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G-Cloud 12 Service Definition for

Managed Services Support

Content and Code

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1.Managed Services Support

Overview

Many organisations face numerous challenges when it comes to managing their Microsoft 365 (previously known as Office 365) and SharePoint environments, including:

- Maintaining appropriately skilled IT staff
- Delivering real-time operations to meet service demands
- Providing proactive services to minimise unplanned downtime
- Managing the 'evergreen' nature of Microsoft 365

This is where Content and Code can help.

Content and Code specialise in providing end-to-end Microsoft 365 and SharePoint maintenance, monitoring and optimisation services. Our extensive experience and unrivalled knowledge along with a proven methodology will ensure your Microsoft 365 or SharePoint services are available, current, and performing at maximum efficiency.

Our unique service and support model are designed to strengthen environments as they mature. Our frontline teams work to solve alerts and issues as they arise whilst our engineers work proactively, optimising environments to maximise performance and minimise issues.

Key Features

- ✓ A service model that aligns to the Microsoft Roadmap
- ✓ Processes that align to ITIL best practices and that deliver services of a consistent quality which meet business requirements
- ✓ Service management measuring performance against defined and tracked metrics
- ✓ Lifecycle services that help drive readiness and transition people, process, and technology to deliver ongoing benefits realisation
- ✓ Optional active management services that add-value by taking on the responsibility of key tasks and activities e.g. SharePoint on-premises patch management and installation of service packs.

On – boarding

PRE-REQUISITES

Whenever Content and Code take on the support of a 'new' client running either a SharePoint or Microsoft 365 environment that we are unfamiliar with we need to conduct a Health Check comprising the following 'on-boarding' activities before we can provide any support services:

- A Microsoft 365 Configuration Assessment
- A Custom Code Review (covering any custom solutions that need to be supported (if relevant).

SharePoint Platform Assessment

Platform analysis

Even the best designed and implemented SharePoint solution can be undermined by an inadequate hardware platform. Are the servers fully in line with Microsoft's requirements and recommendations for the current number of users? Are paging files set up correctly? If virtualised, are the machines configured to use the best virtual hardware available? The platform analysis step purports to answer these and a few more similar questions.

Log analysis

It is not uncommon for recurring error messages to go unnoticed for weeks, or erroneously dismissed as red herrings. We aggregate event log information from all the servers in the farm, prioritise messages based on severity and perceived level of impact, and correlate it where necessary with information from SharePoint ULS logs and IIS W3SVC logs.

Performance analysis

Collecting readings from dozens of performance counters on all the servers over a period of 24 hours and analysing the resulting logs by means of the powerful PAL tool allows us to identify any existing bottlenecks or trends that may be pointing to bottlenecks in the making. Correlating this information with other findings can also prove invaluable for understanding their true impact.

Data structure analysis

Are content database sizes approaching Microsoft's published supportability limits? Can you be sure all the data inside them is still relevant? It is not uncommon for us to uncover thousands of versions of the same documents that did not even need to be versioned in the first place, or deposits of large files that have not been touched in years – all of which can help to trim databases down to more manageable, agile sizes. We can also advise on re-arranging a client's Information Architecture with the same objective in mind.

Service topology and configuration analysis

Maximum return on investment comes from a server that is not either under-utilised or over-utilised – but rather is doing just the right amount of work for its role and hardware specification. This, in turn, is achievable by an optimal service topology – which follows Microsoft's guidelines and is well-balanced. If we believe that the topology of the farm we are analysing is not quite that, we highlight any deviations in the report – along with any instances where we think the values for any configuration parameters are not what they should be.

SQL configuration analysis

The importance of a healthy SQL service for the well-being of a SharePoint farm is impossible to overestimate. Core service configuration, data file placement, choice of recovery models and database auto-growth settings – all of those are of primary importance, which is why we scrutinise them in this step of the Health Check.

Microsoft 365 Configuration Assessment

The primary objective of our Microsoft 365 Configuration Assessment is to establish if the Microsoft 365 tenant has been configured in line with Microsoft best practice and is supportable, whilst the secondary one is to familiarise ourselves with this in order that we can provide the required support and advice.

Custom Code Review

If the client has any custom solutions that they require supporting, Content and Code will also need to undertake a review of these if we are going to be able to support them. As per the Platform Assessment the purpose of this review is 2-fold:

1. To establish if the code is written in line with best practice, is stable and supportable
2. To familiarise ourselves with the code, custom parts, etc. (including documenting it if existing documentation is not sufficiently comprehensive and/or up-to-date) in order that we can then provide any support or advice required

To review any custom code, we need the client to provide a copy of or access to the original source code. Whilst it is possible to carry out the task without this it elongates the effort required as our SharePoint developers must employ 'reverse-engineering' techniques.

