

Microsoft 365 Planning & Migration Services

GCloud 11 Service Definition document

Lot 3 - Support

Crown
Commercial
Service
Supplier

RM1045, RM3804
& RM1557

 **HEALTH & SOCIAL CARE NETWORK**

RM3825 ACCESS SERVICE FRAMEWORK



HM Government | G-Cloud



Table of Contents

Overview of the Service	3
Introduction.....	3
Benefits & Features	3
What Can I Do With This Service?	4
Discovery	4
Workshop.....	4
Existing Systems	5
Features and Functions	5
Requirements.....	5
Usage.....	6
Dependencies.....	6
Implementation Approach	6
Security Requirements	6
Advanced Functionality.....	6
Design	7
Migration	8
Ongoing Management and Support	9
What Billing Models are Supported?.....	9
Fixed Billing.....	9
Pay As You Go (PAYG).....	9
Hybrid Billing.....	9
Working with Exponential-e.....	10
Introduction.....	10
Our Network.....	10
Our Accreditations.....	10
Our Promise.....	11
Exponential-e’s Approach.....	12
Thought Leadership and Applied Innovation	12
Meeting our Brand Promise	13
Our Security Capabilities	14
Security assurance.....	14
Connectivity.....	14



Overview of the Service

Introduction

Microsoft 365 is a new addition to the Microsoft product stack, and offers key benefits and improvements to customers. The products included with Microsoft 365 include:

- ✓ Windows 10 Enterprise
- ✓ Office 365
- ✓ Enterprise Mobility and Security (EM+S)

Given our extensive experience with Microsoft technology, Exponential-e is an ideal partner when it comes to Microsoft 365 whether an organisation plans to deploy the products internally or make use of an experienced partner to assist with the implementation, migration, and support of the infrastructure.

Our Windows 10 service can include anything from providing the license only through to full usage requirement analysis, creating Windows 10 deployments, and rolling out the OS in a phased approach to end users. Given the difference in scope based on the organisation's needs and requirements, this item will be quoted for using Professional Service and Project Management charges outlined in our GCloud 11 Pricing document and SFIA rate card.

Benefits & Features

Office 365 is a well utilised cloud-based solution that brings together a range of services and tools to allow users to operate in their work environment. By combining leading business applications with powerful cloud services, Office 365 allows users to create and collaborate with their work colleagues from any device. The use of Office 365 allows organisations:

- ✓ To collaborate with work colleagues as well as other departments or organisations,
- ✓ To implement security and compliance measures to protect its data and have more control with built-in privacy, transparency, and refined user controls,
- ✓ To implement live data monitoring and in-depth analysis using built-in intelligence and analytics, and
- ✓ To allow mobility for its workforce by securely being able to view, co-author, and share files in the cloud, or operate while offline using mobile and workstation applications.

Office 365 is a feature rich solution that contains a range of cloud services and applications. These services and applications need to be reviewed in combination with organisational work practices, to establish the ideal ways in which they can be utilised within the work environment. Exponential-e's **Office 365 Planning and Migration** service provides an assured, low-risk implementation of Office 365 and the migration of on-premises or hosted solutions to the Office 365 environment.

Enterprise Mobility and Security (EM+S) includes industry leading privacy and compliance protection that spans across users, devices, apps and data. EM+S include features such as Intune which can be used to secure and provide compliance for mobile corporate devices, making sure that secure information is utilised and protected as required. Given the difference in scope based on the organisation's needs and requirements, this item will be quoted for using Professional Service and Project Management charges documented in our GCloud 11 Pricing document and SFIA rate card.

As a Microsoft Gold CSP Tier-1 partner, we have an enviable track record delivering cloud solutions, transformation, and ongoing support services. Our commitment to the Microsoft cloud ecosystem and our engineering excellence is demonstrated by our Microsoft Tier 1 Cloud Solutions Provider status – the highest level in the CSP platform.

