

G-CLOUD 15 SERVICE DEFINITION

Microsoft 365 support

Cloud Support



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Overview

Aspire Systems have extensive experience developing and supporting all areas of the Microsoft 365 platform including SharePoint Online, OneDrive for Business, Power Platform, Stream and Forms.

For more detailed SharePoint information, please see our SharePoint support and SharePoint migration support offerings. We offer the following Microsoft 365 services:

- Comprehensive SharePoint Online support including strategy, information architecture and migration support
- Automated SharePoint Online site provisioning
- Bespoke SharePoint solution support (SPFx, SharePoint REST and Graph APIs)
- Integrate AI and Microsoft Copilot to enhance user support and boost productivity
- Power Platform strategy, implementation, and best practise
- Multilingual Power App design and development, including bilingual Welsh / English interfaces
- Extensive knowledge of Power Automate including Premium, Third-Party, and preview features and connectors.
- Design and Build of bespoke PowerApps and Power BI Reports
- Extensive Power BI and report builder experience. A strong background in SQL best practises and enhancements to improve reports using SQL data.
- OneDrive for Business support and migration
- Stream (v2) migration support
- Bespoke application integration and support
- Form creation and support
- Support

Our extensive experience covers related technology including all versions of SharePoint on-premises, vital in migrations to SharePoint Online and hybrid environments. Over many years, we have built feature rich intranets, extranets, EDRMS, ECMS and corporate websites using SharePoint and Microsoft 365 technology.

Aspire's development teams have extensive experience of the SharePoint Development Framework (modern SPFx web parts), SharePoint and Graph APIs, CSOM and legacy .NET SharePoint customisations. The teams can build complex, feature rich components to integrate seamlessly with any SharePoint environment. These components include powerful and easy-to-integrate web parts, features, custom page layouts and advanced search solutions. We also have expertise across cloud consulting, optimisation, engineering, managed services, fin ops and migration.

Our clients



Our approach

We believe that technology should enable business goals not drive them. That's why we offer services and support tailored to the way you work. We use best of breed processes and industry standards, combined with our own unique methodology to ensure you receive the very best in quality and value for money.

Experience

The extensive experience of our staff in real world application development means that we provide the right technology for your requirements, and our rigorous testing procedures ensure quality assurance throughout. Aspire Systems employs rigorous coding standards to facilitate the readability and maintainability of source code. All development is reviewed against these standards throughout the project lifecycle.

Methodology driven

Our agile approach to software combines commonly accepted best practices, such as an iterative, user-focused development process and use of industry standard design patterns. Aspire Systems has employed this approach successfully on many development projects.

Reuse

Our application development framework and suite of products allow us to increase productivity by spending more time on meeting the business requirements of our clients, rather than the low level nuts and bolts of the system.

The benefits

- Systems that reduce effort and increase the efficiency of processes
- More timely, accurate data from which valuable analysis and reporting can be conducted
- Cost savings by reducing the time taken to capture, validate and report on your organisations key data
- An agile collaborative approach to the design, delivery and management of your system implementation
- A highly qualified team with experience in delivering complex systems
- Lightweight, reusable components ensure cost effective rapid delivery

Our Services

- Innovative cloud solutions and cloud adoption consultancy
- Analysis, design, and development of bespoke applications
- Database development and integration
- Secure application delivery through web technology
- Multilingual applications including bilingual Welsh / English interfaces
- Business intelligence and flexible reporting solutions (Including Power BI)
- Automated data validation
- Systems integration
- Technical project management

- Secure data exchange
- Comprehensive support and maintenance
- Social media integration
- Mobile Web and Apps
- Azure App Service, Azure Functions, Azure AI Search
- Responsive web design and user experience (UX) design
- Geographical and mapping solutions (including Google and Bing maps integration)