- Typical effort to deliver = 2 - 4 days per solution*

*Subject to receiving full documentation - both technical and functional)

Content and Code will produce a short document for each of the above tasks that will detail:

- any issues/inefficiencies found in priority order
- a set of recommendations including any mandatory remediation activities that will need to be undertaken prior to commencement of support (if relevant)
- any other 'best practices' recommendations that may apply.

Support

Content and Code offer four pre-packed support plans that offer a range of in-built service components:

Key features	Entry	Essential	Enhanced	Elite
Areas that can be covered*	O365 & SharePoint	O365 & SharePoint	O365 & SharePoint	O365 & SharePoint
Fresh Code Support only	-	-	-	-
Support per month (capped)	8 hrs	16 hrs	24 hrs	48 hrs
Hours of cover: 8 - 6, M-F (excl. public holidays)	✓	✓	✓	✓
Extended Hours of Cover	-	OE	OE	OE
O365/SharePoint Monitoring	✓	✓	✓	✓
O365/SharePoint Basic Analytics	×	✓	✓	×
O365/SharePoint Basic Insights	×	×	✓	×
Digital Insights Service including:	×	×	×	✓
• Assigned O365 Service Owner	×	×	×	✓
• O365 Change & Release	×	×	×	✓
• O365 Advisory & Communications	×	×	×	✓
• O365 Analytics & Insights	×	×	×	✓
• O365 Escalation Management	×	×	×	✓
Service Management	×	×	✓ (Lite)	✓
Cost p.a.	£16,000	£33,000	£47,000	£83,000

OE - Optional Extra – additional charge to add to service

*Excluding Azure & EMS technologies (can be added at a premium – price dependent upon components in use/size of estate)

Content and Code's Service Desk and support team includes support engineers and consultants based at our office in Fenchurch Street, London. All members of the team are trained, certified and experienced in all Microsoft 365 & SharePoint services.

Below is a brief definition of the two different categories of support:

1. Technical support – covers 'Break-Fix' issues/incidents, general user requests and administration tasks e.g. authentication queries, management of user accounts, mailbox creation and access control.

2. Code support – covers issues/incidents related to 'code' within SharePoint and/or SharePoint Online.

Our Service Desk contains the resources required to troubleshoot and resolve both areas. All support provided conforms to the industry recognised and robust ITIL service delivery framework.

In delivery of the above Content and Code will provide:

• Incident Management – Content and Code will provide Incident Management. Incidents that cannot be resolved quickly by the help desk will be assigned to the next level of specialist technical

support. When multiple occurrences of related incidents are observed, a problem record will be created.

- Service Request Fulfilment – provides a channel for users to request and receive assistance on a range of pre-defined topics and types, and ensures users receive the required support within a pre-defined process and documented timeframe. Queries for general information are also addressed.

O365/SharePoint Monitoring

Content and Code will monitor the inbuilt Microsoft 365 Tenant Health Dashboard and Message Centre daily, acting upon alerts when required. This helps minimise disruption and the associated business impacts. In the event of any issues occurring that require intervention these will be flagged to the client. If required tickets will be logged in our Service Desk for prompt investigation and reporting helping to mitigate any client risk.

Digital Insights

Our Elite plan incorporates our unique 'Digital Insights' service which involves assigning a Microsoft 365 Service Owner to the account – a M365 Subject Matter Expert who is tasked with assisting in 4 areas:

1. *O365 Analytics & Insights*

Content and Code report on several key metrics, including application performance, health and capacity, consumption, engagement and adoption of Microsoft 365 workloads. In addition to the analytics report/dashboard the assigned Service Owner provides expert analysis and commentary to support adoption, user engagement, license consumption and drive return on investment.

2. *Microsoft 365 Advisory & Communication*

Content and Code provide advice/guidance around announcements from the Microsoft 365 Message Centre, channel release updates and alerts from the Microsoft 365 Health Status within the Microsoft 365 Admin portal. We also leverage the automated notifications available through the Microsoft 365 Admin app automated notifications ensuring that the end client do not miss out on any service health or change notifications and that we can advise or take appropriate action to limit any impact that may be unavoidable.

3. *Microsoft 365 Change and Release Management*

Content and Code provide advance public roadmap information about upcoming updates before the change impacts the client's service and end user experience. It provides a few months' view of new features, enhancements and major updates which can be used as an input to the Change Management process (CAB). The assigned Service Owner is available to join up to a maximum of 12 CAB meetings across the contract year.