We employ highly experienced professionals and specialists to assist our Customers in reviewing the features and implementation models of the full Microsoft 365 solution, to deploy and establish the use of these within the Microsoft cloud ecosystem using MCSE Professional Services engineers, and the ongoing management and improvement of Microsoft 365 solution over time using experienced Managed Services and End User Support engineers.

This document details the services that Exponential-e can deliver to help GCloud users review the Microsoft 365 solution, and to implement and migrate existing systems and its data to the new cloud platform.

What Can I Do With This Service?

This section details at a high level the benefits that organisations gain by using the Exponential-e Planning and Migration solution. Given the size of Windows 10, EM+S, Office 365 and the components it contains, this document does not cover all possible permutations of how the solution is to be implemented and migrated to. Instead, this service provides educated and experienced staff to review organisational and departmental requirements, and develop the solution and migration designs of existing systems and the data that it contains. We also allow organisations to benefit further from the solution through ongoing management and support of the solution, as well as end user support to allow users to make good use of Windows 10 and Office 365, and organisations to ensure secure operating standards are implemented and followed for mobile devices.

Discovery

The discovery service is a planning exercise where our Microsoft experts will meet with your IT and departmental staff to allow us to collectively discover the organisational and departmental requirements for all the components of Microsoft 365 and the services it provides. This information is key to allow us to develop the design of the overall solution and allow information and users to be migrated to the newly developed solution.

Workshop

The discovery process will start with one or more workshop(s) to allow both parties to discover the overall as well as departmental/team requirements of the solution, and how existing solutions are being used. Multiple workshop sessions may be required or desired to allow both IT staff as well as departmental individuals to review their requirements and usage of the Microsoft 365 components.

Existing Systems

The existing systems that are being used to produce the functionality that Office 365 products will replace will need to be reviewed in order to determine the functionality and features that have been deployed. In addition, existing Windows workstation requirements and required functionality and features need to be reviewed alongside organisational security requirements in order to ensure safe usage of mobile devices across all mobile devices.

In addition it will be necessary to review existing data on these systems, to determine:

- ✓ What information is stored on these systems
- ✓ Where the systems are located, and how they can be accessed
- ✓ How secure the data needs to be
- ✓ The quantity (size) of data
- ✓ Which departments or teams utilise each piece of information
- ✓ The locations within the organisation that share information/data
- ✓ How Windows 10 is to be deployed to users
- ✓ The functional and security requirements of the organisation as well as individual departments and teams
- ✓ How mobile devices are to be utilised within the organisation, and how access to information can be secured

Features and Functions

Each Microsoft 365 feature/function will be used differently by different departments and teams within an organisation. This activity will be undertaken to correctly determine the business requirements for developing each item that Microsoft 365 consists of, and as a result what functionality will be configured during the deployment. In addition, this information can be utilised to develop a phased Microsoft 365 deployment process, allowing important functionality to be deployed as a priority.

Requirements

While it is common for several features or functionality to be similar between different organisations, it is very common for each organisation as well as departments or teams to have unique requirements of the features provided by Windows, EM+S, and Office 365.

This activity aims to review the organisational, departmental, and team requirements, and to determine what features or functionality is required in order to achieve these in the best way possible. This activity is important to conduct, since some disjointed methods of implementation or configuration is not always possible or commercially feasible, and it may be necessary to develop stop-gap solutions in order to meet certain needs.

Usage

Different departments and teams make use of IT systems in different ways. The Office 365 suite consists of many applications that on the face of it serve similar purposes, and it is therefore crucial to determine the organisational and departmental/team usage requirements in order to correctly plan the deployment and migration of features/functionality.

It is also common for organisations to have different departmental/team requirements for Windows workstations, and it is important to determine what these requirements are in order to correctly plan the deployment and migration of Windows.

