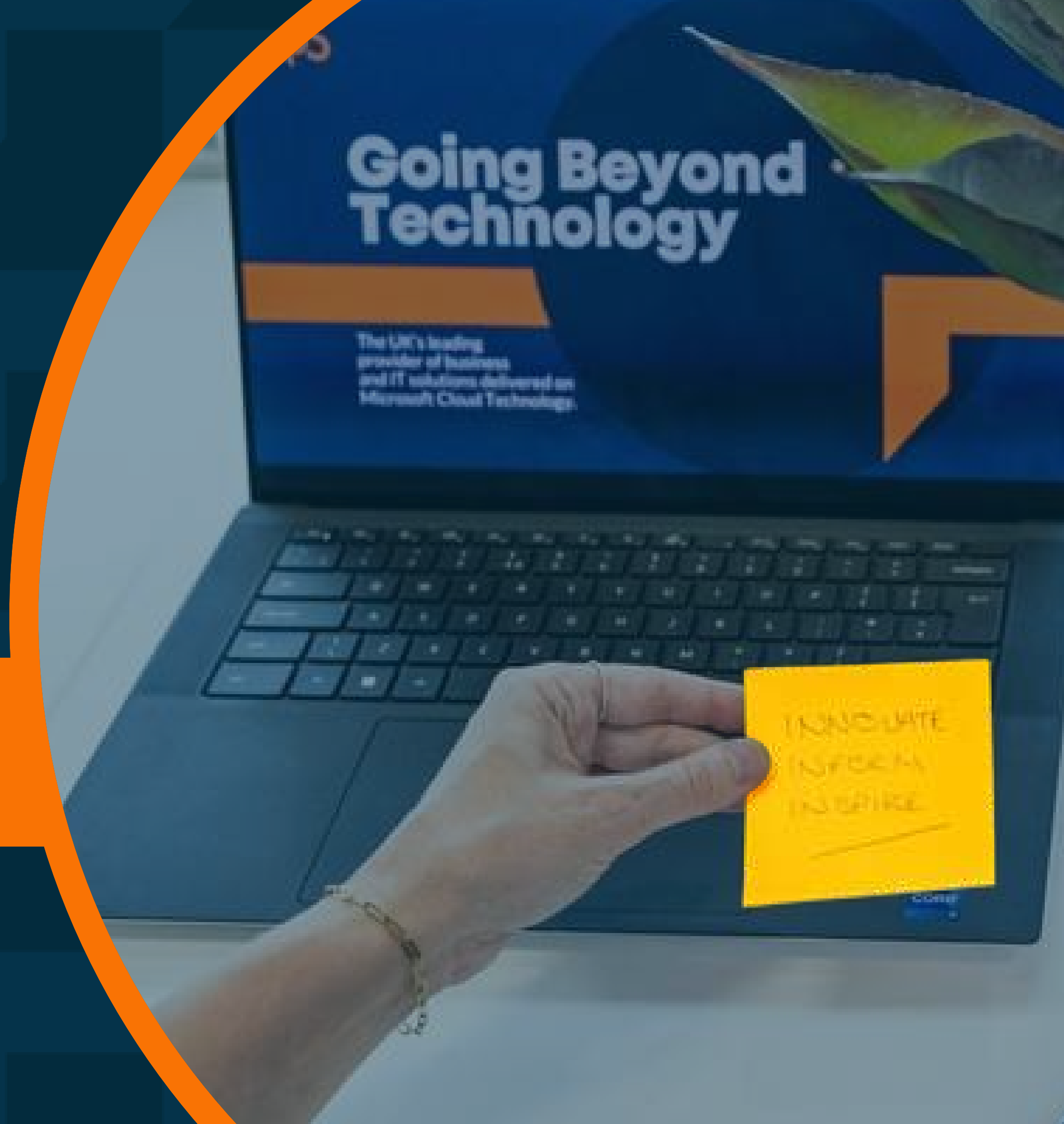
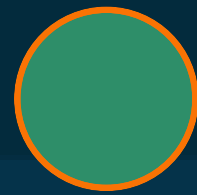




CPS G-Cloud Service Definition Document

UK's #1 Microsoft Copilot Partner

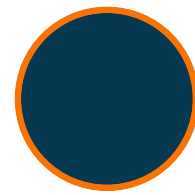




Purpose

This document provides a concise, up-to-date overview of CPS solutions and services available to UK Government and public sector organisations via G-Cloud.

It reflects CPS's current Microsoft-aligned offerings, with a strong focus on **AI-powered transformation, Agentic AI (Copilot Agents), secure cloud platforms, and measurable outcomes.**



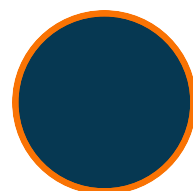
About CPS

CPS is a **multi-award-winning Microsoft Solutions Partner**, including **Microsoft Copilot Partner of the Year**, with over 20 years' experience supporting UK public sector organisations to modernise services, improve productivity, and deliver better citizen outcomes.

We specialise in solving complex organisational challenges using **Microsoft Cloud, Business Applications, Data & AI, Security, and Modern Work**, combining deep industry expertise with proven delivery frameworks.

Our mission is to help public sector organisations become **frontier firms**: digitally enabled, AI-augmented, secure-by-design, and outcome-focused.

CPS Website



Driving Digital Transformation

CPS supports **end-to-end digital transformation across the public sector**, aligning technology investment with policy objectives, service outcomes, and statutory obligations. Our approach is structured around six interconnected value pillars that together enable sustainable, secure, and accountable transformation using Microsoft technologies.

1. Cloud & Platform Modernisation

We establish secure, resilient Microsoft Azure and Microsoft 365 platforms that support cloud-first and hybrid strategies in line with government policy. This includes platform rationalisation, legacy modernisation, and improved service resilience—enabling innovation while maintaining cost control, operational stability, and compliance.

2. Modern Work & Unified Communications

We enable secure, hybrid-by-default working across government organisations using Microsoft 365, Teams, Viva, and integrated telephony solutions. This supports workforce productivity, cross-organisation collaboration, and flexible service delivery, while maintaining appropriate controls over information, access, and communication.

3. Data, AI & Agentic AI

We support the responsible use of data and AI to improve insight, decision-making, and operational delivery. Using Power BI, Microsoft Fabric, Copilot, and Copilot Agents, we help organisations move from reporting and analysis to AI-assisted and agent-enabled workflows that are transparent, auditable, and aligned to public sector governance requirements.