Technologies

Web and Windows based solutions

- Microsoft .NET
- Microsoft Azure
- Web services and API (REST, SOAP, OAuth authorisation)
- XML, XSLT, JSON
- React, Angular, HTML5 , CSS, JavaScript, JQuery, AJAX
- Microsoft SQL Server

Business Intelligence

- Microsoft Power Platform (Power BI, Power Apps)
- Business Objects
- Microsoft SQL Server Analysis Services (SSAS)

- Microsoft SQL Server Reporting Services (SSRS)

Content and Collaboration Platforms

- Microsoft (Office) 365
- Umbraco
- Microsoft SharePoint Online

Government and Industry Standards

- Government Open Standards principles
- W3C Web Content Accessibility Guidelines (WCAG 2.2)

Standards and accreditations

ISO

Aspire Systems operates to the ISO 9001:2015 standard as a business and on individual projects. The project manager and team members have all worked within ISO 9001 accredited environments and have had individual projects audited as part of accreditation renewal. Aspire Systems first acquired accreditation in September 2006.

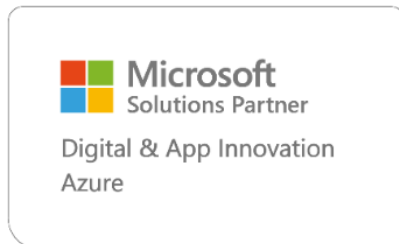
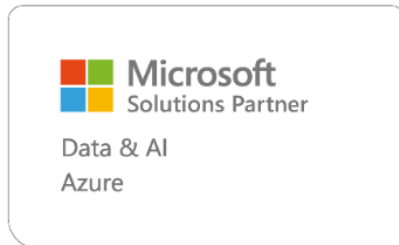
Aspire Systems operate in accordance with the ISO 27001:2022 standard and first acquired accreditation in March 2015. A number of our systems process sensitive data and frequently undergo penetration testing by external security experts. We have a solid understanding of security in web applications and develop all of our systems according to the recommendations of OWASP (open web application security project) and other industry best practise.

Cyber Essentials Plus

Cyber Essentials is a Government-backed and industry supported scheme to guide businesses in protecting themselves against cyber threats. Aspire Systems is fully accredited against the Cyber Essentials and Cyber Essentials Plus schemes.

Technical Accreditation

The following Microsoft accreditations are held by Aspire Systems and its staff:



The following Umbraco accreditations are held by Aspire Systems and its staff:



Umbraco Partner



The following Scrum accreditations are held by Aspire Systems and its staff:



Experience

The following is a small selection of Aspire Systems' comprehensive experience in offering this service. For more of our work please take a look at our website <https://www.aspiresys.com/uk/insights>

Auditor review system, PCI Security Standards Council

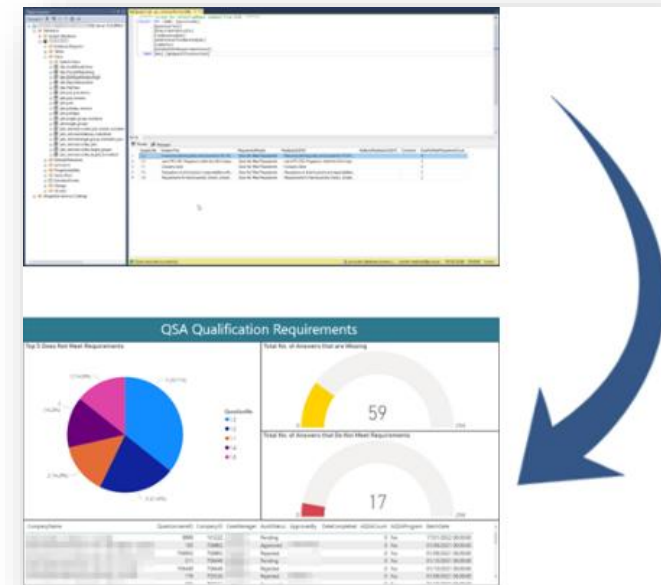
Technology: SharePoint Online, Power BI, Azure SQL

Aspire Systems have worked with the PCI Security Standards Council to help refine their process of reviewing credit card auditors. The system utilises SharePoint Online, the Power Platform, and an Azure SQL database.