4. *Microsoft 365 Escalation Management*

The assigned Service Owner also takes on the responsibility of managing any Microsoft 365 issues escalated to Microsoft under the clients Microsoft Premier Support Hours (if they have any) on their behalf, resulting in high-level technical issues being resolved faster than if the client themselves logged a query with Microsoft.

Support Team

As a Microsoft Gold Partner, our support and technical teams are all certified in core Microsoft technologies to provide options around complete system management or a blended service approach to drive business efficiency and performance.

Clients can gain access to our managed services team comprising fully trained and certified system engineers, and applications developers who will be able to respond to their needs whether they be incident based or requests for change. The team works within the ITIL framework and ISO27001 and ISO9001 standards, providing remote support and managed services, depending on the contracted level of service.

Hours of Cover

Content and Code's standard service hours are 08h00 and 18h00 (GMT) Monday to Friday, excluding bank holidays and weekends. However, we can accommodate extended support requirements up to and including full 24/7/365 cover.

Support Process

We offer three methods of access to our support team: telephone, email and a self-help online portal area on our service desk system. Once the incident has been logged, the user is notified by email.

This notification also includes:

- a summary of the request
- the priority
- the name of the person dealing with the request
- any additional actions, changes in priority or requests for information will be emailed
- All incidents/requests are assigned a 'Priority Level' with associated target SLA relating to the urgency and impact of the call. The table below outlines the definitions for each Priority Level along with the target times that Content and Code works to.

Additional Services

Content and Code offers a range of additional Managed Services that can easily be added to a client's 'core' service:

Early Life Support (ELS)

Content and Code offers an Early Life Support (ELS) service designed to de-risk projects by providing enhanced cover for a specified period from project go-live date. This period is recognised as one of the most critical to the long-term success of any project/major change.

The main purpose of ELS is to give clients an enhanced level of assistance to ensure:

- Appropriate levels of support are provided during solution stabilisation
- Issues are addressed quickly
- Knowledge transfer occurs to the client organisation

A plan is established in agreement with the client detailing specific activities that will occur that are above and beyond the standard production support plan as well as establish criteria for stabilisation. Depending on the scope, complexity and size of the service transition effort, the initial support may be provided by a mix of project build, transition team and normal service desk staff.

Dev-as-a-Service

Dev-as-a-Service is a service offered by Content and Code specifically designed to handle planned SharePoint development changes, improvements or enhancements. Work is delivered in line with a pre-defined and structured 'release' profile which is agreed with the client (typically quarterly) enabling the development and deployment of changes and enhancements within specified timelines.

Each enhancement request is scoped, a light-weight specification/Statement of Work generated (in a format agreed with the client) that includes an estimate for the man days required and target delivery date for review/authorisation by the client before the development work starts. A Project Manager holds regular meetings (typically weekly, although the profile can change depending upon the requirement) to enable the client to track progress as well as flag any risks or issues that may arise.

Once the work is completed and approved by the client it is then deployed to the client environments in line with their specific Change Management process. It should be noted that the service is specifically designed to meet small to mid-sized changes – not large greenfield projects or programmes of change.

Managed Security Service

Microsoft's security technologies, like any other, are not set-and-forget. They must be monitored, tended and continually changed to reflect the advancements of the very service they protect, as well as the constant variability in business. Content and Code offers a Managed Security Service for Microsoft 365 and EM+S that applies the expertise and experience we've gained over our years as a Microsoft Partner implementing these technologies across businesses small and large, across all industries. We ensure they're hardened, but more importantly watch carefully to respond when threats are discovered.

Migration as a Service

Content and Code can deliver an end-to-end 'Migration as a Service' targeted at clients with small to medium size migration requirements. The methodology is derived from Content and Code's experience in carrying out many largescale SharePoint migration projects as part of moving clients to Microsoft 365. The 'Migration as a Service' approach decants the principles and practices of larger migrations to provide a flexible cost-efficient option for clients with small to medium needs. The service is inclusive of tool costs - negating the need for client procurement of migration tools.

On-site Resource

Content and Code can provide SharePoint and/or Microsoft 365 skilled and experienced staff of all levels to work on our clients site on a temporary contract basis if so required. From 'deskside support' through to a SharePoint Developer or Project Manager, we can provide resource able to fulfil a wide range of roles. We also offer the 'upgrade' option of access to our Service Desk enabling the on-site

body to escalate issues/requests as and when they require thus providing access to a far broader range of skills and knowledge. This delivers significantly more value to the end client than traditional contractor 'body-shopping' where the client is restricted by virtue of – "one man, one skill".

