

Service Type	Microsoft 365 Operations Support
Transputec is a reseller of Amazon Web Services and Microsoft Azure offering necessary consulting and support services for the implementation and ongoing support thereof. Service Description The Microsoft 365 Operations Support service provides ongoing managed operational support for Microsoft 365 environments to ensure stable, secure, and efficient day to day service delivery. It covers administration, monitoring, incident management, security operations, and continuous optimisation of core Microsoft 365 services. The service supports platforms including Exchange Online, SharePoint Online, OneDrive, Microsoft Teams, and associated security and compliance features to enable reliable productivity and collaboration across organisations. Services Overview Service Features: • Day to day administration of Microsoft 365 tenants and users • Monitoring of service health and incident management • Support for Exchange Online, SharePoint Online, OneDrive, and Microsoft Teams • Security configuration and policy management • User support and issue resolution • Performance, capacity, and usage optimisation • Change management and service configuration control • Reporting on service performance and usage Service Benefits: • Stable and reliable Microsoft 365 operations • Improved security and compliance posture • Faster resolution of incidents and user issues • Reduced operational burden on internal teams • Continuous service improvement and optimisation • Better user experience and productivity Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible. • Any such pricing changes will be communicated in line with vendor guidelines. • Transputec may act as master payer for each of the vendor services and will invoice the client directly based upon the agreed payment schedules. • By paying for said vendor services, the client will be accepting the vendors terms and conditions for use of such services. Service Levels All services provided by Transputec are 24x7x365.	

After Sales Support

Transputec provide a complete cloud managed service 24x7x365, for details of the services provided please see the service descriptions above.

Technical Requirement

Not applicable although the vendor may change or withdraw advertised services either globally or for specific geo-locations.

Outage and Maintenance Periods

Where relevant and if site and service resilience is not implemented, then Transputec will carry out monthly maintenance periods to patch relevant services, optimise configuration or resolve any underlying non-time critical request or issues. These will be generally carried out, outside of normal UK working hours unless agreed otherwise.

Security and Compliance

The service incorporates security by design principles, including alignment with cloud security best practice, identity and access management considerations, data protection requirements, and resilience planning. Recommendations are aligned to recognised security standards and AWS and Azure security frameworks.