4. Digital Culture & Adoption

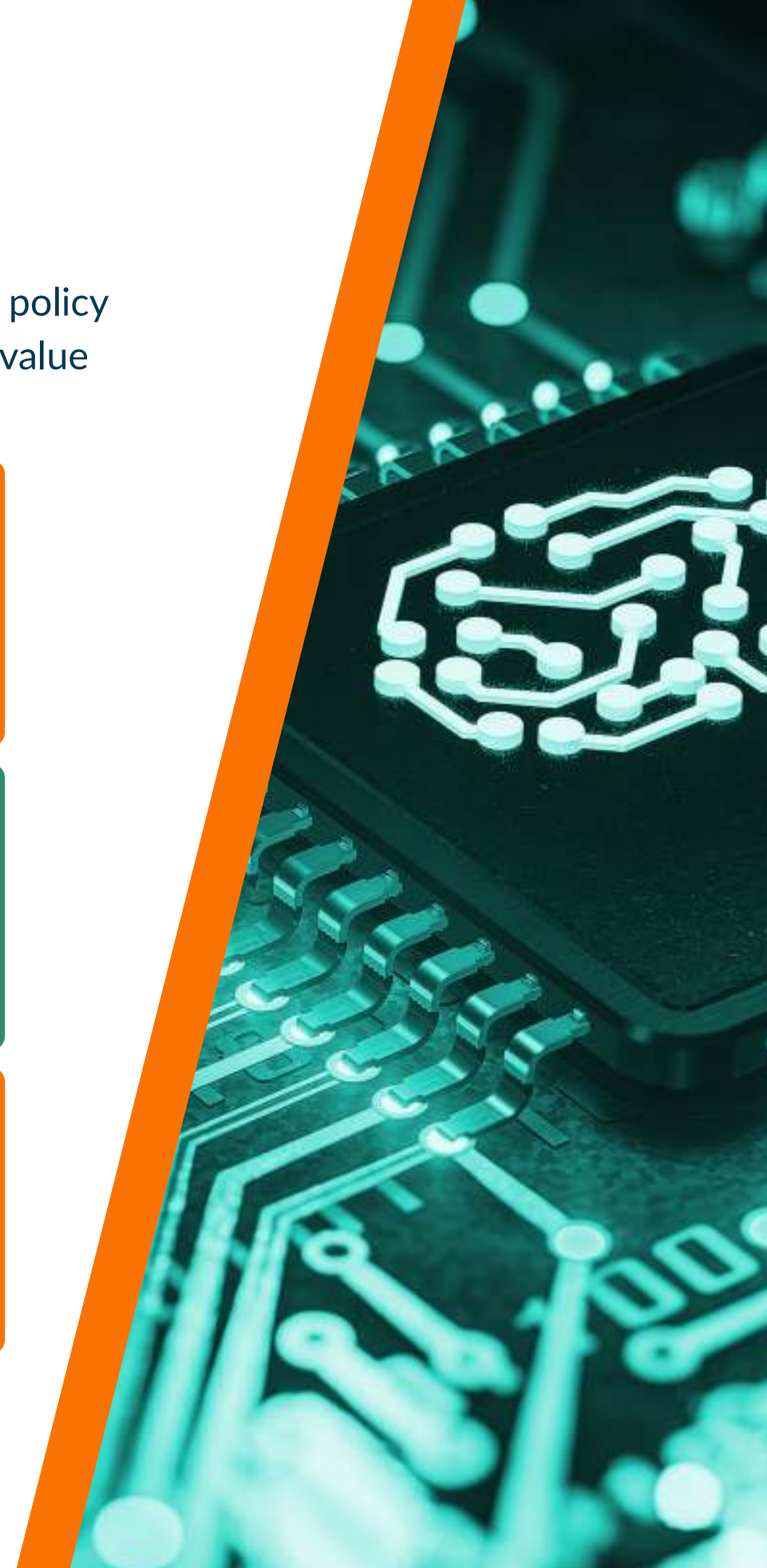
Successful transformation requires sustained behavioural and cultural change. We deliver structured adoption, communications, and capability uplift programmes that build confidence, digital skills, and trust—ensuring new technologies are embedded into day-to-day operations and deliver measurable public value.

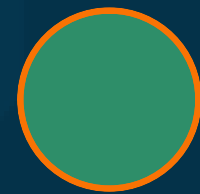
5. Work, Portfolio & Programme Management

We provide connected planning, prioritisation, and delivery across projects, programmes, and portfolios using Microsoft Planner Premium, Project, and established PPM frameworks. This enables stronger governance, improved oversight, and clearer accountability for delivery against strategic and statutory objectives.

6. Security, Compliance & Identity

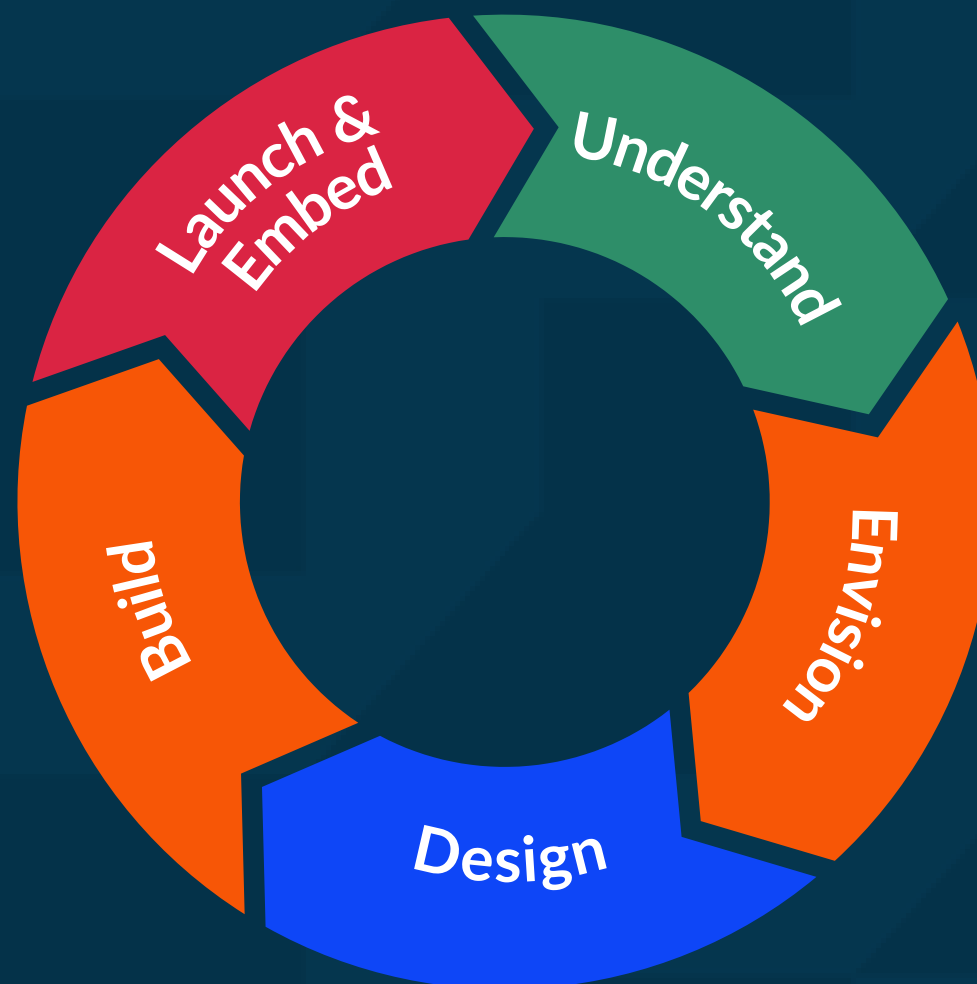
We design and implement security, compliance, and identity services aligned to Zero Trust principles and public sector standards. This protects data, users, and services while enabling modern working practices, supporting assurance, audit, and regulatory requirements across complex organisational environments.