A series of Power Automate workflows push the data from SharePoint to the Azure SQL instance at appropriate intervals, such as when a document is approved by a Line Manager.

A Stored Procedure (scheduled by an Azure Elastic Job) runs this information through an ETL process and creates and updates data accordingly.

PowerBI reporting was added to the solution to visualise the data within the SQL database, and aid PCI in addressing common reporting issues, best practise, and more. It is a fully interactive report, allowing a PCI user to drill down to an individual case. A custom link is provided for a user to jump from the report to a specific problem report in SharePoint.



Country information system, UK Export Finance

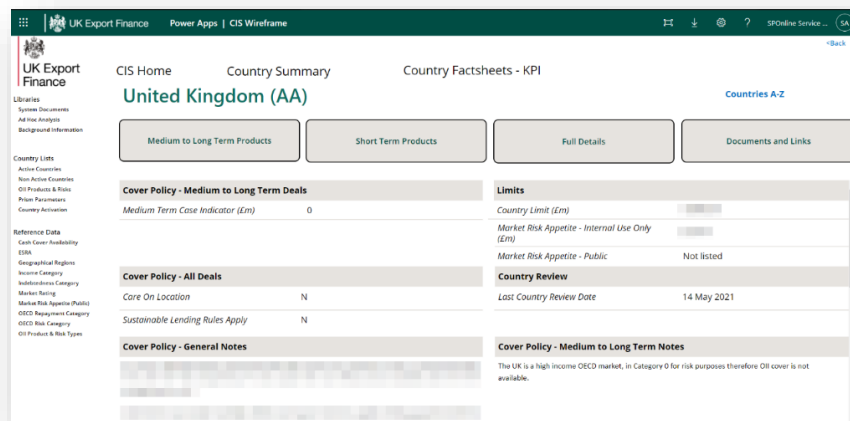
Technology: SharePoint, Power Apps, Azure SQL

When working with UK Export Finance migrating from an old On-Premises version of SharePoint to SharePoint Online, it was necessary to rebuild an old custom application in PowerApps as a part of the move towards SharePoint Online and Microsoft Best Practise.

This Country Information System allows UKEF users to surface data from a variety of data sources (including SQL, SharePoint lists, and more) relating to countries that they work with.

Users also have the ability to view and open a list of related documents and links to that country, providing a seamless experience for the day-to-day operations of their users.

This application was built to mirror the application they had in their old experience, albeit making use of the Fabric UI and WCAG 2.1 principles.



Learner data reports, SkillCert

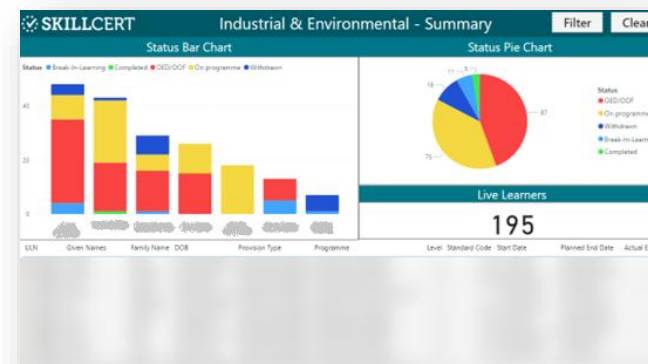
Technology: Power BI

Aspire Systems worked with Skillcert on a Power BI Project to collate learner data and display useful statistics to each region manager.

This involved a series of secure and robust datasets which transform the data, ready for usage in a suite of Power BI Reports for each region.

Each report contained multiple tabs to focus on individual areas for learners. Metrics can be drilled into by clicking on a visual, e.g. viewing learners who are identified as “on programme”.

