

Service Type	Microsoft 365 Setup and Migration
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 Setup and Migration service provides end to end support for deploying and migrating organisations to Microsoft 365 environments. The service supports secure adoption of cloud productivity and collaboration services, including email, document management, and communication platforms. It covers tenant setup and configuration, identity integration, data and workload migration, security baseline implementation, and post migration stabilisation to ensure minimal disruption and effective transition to Microsoft 365 services.	
Services Overview	
Service Features: • Microsoft 365 tenant setup and configuration • Integration with Microsoft Entra ID and legacy Active Directory • Email, file, and collaboration workload migration • Security baseline configuration and policy setup • Migration planning, scheduling, and execution support • Testing, validation, and post migration stabilisation • User onboarding and adoption support	
Service Benefits: • Secure and structured migration approach • Reduced downtime and business disruption • Improved security from initial deployment • Faster user adoption and productivity • Clear governance and delivery control • Smooth transition to cloud-based services	
Service Constraints The suite of services that are provided by each vendor – these can be modified or withdrawn at the vendors timelines, we will endeavour to communicate any such service impacting changes as soon as possible.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.