Backup & Restore as a Service

Content and code can design and integrate a robust and compliant backup and restore service for SharePoint and OneDrive data. Designed to provide an enhanced level of cover over the Microsoft default offering. The service provides a greater level of flexibility in terms of data retention, archiving and access to your data. Included in the service are capacity management, data storage management and a data storage solution if required. Data can be stored in cloud or on-premises locations. Backups are checked for validity through a scheduled testing process. Data restoration requests are handled through a service request via our Managed Services team. Backup status is monitored by email notification and integrated with Content and Code proactive event management. Content and code will supply a target restore SLA based on the size of object to restore and migration velocity.

SharePoint Patching

SharePoint patching is very different to standard Windows OS patching, as such this should only be attempted by qualified staff experienced in delivering this particularly testing task – something that Content and Code are ideally placed for. We offer a Patching service for on-premises instances of SharePoint comprising the development of a robust Patching Plan along with delivery of a quarterly Patch Cycle this service is specifically designed to keep our clients SharePoint environments are kept up-to-date ensuring their business is secure from any threats that may arise whilst also keeping the business running efficiently. As each SharePoint environment is unique, we provide an optional backup testing service to ensure a consistent recovery if the patching encounters a problem. Content and Code look to leverage the clients Test environment to complete compatibility testing on the patches before they are rolled out.

Microsoft 'Premier Support'

Through an arrangement with Microsoft, Content and Code can provide clients with access to Microsoft's premier support service. This arrangement allows us to escalate client issues directly to Microsoft's specialist team, resulting in high-level technical issues being resolved faster than if a client themselves logged a query with Microsoft. Additional benefits include:

- Premier-level technical support coordinated by our Microsoft Technical Account Manager (TAM). The Microsoft TAM acts as a primary point of contact during outages or service incidents and provides notifications, updates, and post-incident reviews
- Escalation Management and crisis response. For issues of high business impact, a special critical situation escalation process helps ensure the right people manage the resolution and receive appropriate visibility within Microsoft. The TAM reviews all open service cases and helps escalate and facilitate timely support
- Prioritised access to Tier 2 support escalation engineers. The TAM is also responsible for proactive notifications and specialised guidance to help plan for change associated with feature updates or releases for the Microsoft 365 service.

More information on any of the services listed within this document is available upon request.

2. Why Content and Code?

Since 2001 Content and Code have been changing the way people work one IT project at a time. Whether it's improving IT security, giving all users the tools needed to communicate, or a custom document management system, we have the skills and experience to help organisations get there faster. Nearly every year since 2007, we have been recognised by Microsoft at their global Partner awards for our expertise and innovative solutions delivered to our clients. From the Department for Transport, No.10 Downing Street, and HMRC to Lambeth Council, Transport for London and the BBC, Content and Code have become one of London's leading and the UK's most awarded IT companies within the Public Sector. We also serve numerous partners within local and regional Councils, NHS Trusts, Universities and UK and Global Charities.

Most recently, we won Microsoft's Partner of the Year awards for the Customer Experience and Modern Workplace Teamwork, highlighting our commitment and Microsoft 365 skills on a global scale.

We are the most awarded and accredited Microsoft partner in the UK

- ✓ We have won or been shortlisted for more Global and National awards than any other UK Microsoft partner, recognising our commitment to excellence across all markets.
- ✓ With over 19 years of experience in SharePoint and Microsoft 365, we have the experience and expertise to ensure our clients are satisfied with our services.
- ✓ We have more combined SharePoint an Microsoft 365 qualifications than any other partner in the UK, and uniquely we have three of Microsoft's Most Valuable Professionals award recipients on staff. These certifications not only recognise our commitment to excellence but drive us to aim higher and convert even more experts to the highest level.

We have developed our own unique value methodology and Proven Innovation

- ✓ Our methodology and research is based on McKinsey, IDC, and Gallup findings in addition to best working practice methodologies such as ProSci, focusing on providing return on investment and maximising collaboration and efficiency.
- ✓ We have a vast amount of Intellectual Property (IP), or as we like to call it Proven Innovation, based on the 600+ projects we have delivered in SharePoint and Microsoft 365.
- ✓ We want our clients to be delighted with the work we deliver. We measure our New Promoter Score (NPS) each month on every client engagement to ensure we deliver our very best.