CPS Project Delivery Framework

CPS delivers transformation using a proven, scalable five-stage delivery framework, designed to support assurance, reduce delivery risk, and align stakeholders throughout the lifecycle:



1. Understand

Confirming organisational context, challenges, outcomes, and constraints

2. Envision

Defining future-state operating models, priority use cases, and value measures

3. Design

Producing secure, accessible, and standards-aligned solution designs

4. Build

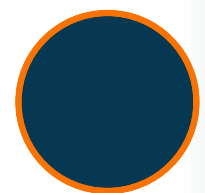
Delivering solutions through controlled, agile, and standards-based implementation

5. Launch & Embed

Supporting adoption, training, and transition into business-as-usual operations

This framework provides clear governance, transparency, and sustainable outcomes, ensuring digital transformation delivers lasting value for public services and citizens.





CPS Service Catalogue

Strategy, Advisory & Change

- Vision & Strategy Services
- Adoption & Change Management (Prosci-aligned)
- Business Consultancy
- Business Integrated Governance (BIG)
- PMO & PPM Maturity Assessments
- Project, Programme & Portfolio Management

Microsoft Cloud & Infrastructure

- Azure Implementation & Support
- Azure Landing Zones
- Cloud Adoption Framework
- Azure Virtual Desktop
- Hybrid & Cloud Migrations

Security, Compliance & Identity

- Zero Trust security design
- Microsoft Defender, Intune, IAM
- Information Protection & Privacy
- Risk, Threat & Compliance Management

AI, Copilot & Automation

- Copilot Readiness Assessment
- Copilot Accelerator Programme
- Copilot Advancement Programme
- Copilot Agents & Copilot Studio
- Power Automate & AI-driven process automation
- Data & AI strategy and implementation

Managed & Support Services

- Managed Service Provider (MSP)
- Application & Platform Support
- Azure & Microsoft 365 Managed Services
- Power Platform & Dynamics Support
- Device & Desktop Services

Power Platform

- Power Apps, Power Automate, Power BI, Fabric
- Power Platform Centre of Excellence
- Governance, Security & Scaling
- Industry and accelerator solutions

Business Applications

- Dynamics 365 CE, Customer Service, Sales
- Dynamics 365 Project Operations
- Dynamics 365 Contact Centre
- Customer Insights & Journeys
- Low-code extensions using Power Platform

Modern Work & Collaboration

- Microsoft 365 Implementation & Support
- Microsoft Teams & Unified Communications
- Teams Voice, Contact Centres & Meeting Rooms
- SharePoint Online & Intranet Solutions
- Microsoft Viva Employee Experience Suite

Work & Portfolio Management

- Planner Premium & Project for the Web
- Project Online / Project Server
- Project Management as a Service
- Enterprise PPM frameworks

Licensing & Commercial

- Microsoft Cloud Solution Provider (CSP)
- Flexible licensing & billing
- Integrated support and escalation



Why CPS for UK Government

UK Government organisations are under sustained pressure to **do more with less**, modernise legacy services, improve citizen experience, and adopt AI safely and responsibly.

CPS is a **trusted Microsoft Solutions Partner** with over 20 years' experience supporting UK central government, local authorities, arms-length bodies, and regulated public sector organisations.

We help organisations move from fragmented digital estates to **secure, AI-enabled frontier organisations** by combining:

- Deep public sector and regulatory understanding
- Proven Microsoft-aligned delivery frameworks
- Practical adoption and change expertise
- Market-leading capability in **Copilot, Copilot Agents, and Power Platform**



What Makes CPS Different

- **Outcome-led, not technology-led** – we start with policy, service, and operational outcomes
- **AI with assurance** – responsible, governed adoption of Copilot and Agentic AI
- **End-to-end capability** – from strategy and design to managed service
- **UK-based delivery and support** – aligned to government assurance and security needs
- **Proven at scale** – delivering transformation across complex, multi-stakeholder environments

CPS enables government organisations to modernise confidently, adopt AI responsibly, and deliver measurable public value.

G-Cloud Services Designed for you

www.cps.co.uk

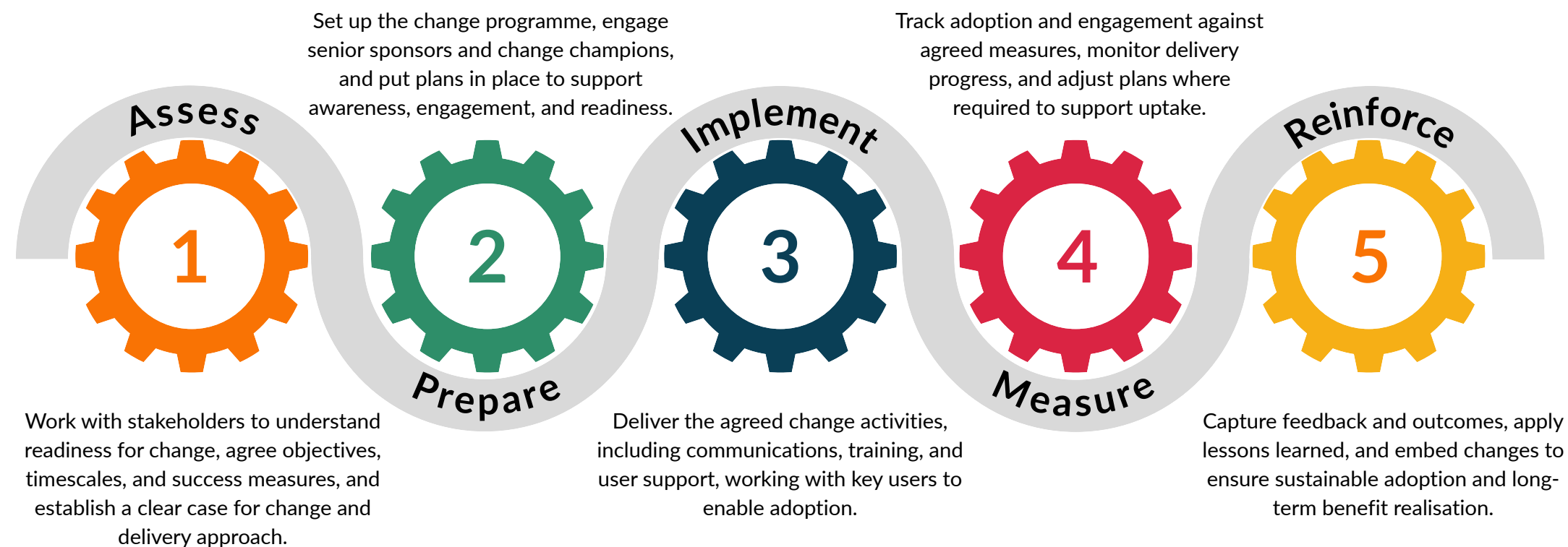
hello@cps.co.uk

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Adoption & Change Management

Overview

Successful digital transformation in government depends on people as much as technology. CPS provides structured, evidence-based adoption and change management services to ensure new digital capabilities are embedded, adopted, and sustained across the organisation. Our approach is grounded in Prosci and ADKAR methodologies and is fully integrated with delivery programmes to reduce risk and accelerate benefits realisation.



