

G-CLOUD 15 SERVICE DESCRIPTION

Microsoft Viva Suite Services

Submission Ready Form Responses

1 SECTION: Service Attributes

1.1 Q1. Service Type

Cloud Support

2 SECTION: Service Name

2.1 Q2. Service Name

Microsoft Viva Suite Services

3 SECTION: About Your Service

3.1 Q3. Service Description

Word Limit: 50 words maximum | Actual: 38 words ✓

Microsoft Viva Suite Services help UK public sector organisations transform employee experience through strategic advisory, implementation, and adoption services. Our consultants deliver Viva Connections, Insights, Learning, Engage, Goals, and Amplify solutions that improve collaboration, wellbeing, and organisational alignment.

3.2 Q4. Service Categories

Selected categories:

Advisory & Strategy:

- ☒ Architecture options analysis
- ☒ Delivery Road-mapping
- ☒ Engagement and communication planning
- ☒ Project management and governance
- ☒ Mobilisation coordination

Development & Implementation:

- ☒ Development
- ☒ Implementation

4 SECTION: Service Features and Benefits

4.1 Q5. Service Features

Word Limit: 10 words maximum | Actual: 8 words ✓

(10 words maximum per feature, 10 features maximum)

#	Feature	Words
1	Microsoft Viva Suite strategic assessment and roadmap development	8 ✓
2	Viva Connections intranet portal design and implementation	7 ✓
3	Viva Insights wellbeing and productivity analytics configuration	7 ✓
4	Viva Learning content integration and learning management setup	8 ✓
5	Viva Engage community and leadership communication deployment	7 ✓
6	Viva Goals OKR framework implementation and alignment services	8 ✓
7	Viva Amplify campaign management and internal communications setup	8 ✓
8	Role-based adoption enablement and change management programmes	7 ✓
9	Integration with existing Microsoft 365 and SharePoint environments	8 ✓
10	Ongoing optimisation and value realisation measurement services	7 ✓

4.2 Q6. Service Benefits

Word Limit: 10 words maximum | Actual: 8 words ✓

(10 words maximum per benefit, 10 benefits maximum)

#	Benefit	Words
1	Improves employee engagement through unified digital workplace experiences	8 ✓
2	Reduces information silos with centralised news and resources	8 ✓
3	Enhances wellbeing through data-driven insights and recommendations	7 ✓
4	Accelerates skills development with integrated learning pathways	7 ✓
5	Strengthens organisational alignment through transparent goal tracking	7 ✓
6	Increases adoption rates with structured change management approach	8 ✓
7	Reduces time-to-value through proven implementation methodologies	6 ✓

8	Improves decision-making with actionable productivity analytics	6 ✓
9	Enables hybrid working through accessible employee experience tools	8 ✓
10	Demonstrates measurable ROI through continuous value tracking	7 ✓

5 SECTION: Service Scope

5.1 Q7. Service Constraints

Services are delivered remotely by default, with on-site attendance available upon request at additional cost.

Customers must have active Microsoft 365 licensing with appropriate Viva entitlements before implementation can commence.

Customer must provide a nominated project sponsor and technical point of contact with appropriate system access.

Third-party system integrations (non-Microsoft) require separate scoping and may incur additional costs.

Implementation assumes standard Microsoft 365 tenant configuration; highly customised environments may require additional discovery.

6 SECTION: Reselling

6.1 Q8. Supplier Type

- ☒ I'm not a reseller
- ☐ I'm a reseller providing extra features and support not available from the original supplier
- ☐ I'm a reseller providing extra support
- ☐ I'm a reseller not providing extra features or support

6.2 Q9. Organisation Whose Services Are Being Resold

N/A - Not a reseller

7 SECTION: User Support

7.1 Q10. Email or Online Ticketing Support

- ☒ Yes
- ☐ Yes, at extra cost
- ☐ No

7.2 Q11. Support Response Times

Subject to an agreed SLA.

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

☒ Yes

☐ No

7.4 Q13. Online Ticketing Support Accessibility

☐ WCAG 2.2 AAA

☒ WCAG 2.2 AA

☐ WCAG 2.2 A

☒ EN 301 549

☐ None or don't know

7.5 Q14. Phone Support

☒ Yes

☐ No

7.6 Q15. Phone Support Availability

☐ 24 hours, 7 days a week

☒ 9 to 5 (UK time), 7 days a week

☐ 9 to 5 (UK time), Monday to Friday

7.7 Q16. Web Chat Support

☒ Yes

☐ Yes, at an extra cost

☐ No

7.8 Q17. Web Chat Support Availability

☒ 24 hours, 7 days a week

☐ 9 to 5 (UK time), 7 days a week

☐ 9 to 5 (UK time), Monday to Friday

7.9 Q18. AI Chatbot

- ☐ Yes
☒ No

7.10 Q19. Web Chat Support Accessibility Standard

- ☐ WCAG 2.2 AAA
☒ WCAG 2.2 AA
☐ WCAG 2.2 A
☒ EN 301 549
☐ None or don't know

7.11 Q20. How the Web Chat Support is Accessible

N/A - Web chat meets WCAG 2.2 AA and EN 301 549 standards.

7.12 Q21. Web Chat Accessibility Testing

Our web chat platform has been tested with screen readers including JAWS and NVDA. Keyboard navigation is fully supported. Regular accessibility audits are conducted by qualified specialists to ensure compliance with WCAG 2.2 AA and EN 301 549 standards.

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 Viva consultants during business hours (9am-5pm UK time, Monday to Friday). Project status reporting and governance meetings. Knowledge transfer sessions and documentation.

HyperCare Support (post-implementation):

Extended support period following go-live, typically 30-90 days. Priority access to delivery team for issue resolution. Proactive usage 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 services are available at additional cost for ongoing strategic guidance and quarterly business reviews.

8 SECTION: Staff Security

8.1 Q23. Staff Security Clearance

- ☐ Staff screening performed which conforms to BS7858:2019
- ☒ Staff screening performed but doesn't conform with BS7858:2019
- ☐ Staff screening not performed

8.2 Q24. Government Security Clearance

- ☒ Up to Developed Vetting (DV)
- ☐ Up to Security Clearance (SC)
- ☐ Up to Baseline Personnel Security Standard (BPSS)

9 SECTION: Pricing

9.1 Q25. Discount for Educational Organisations

- ☒ Yes
- ☐ No

10 SECTION: Documents

10.1 Q26. Service Definition Document

N/A

10.2 Q27. Terms and Conditions Document

N/A

10.3 Q28. Pricing Document

N/A