Below is an example from the Industrial & Environmental sector for the West region. Branding and Accessibility were key cornerstones of this project. The Fluent UI was used to ensure a seamless experience with the rest of the Microsoft 365 suite.



SharePoint Online migration, UK Government

As part of a Machinery of Government (MoG) initiative, our team was responsible for transferring data between two separate SharePoint Online tenants within the UK government. This migration was necessary to support the reorganisation of departments resulting from the restructure. This was a large-scale data migration of over 700 SharePoint sites and over 27 Terabytes of data, for scale that's the equivalent of over 23.5 million copies of War and Peace!

- we supported the department's Knowledge and Information Management (KIM) team with planning, analysis and data mapping
- we developed communication and mapping templates, delivered presentations, responded to user queries and guided data mapping decisions
- we delivered three end-user workshops every week to help users with the transition
- scheduled and executed migrations using custom automation, tailored to the department's requirements
- parallel migrations using several high-powered ShareGate migration servers
- pre- and post-migration reports to compare item counts, sizes and permissions

Contract creation app, Eisteddfod

Technology: SharePoint, Power Apps

Aspire Systems has developed a robust contract creation and management system for the Eisteddfod. Created in SharePoint, this PowerApp-driven system allows Eisteddfod users to create a formal contract in seconds. It can be accessed via PowerApps, and is also hosted within SharePoint using the PowerApps web part.

A PowerApp was developed for Eisteddfod users to automatically provision contracts with entered data using Document Templates and Document Properties. The contract is also automatically emailed to the contractor for their approval decision.

A PowerBI report was also developed to extend the system in a visual manner, providing a clear insight as to contract volumes, remaining budget, and more.

The screenshot shows a web browser displaying a SharePoint page titled "Eisteddfod Artists & Adjudicators". The page has a red header bar with the "EISTEDDFOD" logo and navigation links. Below the header, there is a section titled "Contract Creation" with a red background. Underneath, the text "Eisteddfod" is displayed. A search bar labeled "Find the Eisteddfod Title" is present. Below the search bar, there is a "Contract Type" section with four radio button options: "Artist", "Adjudicator", "Purchase Order", and "Freelancer". At the bottom of the form, there are two buttons: "Back" and "Next".

G-Cloud details

Information Assurance

Since we offer specialist consultancy, development and support services we are able to comply with any Impact Level accreditation required when developing the solution.

Backup / Restore / Disaster Recovery

A robust backup and maintenance plan will be supplied where required. Should a failure occur the plan will set out the series of steps that must be taken to restore the service in accordance with the agreed SLAs.

Our approach to project management allows us to evaluate and identify suitable responses to risks, set tolerances for risks and ultimately select risk responses that will ensure project delivery is achieved. We have experience of creating many varied and tailored plans for our existing SharePoint customers.

On-boarding and Off-boarding processes/scope

On-boarding and Off-boarding process will be discussed and confirmed with a Aspire Systems Account Director during initial engagement. Typically there would be no cost associated with entry to the service.

Pricing

Please see pricing document.

Service management details

For Support projects or projects that contain a support element the following service management procedures will be followed.

Enquiries will be received via email or telephone.

All communication and associated actions will be logged in the Issue Log, which will be accessible 24/7 via the project Extranet (SharePoint).

Enquiries that result in changes to the system will be communicated to the client prior to work commencing. Changes to systems will be transferred to the live and/or staging environment by Aspire Systems (as applicable) directly upon acceptance and all relevant documentation will be updated. Aspire Systems will advise the client of completed changes to the live environment.

Service Levels

All calls will be categorised by Aspire Systems as follows:

- Category 1

These are problems with the system for which there are no workarounds and have a serious impact on the processes of the system and the ability of the users to perform essential tasks. The problems may relate to data or the software itself.

- Category 2

These are problems which affect part of the system but do not prevent continued use but do limit the effectiveness of the system. Processes can continue and workarounds are available.