Problems we solve

- Low uptake of new systems following implementation
- Cultural resistance to digital and AI-enabled ways of working
- Benefits erosion after go-live
- Inconsistent change approaches across programmes

Key features

- Organisational change impact and readiness assessments
- Stakeholder mapping and sponsorship alignment
- Communications and engagement planning
- Role-based training and capability uplift
- Adoption metrics and benefits tracking

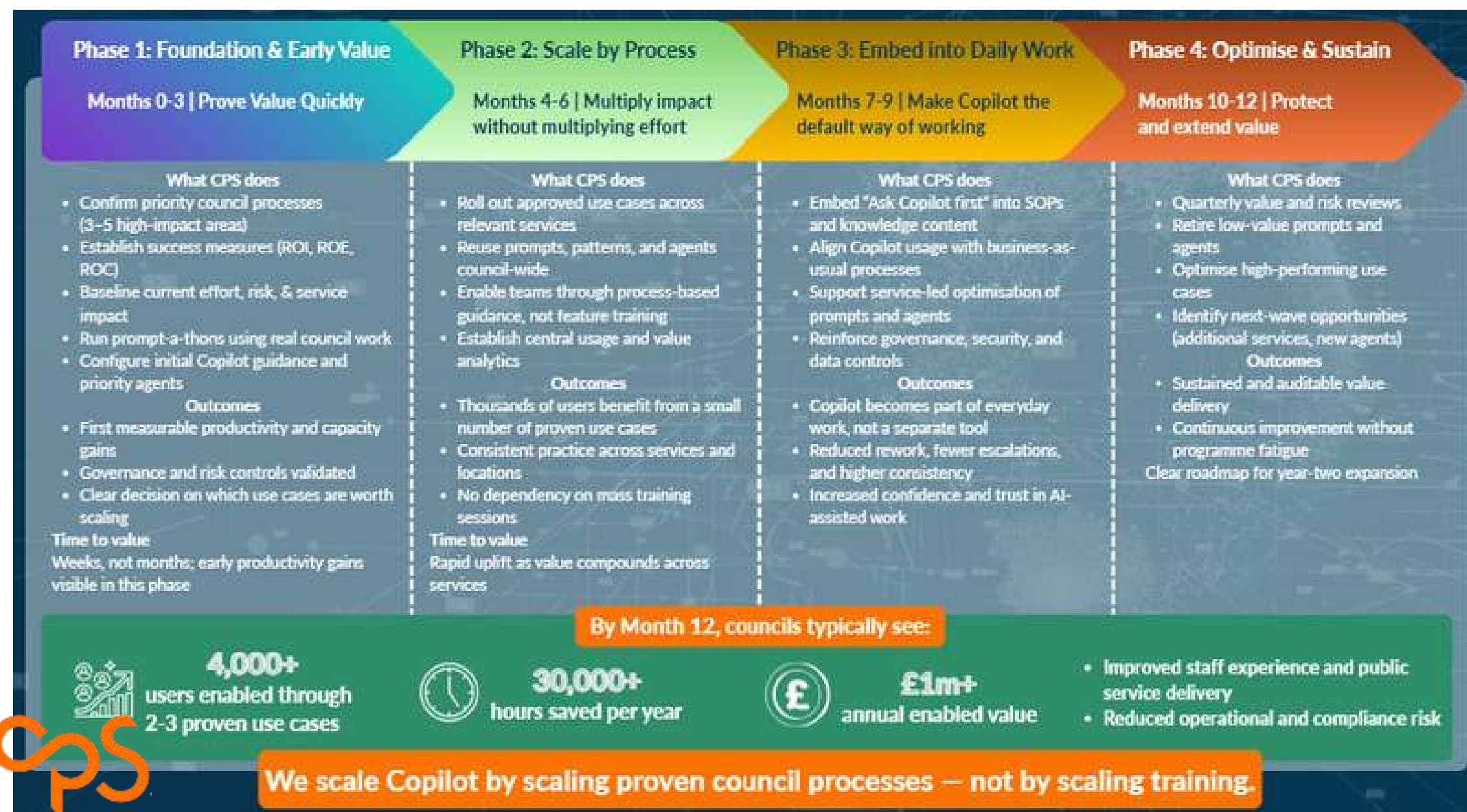
Impact

- Faster and more consistent user adoption
- Improved return on digital and AI investments
- Reduced disruption during change
- Greater workforce confidence and engagement

Copilot, Copilot Agents & Agentic AI

Overview

CPS enables public sector organisations to safely adopt Microsoft Copilot & Agentic AI to augment staff capability, reduce administrative burden, and improve service delivery. We go beyond productivity prompts to design secure, governed Copilot Agents that can autonomously support staff and citizens while operating within policy, data, and security constraints.



Problems we solve

- Excessive time spent on routine, administrative tasks
- Inconsistent responses to public and internal queries
- Lack of confidence in AI governance and assurance
- Difficulty scaling AI beyond pilots

Key features

- Copilot readiness, data and security assessments
- Copilot Accelerator and Advancement programmes
- Role-based Copilot & Copilot Agent design
- Copilot Studio governance and lifecycle management
- Integration with Power Platform and Dynamics 365

Impact

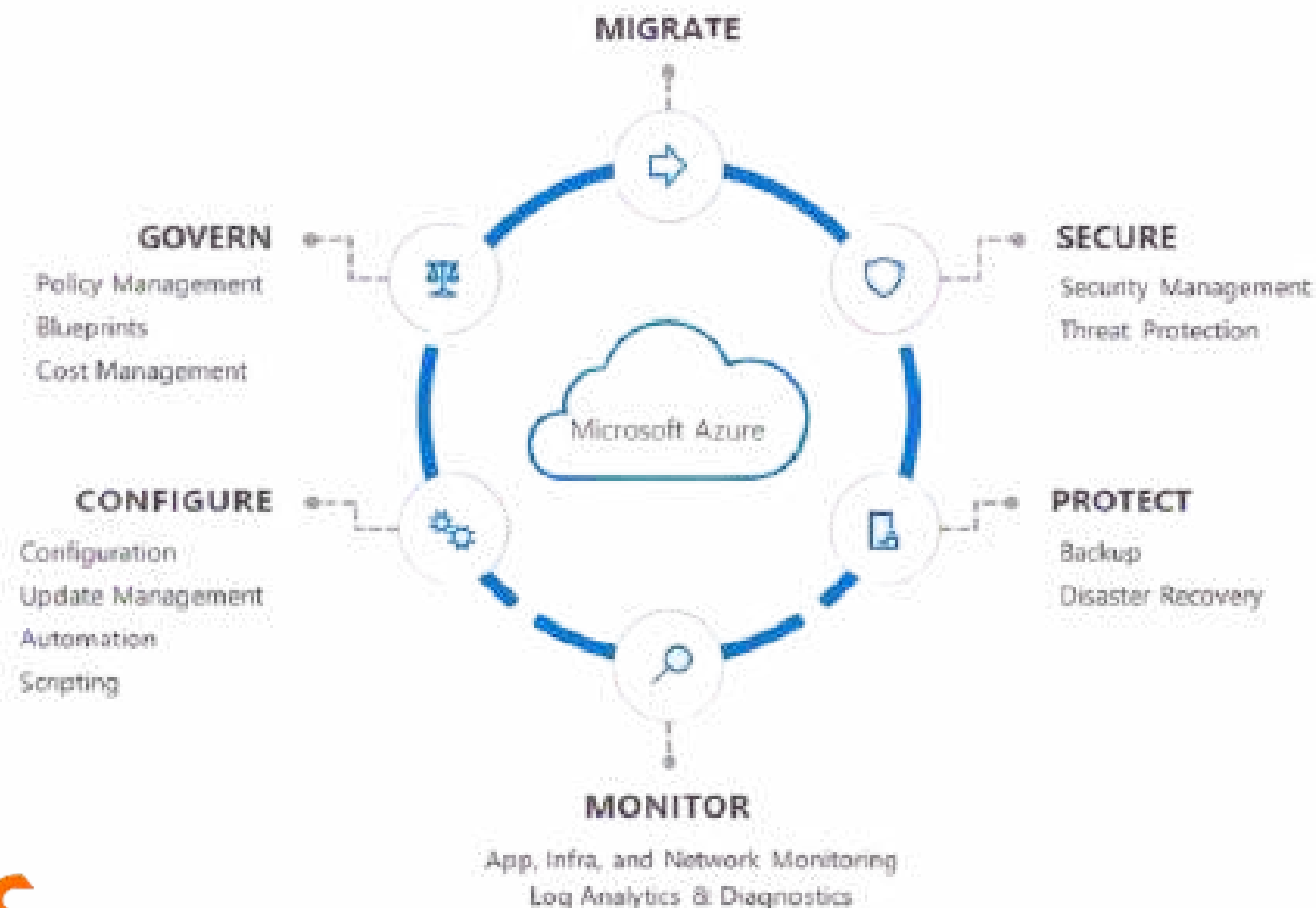
- Significant productivity uplift for frontline and back-office staff
- Consistent, policy-aligned responses at scale
- Reduced operational pressure on services
- Responsible AI adoption with full auditability