Given that EM+S covers an essential part of modern businesses, with many organisations allowing their staff to access and interface with their data from mobile devices, it is important to determine the organisational as well as departmental or team requirements and security needs that have to be met by the EM+S solution.

Dependencies

Certain features or functionality, such as sending emails or storing legal documentation safely in a document library, are important to identify in order to identify pinch-points and application dependencies within the organisation.

Correctly understanding these dependencies and requirements are essential for the deployment and migration of data to be done correctly, with minimal amount of impact upon its users. This information is used during the next design activity to correctly plan the features to be developed/deployed, how data is to be migrated and when, what information is left behind and what is migrated etc.

Implementation Approach

While it is possible to deploy small or limited Microsoft 365 deployments as a single activity, it is common for the implementation and migration of information to Microsoft 365 of larger or more complex deployments to be a phased approach. While planning the phased approach is possible during the discovery period, it may also in some cases only be possible to finalise the approach during the design period.

Security Requirements

Modern cloud based solutions have the ability to make use of a range of security features and options in order to better protect an organisations' data, who accesses this data, and what actions users are able to complete. During the discovery period Exponential-e will work with the customer to identify the security requirements for the overall service, as well as the security features of the Microsoft 365 service as a whole.

Advanced Functionality

Advanced functionality such as email retention, the amount of SharePoint version history to be kept, protecting data from accidental leaks, and meeting security compliance requirements/controls include some of the features that will be considered and decided upon during the discovery period, and included in the design of the solution.

Design

As part of the planning activity it is essential to produce the design of the overall Microsoft 365 solution and the products it consists of. The design will include a range of items, including:

- ✓ Reviewing existing systems providing the functionality, including how they are used by users
- ✓ The Windows 10, EM+S, and Office 365 features and functions that will be deployed during the entire deployment process
- ✓ Reviewing the organisational, departmental, and team requirements of the overall solution, and developing the design that will meet all or most of these requirements while observing the security and implementation requirements
- ✓ Identifying the utilisation of existing solutions, as well as the utilisation that will be migrated to the new environment
- ✓ Reviewing and taking into account the dependencies that the organisation, departments, and teams have of the features and functionality that will be deployed under Office 365 and EM+S
- ✓ Developing the implementation approach with the customer to ensure the deployment meets the overall organisational requirements, while reducing the impact of the migration to the new solution where possible
- ✓ Taking into account the security and governance requirements of the organisation, and ensuring the implementation and training of advanced governance and security measures are correctly timed and structured
- ✓ Considering the advanced built-in as well as third party functionality that the organisation may wish to include as part of the overall deployment, such as external Office 365 backup solutions
- ✓ Considering the high speed, low latency private connectivity for Office 365 (and Azure) through the use of the Exponential-e network and ExpressRoute.

Exponential-e is able to provide high speed, low latency private connectivity for:

- ✓ Microsoft Azure (Private Peering);
- ✓ Microsoft public services (Public Peering); and
- ✓ Microsoft Office 365 (Microsoft Peering).

This is available in the following options:

- ✓ Dedicated links (1 and 10Gbps)
- ✓ Resilient, partner provided connectivity (<1Gbps)

As part of the design phase, Exponential-e will identify pinch-points and application dependencies, in order for the migration risks to be well understood and hence minimised. For existing Active Directory environments, this means we will undertake a detailed assessment of the existing environment to ascertain any dependencies or underlying issues, and develop the design to meet these dependencies and overcome these issues.

During the discovery, design, and migration periods our PRINCE2 accredited project management team will be closely involved to control the project process, ensuring that identified milestones are met, and that the delivery proceeds smoothly and within budget.

Microsoft 365 plans contain a wealth of services that, if deployed without control, can lead to unplanned technology sprawl, in turn leading to poor user experiences, and a degradation of value. Our skilled design teams will ensure only suitable component services are delivered and properly scoped, designed, and subsequently deployed. Regardless of the hybrid authentication requirements, and third-party solutions around authentication, security, and access control required, our expertise and experience will ensure a holistic design is produced with well-defined migration plans and costs.

