into a query format to produce reports; MASS automated this process and the time taken to produce the report has reduced to 2 person-days of analytical effort.

A MASS Data Architect looked at the entirety of the agency's operation to map how data was being handled and several solutions were suggested:

- 160 separate improvements that could be implemented in a stand-alone manner but part of a comprehensive roadmap leading to improved working practices.
- A comprehensive digital-twin database that could be accessed by all investigative teams to allow data sharing and data discovery.

Two separate deployment plans were created using either the big bang or incremental approaches. 3. An automated process was prototyped to handle telephone call data that maintained evidential provenance and included interactive, self-serve visualisations that allowed investigators to discover relationships between telephone numbers.

Many workshops were conducted with both end-users and management to determine requirements, which were either a continuance of the existing business process or leveraging the new functionality that SharePoint could offer. MASS's Data Architect recommended SharePoint as a content management solution in place of the current file share, which had grown to a point where searching was not possible.

The new SharePoint site was prototyped in the MASS labs environment with the law enforcement agency's staff having guest access that allowed them to use their own corporate laptops to use the development environment. This encouraged rapid development, as users could make requests during a workshop and see the solution a few minutes later on their own hardware. MASS also created and delivered courseware to upskill staff in both the basics of using a generic SharePoint and the particulars of how to use the agency's SharePoint site.

We worked with the agency's communications team to develop a SharePoint-based intranet where news articles, HR policies and other routine business information could be published. At the end of our work, the agency's management had a clear roadmap to a new way of working that would deliver savings and efficiencies by reducing person-time to achieve objectives and facilitate data discovery.

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