Microsoft Azure Implementation Support

Overview

CPS supports organisations to modernise infrastructure and applications using Microsoft Azure, enabling secure, resilient, and scalable digital services.

Our services align to government cloud principles, the Microsoft Cloud Adoption Framework, and Zero Trust security models.



Problems we solve

- Legacy infrastructure risk and technical debt
- Limited scalability and resilience
- Rising operational and estate costs

Key features

- Azure Landing Zone design and implementation
- Hybrid and cloud-native architectures
- Workload and application migrations
- Azure Virtual Desktop and DR solutions
- Cost management and optimisation

Impact

- Improved service availability and resilience
- Reduced infrastructure and maintenance costs
- Secure-by-design cloud platforms
- Faster delivery of new digital services

Business Consultancy & Governance

Overview

CPS provides strategic consultancy to help organisations align **policy intent, investment decisions, and delivery outcomes**.

Our **Business Integrated Governance (BIG)** framework connects strategy to execution, ensuring that programmes deliver real, measurable value.



Problems we solve

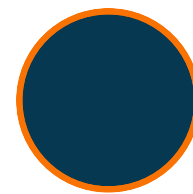
- Fragmented decision-making and prioritisation
- Weak line of sight between strategy and delivery
- Poor benefits tracking and accountability

Key features

- Strategic assessments and operating model design
- Portfolio and investment prioritisation
- Governance frameworks and assurance
- PPM maturity and capability assessments

Impact

- Better-informed investment decisions
- Improved delivery confidence
- Clear accountability and transparency
- Stronger alignment to organisational objectives



Dynamics 365 Business Applications



Overview

CPS designs and delivers Dynamics 365 solutions to support case management, citizen engagement, service delivery, and operational insight across government organisations. Solutions are configured to meet public sector requirements for security, accessibility, and integration.



Problems we solve

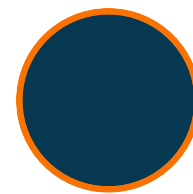
- Disconnected case and customer data
- Manual, inconsistent service processes
- Limited insight into demand, performance, and outcomes
- Citizen engagement services disconnect

Key features

- Dynamics 365 Customer Service, Sales and Case Management, Contact Centre
- Project Operations
- Customer Insights and Journeys
- Embedded Copilot and AI capabilities
- Omnichannel integration

Impact

- Joined-up, citizen-centric services
- Improved staff efficiency and experience
- Better data-driven decision-making
- Scalable platforms aligned to future needs
- Increased citizen engagement and trust



Power Platform & Automation

Overview

CPS enables rapid, governed service improvement using the Microsoft Power Platform, empowering teams to digitise processes, automate workflows, and deliver better services at pace. Our approach balances speed with control through strong governance, clear standards, and established Centres of Excellence, ensuring solutions are secure, scalable, and aligned to organisational priorities while enabling teams to innovate safely.



Power Apps

Enables teams to quickly build simple, secure apps that replace manual processes, reduce duplication, and make everyday tasks easier for staff.



Power BI

Provides clear, up-to-date insights through interactive dashboards, helping teams understand performance, demand, and trends to support better decisions.



Power Automate

Helps employees automate routine tasks and approvals, reducing administrative effort, improving consistency, and freeing up time for higher-value work.



Copilot Studio

Allows teams to create AI-powered assistants that answer questions, guide users through processes, and support staff with timely, consistent information.



Problems we solve

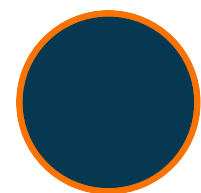
- Paper-based and manual processes
- Long development cycles and backlogs
- Shadow IT and inconsistent solutions

Key features

- Power Apps, Power Automate, Power BI and Fabric
- Power Platform Centre of Excellence design
- Low-code governance and security controls
- Pre-built accelerators and templates

Impact

- Faster delivery of digital services
- Reduced operational cost and effort
- Improved data quality and transparency
- Safe scaling of low-code innovation



Project & Portfolio Management

Overview

UK government organisations often manage work across a fragmented mix of tools and approaches, from Excel spreadsheets and Project files to PowerPoint decks, emails, and locally defined processes. This lack of consistency limits visibility, weakens governance, and makes it difficult to prioritise investment, manage demand, and demonstrate value for money.

CPS helps public sector organisations transform how they plan, prioritise, and deliver work through a modern, integrated approach to Project and Portfolio Management (PPM) using Microsoft Planner, Project for the Web, Dynamics 365 Project Operations, and the wider Microsoft ecosystem.

Our approach, Modern Work Management, goes beyond traditional project management by connecting:

- Individual task management and team planning
- Agile and waterfall project delivery
- Programme and portfolio governance
- Financial, resource, and benefits management

CPS works with organisations to define a problem-led vision for their Portfolio Office, establishing a clear, achievable strategy that aligns policy, funding decisions, and delivery capability. We combine people, process, technology, and governance to create sustainable PPM operating models that scale across departments while remaining flexible enough to support different delivery approaches.



