



POWER
FRAMEWORK

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G-Cloud 15

Microsoft Project & Planner Solution Support Services

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Power Framework is a trading name of Program Framework Ltd
Registered in England & Wales: Company No. 05461232 | VAT No. GB 867 6674 60
Registered Office: Hoppingwood Farm, Robin Hood Way, London SW20 0AB

www.powerframework.com



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1 Who Will Benefit From This Service

This service is for organisations that already have a live, operational Microsoft Project, Planner or Microsoft-based PPM solution and require ongoing support only. It is intended to support the day-to-day operation of an existing service, rather than the initial deployment, implementation or training of a solution.

The service is suitable for organisations that:

- Need business-as-usual support for an established Microsoft PPM platform
- Require assistance resolving incidents or service requests
- Want expert guidance on platform usage and issue resolution
- Need support coordinating or escalating issues with Microsoft

This service does not include deployment, implementation, solution configuration or formal training, which are available as separate service offerings.



2 What The Service Provides

Service Scope

The support service covers the specific configuration of your Microsoft solution, including Microsoft Project, Project Server, Project Online, Planner, and related technologies such as Power BI, SharePoint, Power Apps and Power Automate.

This will include the following:

- Unlimited support calls (unless otherwise agreed)
- Logged by email with our helpdesk 24 x 7
- Assistance will be provided remotely
- Active during normal business hours (9 am to 5 pm)
- Implemented as 2nd or 3rd line support
- The support service excludes:
 - Onsite consulting
 - Application user training
 - Deployment of solution upgrades
- Support for Microsoft Cloud platform issues unless they cause malfunction of the Project solutions features

Microsoft Cloud Platform Issues

Supported Microsoft solutions are deployed within your own Microsoft cloud tenant. Your Microsoft Cloud services are assured by your own Microsoft technical support.

Microsoft Cloud platform issues may cause solution features to malfunction. These will be diagnosed by our support team but may require escalation to Microsoft. Our support team can assist your own IT team with raising the Microsoft support request and compiling the evidence.

Client Internal First Line Support

Our standard support service is implemented as 2nd or 3rd line support. Clients will nominate a group of internal staff who will provide first line support and validate any requests prior to escalating to the Program Framework helpdesk.

These authorized individuals will be registered with our helpdesk and requests from any other individuals will not be accepted.



This is to ensure that due process is followed, client in-house expertise is built up and can be applied where possible, and support requests can be tracked effectively.

Submitting and Tracking Support Requests

Requests are submitted via email or directly in our online service desk portal, where they can also be tracked and reviewed (detailed instructions will be supplied).

Standard Response Times

The following table indicates the maximum time periods for a Program Framework support analyst to commence work on a support request received. These are associated with the severity level assigned by the client:

Severity Level	Functionality Loss	Users Impacted	Response Time
1	Major	Many or All	4 Business Hours
2	Minor	Few or None	16 Business Hours
3	None	Any	4 Business Days

Service Cost

The cost of this service is individually priced based on the customer's requirements. Pricing is determined by factors such as the nature of solutions to be supported, scope of the supported solution, expected support volume, required service hours, and any optional services such as a technical account manager.