The design document that Exponential-e will produce as part of this will therefore include the overall proposed design of Microsoft 365 and its features/functionality, as well as the deployment and migration of customer data and the migration of its users to the new environment.

For organisations migrating from existing on premises or dedicated cloud solutions, the design documentation will also include the decommissioning process that Exponential-e will follow with the customer to ensure existing maintenance, support, and security of these systems are removed where possible to overall reduce the organisational management activities against them.

Migration

In the preparation for the migration, existing infrastructure will be updated and issues remediated (e.g. AD schema fixes and UPN preparation), and identity federation providers deployed to meet the required availability and functional requirements set out in the design.

Our implementation teams will ensure the smooth delivery of changes to all systems and services that will be migrated to during the Office 365 migration. The process and delivery of this is dependent on each organisation as their requirements and wishes differ from one migration to another. Exponential-e will therefore work with our customer to identify the ideal migration methods as part of the design and migration activities.

The scope and size of the Microsoft 365 solution, as well as the solutions being migrated from, will also ultimately determine whether Exponential-e performs a pilot deployment of the intended solution for a reduced number of users, to allow the overall migration process and end user impact to be tested to confirm it works as intended. This includes add-on components of the Microsoft 365 solution such as InTune as part of the pilot testing in order to test mobile related functionality and control.

Once the pilot has been carried out, Exponential-e can amend the migration process to allow minimal user disruption as part of the migration process and work with both Project Managers to finalise the project plan and timings for the migration process.

Following the completion of the migration and decommissioning activities, Exponential-e will provide the customer with the finalised design documentation for the deployed solution.

Ongoing Management and Support

As a Tier-1 Microsoft Cloud Solutions and Managed Services Provider, we are able to offer a full complement of Office 365 management and support services to our customers that scales from basic platform and licensing activities to a full end user desktop support service.

The services we provide our Microsoft 365 customer include (but are not limited to) the following:

- ✓ Microsoft 365 licensing (via our Tier-1 CSP programme)
- ✓ High speed network connectivity to Azure and Office 365 (through ExpressRoute)
- ✓ Infrastructure management and support (of the overall Microsoft 365 solution or individual components thereof) on a 24x7x365 basis
- ✓ End user management and support (of the overall Microsoft 365 solution or individual components thereof) on a 24x7x365 basis

These items form part of our Managed Services offering which is also included in GCloud under the title “UK Based Managed Services (AWS, Azure, Private Cloud, O365)”.

What Billing Models are Supported?

Exponential-e believes the customer should have as much flexibility in consuming the service as possible. To that end, we therefore support the following billing and consumption models as a Tier-1 CSP.

Fixed Billing

The customer has a fixed level of resources for a fixed Annual Charge.

Pay As You Go (PAYG)

The customer is charged for the actual resources used in accordance with the Rate Card and the applicable Service Definition and will be billed monthly in arrears. Actual usage levels will be recorded by Exponential-e.

Hybrid Billing

The customer has a minimum amount of resources that are contracted for subject to a fixed Annual Charge, yet retains the ability to use additional resources “on demand” in accordance with the Pay As You Go section above.

Working with Exponential-e

Introduction

Founded in 2002, we are an award-winning, privately owned British Cloud and Connectivity provider. The majority owner, CEO and founder of the company - Lee Wade - is still at the helm of Exponential-e and demonstrates the same passion for our customers, service innovation and business as he did at our inception. We pride ourselves on delivering super-fast, low latency Connectivity, flexible and resilient Cloud solutions Unified Communications, Cyber Security and world-class IT Services. Organisations from all sectors of the economy run critical services underpinned by our technological innovations. We deliver leading-edge solutions to over 2,200 customers in every vertical sector.