Problems we solve

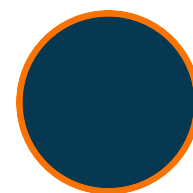
- Fragmented tools and inconsistent processes across teams and programmes
- Limited visibility of work, resources, and budgets
- Weak governance and decision-making structures
- Difficulty prioritising demand and demonstrating value for money
- Lack of integrated planning, reporting, and benefits realisation

Key features

- Modern Work Management with Microsoft Planner and Project for the Web
- Integration with Dynamics 365 Project Operations for end-to-end delivery oversight
- Portfolio prioritisation and demand management
- Governance, approval, and decision-making frameworks
- Resource and capacity planning
- Benefits tracking and realisation
- Agile and waterfall delivery support
- Standardised reporting and dashboards across teams and programmes

Impact

- Improved confidence in project, programme, and portfolio delivery
- Clearer accountability and transparency across teams and directorates
- Better alignment of funding, resources, and policy priorities
- Efficient use of public funds through evidence-based decision making
- Stronger governance, risk management, and compliance
- Sustainable capability to manage change at scale



Modern Work Solutions

The 4Cs of Modern Work

CPS delivers Modern Work and Cloud services through the 4 Cs framework, supporting effective collaboration, secure operations, reliable communication, and resilient cloud services for the public sector.

Collaboration

Enables secure collaboration and knowledge sharing using Microsoft 365, Teams, SharePoint, and Viva. Supports hybrid working, co-authoring, learning, and AI-enabled intranets to improve productivity and staff experience.

Compliance

Protects data and identities using Microsoft Purview, Defender, and Entra. Supports information governance, threat protection, access control, and auditability to meet regulatory and security requirements.

Cloud

Provides secure Azure cloud infrastructure and managed services. Ensures platforms are resilient, scalable, and supported, reducing operational overhead.

Communication

Delivers unified communications through Microsoft Teams Telephony and Contact Centre solutions. Enables reliable voice and digital communication for staff, citizens, and partners.

Problems we solve

- Tool sprawl and inconsistent ways of working
- Poor knowledge sharing and collaboration
- Low employee engagement in hybrid models

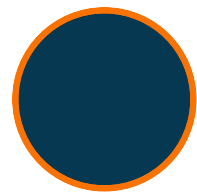
Key features

- Microsoft Teams voice, contact centres and meetings
- SharePoint intranets and knowledge management
- Microsoft Viva Connections, Insights and Learning
- Copilot-enabled collaboration

Impact

- Improved collaboration and communication
- Stronger organisational culture
- Reduced friction in day-to-day work
- Better employee experience and engagement



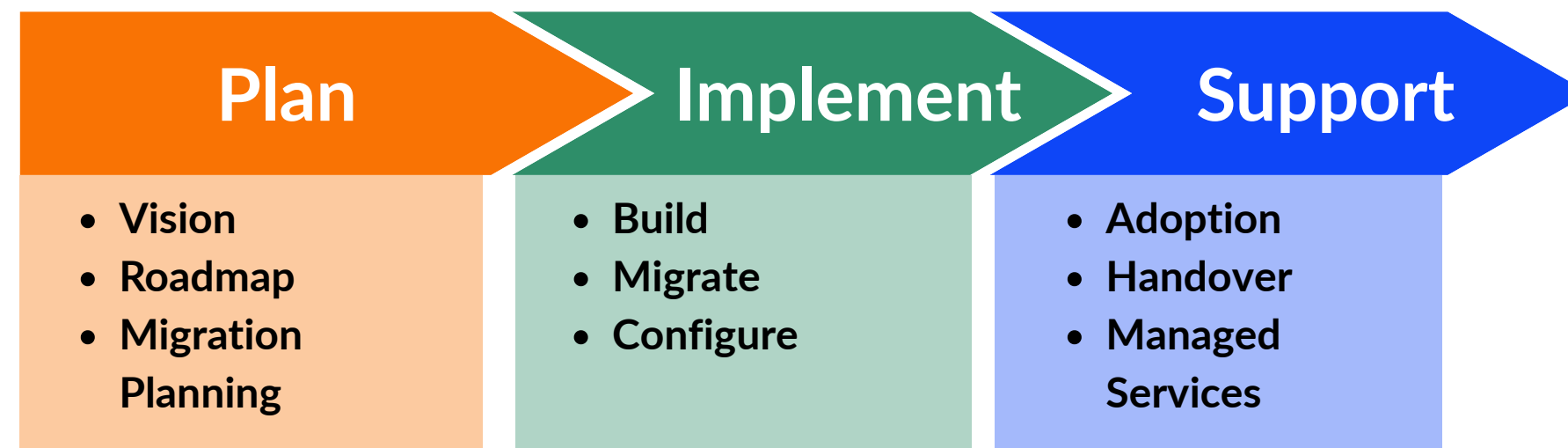


Microsoft 365 - Implementation & Support

Overview

CPS helps public sector organisations plan, implement, and support Microsoft 365 to enable secure collaboration and modern ways of working. We bring extensive experience delivering Microsoft 365 solutions, including Teams, Exchange Online, and SharePoint Online, across complex and regulated environments.

Our approach goes beyond technology, combining clear vision and roadmap development with structured implementation, migration, and support. CPS works closely with stakeholders to define next steps, manage risk, and ensure solutions are secure, well-governed, and aligned to organisational priorities.



Service Outcomes

- A well-governed, secure Microsoft 365 environment
- Successful migration with minimal disruption to services
- Confident, enabled teams able to use and support the platform
- A clear roadmap to maximise long-term value from Microsoft 365



Problems we solve

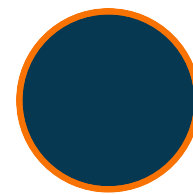
- Limited return on investment from existing Microsoft 365 licences
- Legacy platforms and tools limiting collaboration and hybrid working
- Complex migrations with risk to business continuity
- Inconsistent security, governance, and compliance controls
- Lack of clarity on roadmap, costs, and benefits
- Skills gaps preventing internal teams from managing change and support

Key features

- Microsoft 365 vision, strategy & roadmap development
- Implementation of Teams, Exchange Online, SharePoint Online, and collaboration tools
- Secure configuration aligned to public sector security and compliance requirements
- Structured migration planning and delivery (design, test, cut-over, decommissioning)
- Workload and application migration across development, test, and production environments
- Knowledge transfer and enablement for internal teams
- Ongoing support and managed service options

Impact

- Improved collaboration and productivity across teams and departments
- Secure, compliant hybrid working aligned to government standards
- Reduced reliance on legacy systems and lower operational risk
- Clear visibility of costs, benefits, and delivery milestones
- Faster adoption through structured change and enablement
- Increased internal capability and long-term sustainability



SharePoint Online Implementation & Support

Overview

CPS helps public sector organisations use SharePoint Online to manage content, knowledge, and intranets in a structured and secure way. We design solutions that support information governance, improve discoverability, and enable staff to access the information they need to deliver services effectively.



- ✓ **Copilot in SharePoint** – Create, rewrite and publish pages instantly with AI-assisted authoring.
- ✓ **Secure Document Libraries** – Centralise content with metadata, versioning and compliance controls.
- ✓ **Lists & Structured Data** – Turn unstructured information into AI-ready, reportable data.
- ✓ **Advanced Search & Knowledge Discovery** – Help employees find what they need in seconds.
- ✓ **SharePoint Agent** – Automate governance, content lifecycle, permissions and compliance tasks.
- ✓ **Modern Intranets & Communication** – Deliver engaging news, updates and leadership messaging.
- ✓ **Teams-Connected Sites** – Keep collaboration consistent across chat, channels and documents.
- ✓ **Enterprise-grade Security & Governance** – Ensure your content is safe, compliant & managed at scale.