Content and Code offer a full range of services with all UK-based permanent staff

- ✓ We offer a complete end-to-end range of services from strategy and technology roadmaps, on to identity and access solutions, through to user experience design and deep technical consulting across the entire Microsoft 365 suite.
- ✓ We focus on measurable outcomes and high value activities to enable you to increase employee engagement, improve communication, and achieve strategic goals: increasing quality of service, reducing costs, mitigating risk, and working more efficiently.
- ✓ We believe that if our staff are happy, then they will provide great client service, so we do our best to have happy employees.

Microsoft Gold Partner

Gold Collaboration and Content
Gold Cloud Productivity
Gold Communications
Gold Cloud Platform
Gold Messaging
Gold App Development
Gold Datacentre
Gold Enterprise Mobility Management

Crown Commercial Service *Supplier*

Our Services

Content and Code are the UK's most experienced Microsoft 365, SharePoint and Exchange services provider, and the largest SharePoint Consultancy in Europe.

We don't just implement technology; we help to transform businesses. In addition to our technical expertise, we ensure the solutions we deliver are successfully adopted by users, supported in an efficient manner, and have user and stakeholder buy in from the start. Our solutions are often recognised by Microsoft as industry leading and lauded for innovative use of their technology.

The range of services we offer our clients includes the following:

- Microsoft 365 roadmaps, business cases and deployment plans
- Microsoft 365 suite implementations
- Exchange Migration Services
- Microsoft Teams design and implementation
- SharePoint intranets, communication & HR portals, digital workspace solutions
- SharePoint 2007, 2010, 2013, 2016, 2019 to SharePoint Online migrations
- Enterprise Mobility and Security (EM+S)
- Skype for Business deployments
- Office ProPlus deployments
- PowerApps and Microsoft Flow consultancy and development
- Requirements gathering, definition, and prioritisation
- Technology roadmap planning
- Solution Architecture consultancy
- IT Governance planning and advice
- Custom development services
- Project Management
- Programme Management
- Technical Resource Bodyshop and Team Enhancement
- Yammer adoption services
- Information Architecture designs
- Identity integration design and remedial work
- Ongoing support, hosting and managed services
- User experience consultancy
- IT training and user documentation

3. Additional Information

Programme & Project Management

Content and Code routinely manage multiple work streams in parallel across all Microsoft 365 services managing 3rd parties and partners to ensure success.

Backup/restore and disaster recovery

Content and Code have a recovery plan of Content and Code's critical business functions to ensure that business interruptions are as short as possible and is within range of financial considerations. We can provide more information on this upon request.

Onboarding and Offboarding

Where appropriate to the services requested, we will discuss with customer prior to an order being placed any on-boarding, off-boarding and scope of exit requirements for the project ensuring that the most suitable approach is agreed.

Service management

Content and Code specialise in providing end-to-end Microsoft 365 and SharePoint maintenance, monitoring and optimisation services. Our extensive experience and unrivalled knowledge along with a proven methodology will ensure your Microsoft 365 or SharePoint services are available and performing at maximum efficiency.

Over the past 18 years, we have developed and refined our market-leading Managed Service offering, while helping our 200+ clients realise the maximum benefit from their Microsoft 365 and/or SharePoint investment(s). The quality of the service that we deliver is constantly benchmarked with our clients – with the latest satisfaction rating standing at 94%.

Service constraints

The associated service constraints will be fully discussed at the beginning of the project.

Service Levels

The associated service levels will be fully discussed and agreed at the beginning of the project.

Training

Dependant on the type of service provided, Content and Code will suggest appropriate training and knowledge transfers at the beginning of the project. The aim is to provide an overview of the types of training that would work best with your company and which meet the specific needs of the Microsoft 365 implementation. This will allow the development of a bespoke training plan to support your technology investment and help the business achieve their vision.

Ordering and invoicing process

This will be specified as an element of the initial contract. As standard, the client shall pay each invoice properly due, issued and submitted Content and Code within 30 days of the invoice date. Content and Code are always very happy to engage with Procurement Teams to work on mutually beneficial commercial outcomes within the G-Cloud framework.

Termination terms

This will be specified as an element of the initial contract.

Customer responsibilities

These will be defined within the scope of the service. Generally, the client will be expected to provide technical resource and the correct levels of access to allow Content and Code to undertake all activities expected of them. Content and Code will align required resource to the project plan to ensure that the client have a clear understanding of who/what will be required and when. On a non-technical side, Content and Code expect that senior executives from the organisation are involved as successful implementation of some of the technologies requires a level of business transformation and executive input can help drive this.

Technical requirements

Technical requirements can be discussed prior to an order being placed.

Details of any trial service available

Not applicable for this service.

For further information, please contact:

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