Our Network

Exponential-e's own Cloud infrastructure is fully integrated with our 100 Gigabit Carrier-Class Ethernet Network, utilising premium grade enterprise compute, and is supported by our UK based 24x7x365 Customer Service Desk to deliver a non-stop compute platform to you and your end users.

What differentiates us from the competition is how we utilise our own network to deliver multiple services over one connection, with 100% Network visibility and control, and the cost efficiencies this provides our customers. Our fusion of complementary technologies, a carrier-class network and Cloud infrastructure, means we can deliver enterprise applications at super-fast, low latency, with an end-to-end SLA, for a superior end-user experience.

 <p>17 year pedigree of delivering enterprise-grade solutions for our customers</p>	 <p>Over 3,300 customers across SME, Enterprise and Public Sector organisations</p>	 <p>Fully owned Network, Data Centres, Cloud, UCC Platform and Security services</p>
 <p>Dun & Bradstreet rating 1 Privately owned and Financially stable</p>	 <p>Turnover up 16% to £115m EBITDA up 81% to £36.2m</p>	 <p>Average 25% compound Annual Growth Rate</p>

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

- ✓ **ISO27001** - Information Security
- ✓ **CSA Star** - Cloud Security
- ✓ **Cyber Essentials Plus**
- ✓ **PCI-DSS**
- ✓ **(HSCN)** Health Social & Care Network Stage 2 Compliance

- ✓ **CAS(T)** accreditation
- ✓ **ISO9001** - Quality Management
- ✓ **ISO20000-1** - Service Management
- ✓ **BS10012** – Personal Information (GDPR)
- ✓ **ISO22301** - Business Continuity
- ✓ **ISO50001** - Energy Management
- ✓ **ISO14001** - Environmental Management

Our certifications are fully audited every three years by BSI, NCC Group & NHS Digital, supplemented by six monthly continuing assessment audits to ensure continuing compliance. The following preventive are undertaken actions to ensure we maintain our certifications & accreditations;

- ✓ 12 month Audit Schedule
- ✓ Monthly Internal Audits in line with our audit schedule
- ✓ Six monthly external Audits
- ✓ Live Net Promoter Score on our Website
- ✓ All Engineers undertake BPSS vetting by a government approved vendor
- ✓ Corrective and Preventive Actions – CAPA
- ✓ Control of Documents and Records
- ✓ Companywide Risk Assessment
- ✓ Annual review of policies, procedures and documents
- ✓ Internal & External PEN (ITHC) Network Test by a ‘Check’ or “Crest” approved vendor
- ✓ Annual off site Business Continuity Test
- ✓ Management reviews (Management Meeting, Service Review, Quality Review, Business Continuity, Security Review and Operation Review)



Our Promise

Our brand promise is to ‘Constantly exceed expectations with innovation and service’. In order to achieve this, we promise to deliver the following:

- ✓ **Customer Service Excellence:** Our first priority we never compromise on, this culture spans across every department and is championed by every board member
- ✓ **Trusted Supplier:** A reliable and fully owned carrier-class network, with pro-active support from our 24x7x365, fault find and fix Service Desk, and verified financial stability inspire customers’ confidence in us
- ✓ **Technical Capability:** Working within eight international ISO and British Standards, we design, manage and support customers’ complex, bespoke network, Cloud and Voice requirements



- ✓ **Applied Innovation:** Ensuring customers' businesses remain at the leading edge with a dynamic approach to investment, R&D and innovation, and consistently delivering industry firsts.

Our network has undergone a rigorous security assessment and has achieved PCI-DSS compliance to ensure top security standards. We design, deliver, manage and support communications solutions, both simple and complex, to international ISO management standards: 9001, 22301, 14001, 5001, 27001, 20000 and BS 10012.

By the start of FY2018, our turnover had reached approximately £115 million and ongoing recruitment activity meant that we had over 500 employees. Our success is driven by the quality of service we provide and is underpinned by investments in people and infrastructure that enable us to deliver on our brand promise.