Problems we solve

- Information spread across multiple systems
- Poor document control and version management
- Difficulty finding policies, guidance, and knowledge
- Inconsistent intranet experiences
- Limited governance over content and access

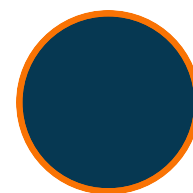
Key features

- Intranet and content management design
- Document management and records support
- Information architecture and permissions design
- Integration with Microsoft 365 and business systems
- Migration, training, and support services

Impact

- Improved access to accurate and trusted information
- Stronger information governance and compliance
- Reduced duplication and manual effort
- Better knowledge sharing across teams

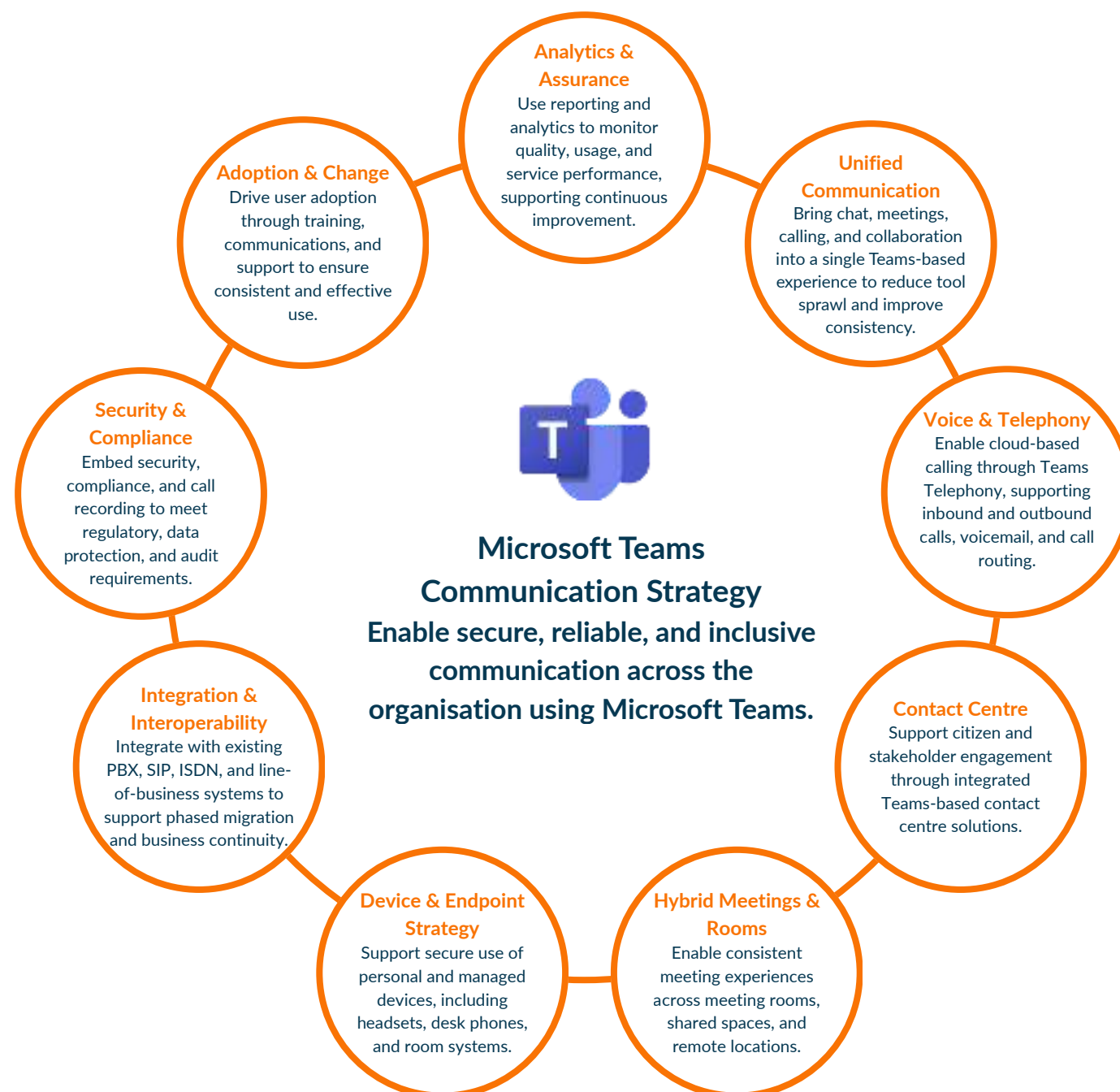




Microsoft Teams Implementation & Support

Overview

CPS supports public sector organisations to implement and optimise Microsoft Teams as a secure platform for collaboration, meetings, and unified communications. We help organisations enable effective hybrid working, joined-up service delivery, and consistent communication across teams and departments.



Problems we solve

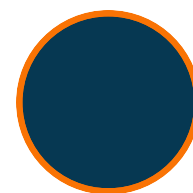
- Fragmented communication tools and siloed working
- Inconsistent meeting and collaboration experiences
- Legacy telephony and unsupported conferencing platforms
- Limited governance and control over Teams usage
- Low user adoption and inconsistent ways of working

Key features

- Teams collaboration and governance design
- Meetings, chat, and channel configuration
- Teams Telephony and contact centre integration
- Security, compliance, and lifecycle management
- Adoption, training, and operational support

Impact

- Improved collaboration and faster decision-making
- Secure, consistent communication across the organisation
- Support for hybrid and flexible working
- Reduced reliance on legacy tools and platforms



Microsoft Security & Compliance Services

Overview

CPS supports public sector organisations to design, implement, and operate secure Microsoft 365 and cloud environments in line with government policy and regulatory requirements. We help organisations protect data, manage identities, and reduce cyber risk while enabling modern, flexible ways of working.

Our services cover security and compliance by design, using Microsoft technologies such as Defender, Purview, and Entra to deliver consistent controls, visibility, and auditability. CPS works with stakeholders to assess current security posture, define proportionate controls, and embed governance that supports both operational resilience and service delivery.



Microsoft Purview

Microsoft Purview helps organisations understand, protect, and govern their data. It supports information classification, data loss prevention, and retention, enabling public sector bodies to meet regulatory, records management, and data protection obligations.



Microsoft Defender

Microsoft Defender provides integrated threat protection across users, devices, applications, and cloud services. It helps public sector organisations detect, investigate, and respond to cyber threats, reducing risk while maintaining service availability.



Microsoft Entra

Microsoft Entra provides identity and access management, ensuring the right people have the right access to systems and data. It supports secure sign-in, conditional access, and identity governance, helping public sector organisations protect services while enabling flexible and remote working.