- Category 3

User generated queries requiring no modifications to the system or data, but will require guidance to arrive at a satisfactory conclusion.

The SLAs offered would depend on the type of support being provided and would be agreed at the start of the support period. The following response times would typically be offered:

Category	Response time	Investigation time
1	30 minutes	3 hours
2	1 hour	7 hours
3	7 hours	15 hours

Under our existing frameworks, 100% of calls have been actioned within the agreed SLA.

Change control

Issues that result in changes to the system will be subject to formal change control and communicated to the client for agreement prior to work commencing. Changes to the system will be transferred to the live environment directly upon acceptance and all relevant documentation

will be updated. We will advise the client of completed changes to the live environment.

System monitoring

During a busy support period, system performance and activity would be monitored to identify any potential problems before they occur. This typically includes:

- Monitoring event logs
- Checking that backups have completed successfully
- Monitoring storage space

We recognise that at critical times such as the day new functionality goes live, additional system monitoring should take place. This will ensure that unexpected issues can be identified and resolved with minimum impact to users.

Resources

The support service team will partly be provided by the same consultants who undertake project work. All consultancy staff will be trained in the implementation of the helpdesk service to ensure a uniform service is provided.

We will establish and maintain a test environment to allow support requests to be identified and resolved in an efficient manner.

Financial recompense model for not meeting service levels

The details of any financial recompense model would be determined based upon the size and scope of the project and the level of technical or

organisational uncertainty on the side of the client. This will be decided during final contract negotiations.

Training

Our approach is one of flexibility and we seek to work in an integrated collaborative manner with the client, fostering an environment that promotes knowledge transfer throughout the project.

In order for the client staff to support software applications it is important for us to pass on knowledge of the systems and technologies used. We always aim to develop software that can be administered as far as possible by the client.

Both formal and informal tailored training and mentoring can be provided maximising the benefits of training time.

Examples of training could include:

- Training in the use of service management features
- SharePoint training
- Umbraco training
- Configuration of bespoke system functionality
- Training on how to undertake user acceptance testing
- Mentoring

Ordering and invoicing process

Ordering

The ordering process generally constitutes the client accepting a written proposal for the work, which details the project deliverables, costs and timescales.

Invoicing

Aspire Systems payment terms are 30 calendar days from the date of invoice. Invoicing will be based on the type of the project. For development projects this is typically 10% on specification signoff, 70% on delivery for User Acceptance and 20% on final signoff.

Termination terms

By consumers (i.e. consumption)

- Time and Materials projects

Termination terms will vary depending on the service offered, and will be agreed at the time of service commencement. Our termination notice for consulting, development and deployment activities is 2 calendar weeks (Termination Period). Any actual days worked, (according to timesheets) up to the end of the Termination Period will become immediately payable by the client. Any finalisation of deliverables will need to be performed at that time.

- Fixed Price projects

For fixed price/fixed scope projects the client will be liable for the full cost of the fixed price projects if it is terminated early. Aspire Systems will be prepared to examine whether / how clients' costs can be minimized if larger / longer term projects are terminated early.

- Resale of 3rd party Cloud services

Where Aspire Systems is reselling 3rd party services to the client as part of our cloud services, clients will be required to comply with the standard terms of service offered by 3rd party suppliers. These will be clearly communicated prior to service commencement. Should early termination by the Consumer attract contract penalties from any 3rd party, Aspire Systems will pass these penalties to the Consumer. Any such penalties will be payable in accordance with any terms expressed by the 3rd party.

By the Supplier (removal of the G-Cloud Service)

The G-Cloud termination terms are agreed within the framework agreement. In general, all services purchased under this framework can continue to be supplied to consumers should the framework be withdrawn by the Supplier.

Consumer responsibilities

The proposal from Aspire Systems to the client will make clear the contribution required from the client. Generally this will include providing business knowledge during workshops, reviewing outputs and involvement in user acceptance testing.