

1 SECTION: Service Attributes

1.1 Q1. Service Type

Cloud Support

2 SECTION: Service Name

2.1 Q2. Service Name

Microsoft 365 Productivity Services

3 SECTION: About Your Service

3.1 Q3. Service Description

Word Limit: 50 words maximum | Actual: 39 words ✓

Advisory, design, implementation and migration services for Microsoft 365 collaboration platforms.

We help UK public sector organisations achieve frictionless collaboration and optimised information retrieval through Teams, SharePoint, Exchange Online and Viva, delivering measurable productivity improvements and reduced operational friction.

3.2 Q4. Service Categories

Selected categories:

Advisory & Strategy:

- ☒ Capability analysis
- ☒ Enterprise architecture
- ☒ Cloud gap assessment
- ☒ Architecture options analysis
- ☒ Delivery Road-mapping
- ☒ Data auditing and organising
- ☒ Data/information structure design
- ☒ Engagement and communication planning
- ☒ Project management and governance
- ☒ Service optimisation/right sizing
- ☒ Mobilisation coordination

User Enablement:

- ☒ Basic user - cloud based services
- ☒ Super user - Cloud Based Services
- ☒ Function/service optimisation skills

Support:

- ☒ Logging and management of incidents
- ☒ Product support capabilities
- ☒ End user training coordination

4 SECTION: Service Features and Benefits

4.1 Q5. Service Features

Word Limit: 10 words maximum per feature | 10 features maximum

#	Feature	Words
1	Microsoft 365 tenant health assessments and configuration reviews	8 ✓
2	Teams, SharePoint and Exchange Online design services	8 ✓
3	Information architecture and governance design consultancy	7 ✓
4	Email and calendar migration planning and execution	7 ✓
5	SharePoint Online site collection design and deployment	7 ✓
6	Microsoft Viva employee experience platform implementation	7 ✓
7	Collaboration workflow optimisation and automation design	7 ✓
8	User adoption and change management programme delivery	8 ✓
9	Search configuration and knowledge management improvements	7 ✓
10	Ongoing optimisation and continuous improvement services	7 ✓

4.2 Q6. Service Benefits

Word Limit: 10 words maximum per benefit | 10 benefits maximum

#	Benefit	Words
1	Reduces time spent searching for information and documents	8 ✓
2	Improves cross-team collaboration through unified communication platforms	8 ✓
3	Decreases email overload through structured collaboration channels	8 ✓
4	Accelerates employee onboarding with standardised workspace access	8 ✓
5	Enhances meeting effectiveness through optimised Teams configuration	8 ✓
6	Reduces content duplication and sprawl across platforms	8 ✓
7	Improves governance and compliance through embedded data controls	9 ✓
8	Increases user adoption rates through targeted enablement	8 ✓
9	Delivers measurable productivity gains across collaboration scenarios	8 ✓
10	Reduces IT support burden through standardised configurations	8 ✓

5 SECTION: Service Scope

5.1 Q7. Service Constraints

Service delivery constraints include:

- Customer must provide appropriate Microsoft 365 licensing with required service plans (Teams, SharePoint Online, Exchange Online, Viva as applicable to scope)
- Customer must provide administrative access to Microsoft 365 tenant for assessment and implementation activities
- Customer responsible for providing subject matter experts for discovery workshops and design validation
- Service delivery is primarily remote with on-site attendance available at additional cost where required
- Minimum engagement duration varies by service type: Advise (typically 2-5 days), Plan (typically 5-15 days), Deliver and Adopt (scoped per requirements)
- Implementation timescales dependent on customer decision-making cycles and change approval processes
- Third-party data migration from non-Microsoft platforms may require additional scoping and specialist tooling
- Customer retains responsibility for end-user device readiness and network connectivity

- Adoption services require customer commitment to change champion network and communications activities

6 SECTION: Reselling

6.1 Q8. Supplier Type

Not a reseller

6.2 Q9. Organisation Whose Services Are Being Resold

N/A

7 SECTION: User Support

7.1 Q10. Email or Online Ticketing Support

Yes

7.2 Q11. Support Response Times

N/A

7.3 Q12. User Can Manage Status and Priority of Support Tickets

Yes

7.4 Q13. Online Ticketing Support Accessibility

WCAG 2.2 AA

7.5 Q14. Phone Support

Yes

7.6 Q15. Phone Support Availability

9 to 5 (UK time), Monday to Friday

7.7 Q16. Web Chat Support

Yes

7.8 Q17. Web Chat Support Availability

24 hours, 7 days a week

7.9 Q18. AI Chatbot

No

7.10 Q19. Web Chat Support Accessibility Standard

WCAG 2.2 AA

7.11 Q20. How the Web Chat Support is Accessible

N/A - Web chat meets WCAG 2.2 AA standard

7.12 Q21. Web Chat Accessibility Testing

Web chat functionality has been tested with screen readers (JAWS, NVDA) and keyboard-only navigation. Testing includes compatibility with browser zoom up to 200%, colour contrast verification, and focus indicator visibility. Regular accessibility audits are conducted as part of our continuous improvement programme.

7.13 Q22. Support Levels

For professional services engagements, Trustmarque provides comprehensive support through our delivery methodology:

Standard Support (included):

- Dedicated engagement manager throughout project lifecycle
- Access to certified Microsoft consultants during business hours
- Project status reporting and governance meetings
- Knowledge transfer sessions and documentation

HyperCare Support (post-implementation):

- Extended support period following go-live (typically 10-20 days)
- Priority access to delivery team for issue resolution

- Proactive monitoring review and optimisation recommendations

For any resultant managed service requirements subsequent to the professional services engagement, support levels and pricing will be scoped separately based on specific customer requirements.

Technical Account Manager:

- Strategic guidance services available at additional cost
- Quarterly business reviews and roadmap planning
- Escalation management and vendor liaison

8 SECTION: Staff Security

8.1 Q23. Staff Security Clearance

Staff screening performed which conforms to BS7858:2019

8.2 Q24. Government Security Clearance

Up to Security Clearance (SC)

9 SECTION: Pricing

9.1 Q25. Discount for Educational Organisations

No

10 SECTION: Documents

10.1 Q26. Service Definition Document

N/A - As requested, document uploads not included in this response

10.2 Q27. Terms and Conditions Document

N/A - As requested, document uploads not included in this response

10.3 Q28. Pricing Document

N/A - As requested, document uploads not included in this response