Problems we solve

- Inconsistent identity and access controls
- Limited visibility of data and security risks
- Difficulty meeting regulatory and audit requirements
- Increased exposure to cyber threats
- Security controls restricting productivity

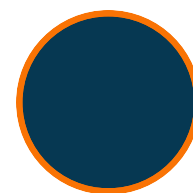
Key features

- Identity and access management (Microsoft Entra)
- Information protection and compliance (Microsoft Purview)
- Threat protection and monitoring (Microsoft Defender)
- Security policy design and configuration
- Ongoing security support and assurance

Impact

- Improved protection of sensitive information
- Clear auditability and compliance
- Reduced cyber and operational risk
- Secure access for staff and partners





Microsoft Viva Implementation & Support

Overview

CPS helps public sector organisations use Microsoft Viva to support employee experience, engagement, and wellbeing. We enable insight, learning, and communication within the flow of work.



Viva Connections

Brings policies, news, and key resources into one personalised, secure gateway for staff, directly within Microsoft Teams.



Viva Engage

Enables open, inclusive communication across the organisation, supporting leadership visibility, knowledge sharing, and community building.



Viva Insights

Provides data-driven insight into ways of working, helping leaders support wellbeing, productivity, and sustainable work patterns.



Viva Glint

Captures employee feedback at scale to identify engagement trends, inform action, and support continuous improvement.



Viva Learning

Integrates learning and development into the flow of work, giving staff easy access to training, guidance, and skills development.



Viva Pulse

Enables quick, targeted feedback from teams to inform decisions, improve engagement, and respond to change in near real time.



Problems we solve

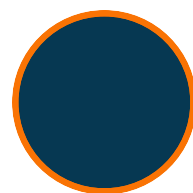
- Limited insight into employee experience and workload
- Disconnected learning and development platforms
- Low engagement with internal communications
- Difficulty supporting wellbeing in hybrid environments
- Inconsistent access to guidance and learning

Key features

- Viva Insights and reporting
- Viva Learning configuration and content integration
- Viva Engage setup and governance
- Alignment with organisational communications
- Adoption, training, and support

Impact

- Improved employee engagement and wellbeing
- Better access to learning and development
- Insight to support informed workforce decisions
- Sustainable hybrid working practices



Managed Services Provider (MSP) & Cloud Solution Provider (CSP)

Overview

CPS provides UK-based, ITIL-aligned Managed Services to support, optimise, and evolve Microsoft cloud platforms across government organisations. Our managed services are designed to provide assurance, continuity, and proactive improvement, not just reactive support. Each customer is assigned a dedicated CPS service team, acting as an extension of internal IT and digital functions. This team is backed by CPS's wider network of Microsoft specialists across Modern Work, Azure, Security, Power Platform, Dynamics 365, and AI.

Our Managed Services enable organisations to:

- Maintain secure, resilient digital services
- Reduce operational risk
- Control costs
- Continuously optimise their Microsoft investment



Problems we solve

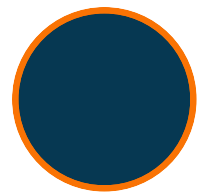
- Limited internal IT capacity
- Reactive support models
- Inflexible or opaque licensing

Key features

- ITIL-aligned UK service desk
- Proactive monitoring and optimisation
- Microsoft Cloud Solution Provider (CSP) licensing
- Integrated escalation with Microsoft

Impact

- Improved service reliability
- Predictable and optimised costs
- Reduced operational risk
- Trusted, long-term support partner



Managed Services Scope

CPS Managed Services cover the full Microsoft cloud estate, including:

- Microsoft 365 Platform Support
(Teams, SharePoint, Exchange, OneDrive, Viva, Copilot)
- Azure Infrastructure & Platform Support
(Compute, networking, storage, identity, backup, DR)
- Security, Compliance & Identity Support
(Defender, Intune, Entra ID, information protection, Zero Trust controls)
- Power Platform Support
(Power Apps, Power Automate, Power BI, Fabric, Copilot Studio)
- Dynamics 365 & Business Applications Support
- Application Support & Managed IT Services
- Teams & Unified Communications Support
(Voice, contact centres, meeting rooms)
- Managed Desktop & Device as a Service
- Backup as a Service & Resilience Services

All services are delivered with a strong focus on service continuity, security posture, and performance optimisation.

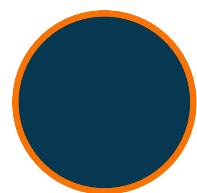


Service Features

- UK-based, ITIL-aligned Service Desk
- Dedicated Service Manager and named contacts
- Proactive monitoring, health checks and optimisation
- Incident, problem and change management
- 24x7 access to client support portal
- Clear SLAs and response times
- ISO-aligned delivery (including ISO 27001 and Cyber Essentials Plus)
- Integrated escalation with Microsoft

Impact

- Improved platform stability and availability
- Faster incident resolution and reduced downtime
- Reduced operational risk and reliance on internal capacity
- Predictable support costs and improved service assurance
- Continuous improvement rather than “fix-on-fail” support
- Confidence that platforms remain secure, compliant and optimised



Microsoft Cloud Solution Provider (CSP)

Overview

As a Microsoft Cloud Solution Provider (CSP), CPS enables public sector organisations to consume Microsoft cloud services with commercial flexibility, integrated support, and ongoing optimisation.

CSP allows organisations to procure Microsoft licences on a monthly, pay-as-you-go basis, while benefiting from CPS's expertise across Microsoft 365, Azure, Dynamics 365, Power Platform, Security, and Copilot.

Flexible Licensing

Unlike traditional Microsoft Enterprise Agreements (EA), CSP provides:

- No minimum seat thresholds
- Monthly licence increases or decreases
- Costs that flex in line with organisational demand
- Licensing from one user upwards (subject to SKU constraints)

This is particularly valuable for public sector organisations with:

- Fluctuating workforce sizes
- Programme-based staffing models
- Budget and funding constraints

Inclusive Support

CPS CSP licensing includes built-in support as standard, with options to extend to more proactive service levels.

Inclusive support provides:

- Access to CPS Microsoft specialists
- Licensing and billing management
- Advice on optimisation and cost control
- Escalation to Microsoft where required

Enhanced support options can include:

- Proactive monitoring and security management
- Platform optimisation and roadmap planning
- Copilot and AI enablement support

Problems we solve

- Inflexible licensing models that do not reflect fluctuating workforce or programme demand
- High administrative overhead managing multiple suppliers for licensing and support
- Limited visibility and control of Microsoft spend
- Reactive vendor support with slow escalation routes
- Under-utilisation of licensed capabilities, including Copilot and security features

Key features

- Monthly, pay-as-you-go Microsoft licensing
- Ability to scale licences up or down as requirements change
- No minimum seat thresholds (subject to SKU constraints)
- Integrated licensing, billing and support through CPS
- Built-in access to CPS Microsoft specialists
- Cost optimisation and licence rationalisation advice
- Escalation and case management with Microsoft

Impact

- Commercial flexibility aligned to public sector funding and staffing models
- Reduced cost and waste through right-sized licensing
- Simplified supplier management with a single trusted partner
- Faster issue resolution through integrated support and Microsoft escalation
- Improved value from Microsoft investments, including security and AI capabilities
- Greater confidence and assurance that licensing remains compliant, optimised, and future-ready





25 Years a Microsoft Solution Partner

Created Microsoft Copilot Agent
Sector Playbooks

Security Clearance & Developed
Vetting cleared resources

Most Valuable Professionals &
Microsoft Certified Trainers

Microsoft Partner of the Year Finalist
2025 - Copilot & Agent





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