Exponential-e's Approach

Our approach is based on a partnership philosophy, ensuring we deliver high quality, competitive services. In keeping with this, our technology solutions provide cost-effective connectivity, future-proof networking and uncompromising customer support. Our approach is designed so that there are no hidden extras from you. From the initial point of contact, including technical consultancy, project management and on-going customer support, we are entirely transparent about our work and the costs involved. To maximise the value for money customers receive, we constantly challenge the performance of the service through 24x7x365 monitoring and management via the Exponential-e Service Desk, feeding back at monthly service reviews that constantly benchmark your expectations. During these reviews, we propose and implement continuous improvement targets for service levels and cost efficiency. On award of any contract, we analyse the service required and explore how we will improve the services year-on-year.

Thought Leadership and Applied Innovation

We have an entire team devoted to seeking out new products, features and enhancements. We pride ourselves on our ability to generate, identify, and deploy the latest technologies. Our commitment to innovation has seen us develop pioneering new products and services for our customers and deliver all manner of industry firsts.. We will constantly keep you informed of new technologies that ensure you remain current and knowledgeable as to innovative solutions and best practices. The most effective means of doing that is during our regular Service Management review meetings; the reviews will take place on a monthly or quarterly basis, or upon request. These sessions are used to understand your requirements, address any current service issues, and for our team to update you on new market trends or technologies our researchers have identified.

You will have the opportunity to attend regular events that provide an opportunity to speak with our subject matter specialists and to exchange ideas and experiences with other Exponential-e customers. We are firmly committed to listening and collaborating with our customers, and partners, in order to deliver innovative technical solutions that drive tangible business benefits.

We organise industry focused and private seminar events at exclusive venues, such as the Ritz and Emirates Stadium. We invite key speakers to present, as well as our in-house technical experts and evangelists, and look at topics including ‘Demystifying SD-WAN’ These events are excellent networking opportunities which present you with a chance to speak with like-minded individuals in an informal environment and gain real technical knowledge and insight from our team of experts.

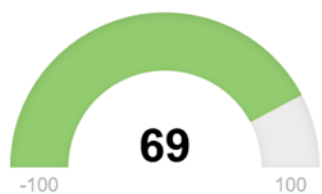
Details of our events can be found on our website, <http://www.exponential-e.com/about/events>, where you can register.

You will also be sent updates from our marketing department, highlighting new features or services available in the market. New products, features or services that we feel are well suited to our customer’s infrastructure, or will benefit their IT environment, will be brought to their attention. Initially, many of our customers adopt our WAN solution and are often keen to complement this service with our Cloud, IT and Voice services.

Meeting our Brand Promise

For over 17 years we have focused on building trusting relationships with our customers by placing service excellence at the heart of our operations. Key to our success is the development and sustainment of effective working partnerships through regular service review meetings, proactive management and - most importantly - continually seeking to improve the services which will be delivered.

In order to ensure that we are continuously improving, we benchmark customer satisfaction which provides us with the analysis to improve. Measuring our customer satisfaction is achieved through our Net Promoter Score and our Voice of the Customer Programme.



Rolling 3 month average. Industry average 17

<https://www.exponential-e.com/about/customer-service-promise>

Our current 3 monthly rolling NPS score is more than double the UK Industry average.

Our Voice of the Customer Programme gives you the opportunity to provide real-time feedback by simply clicking on one of four icons on each Exponential-e employee’s email-signature (Gold- Excellent, Green- Good, Amber- Could have been better, Red- Poor).

These awards are all testament to our solutions and achievements in innovation. Details of our other awards can be found on our website:

<https://www.exponential-e.com/about/our-accreditations-awards>

Meeting our brand promise through customer service excellence is embedded into our culture; anytime our customers recognise our people doing well, we reward this throughout the business. At Exponential-e, we’re committed to service excellence and are empowering our people to deliver it.



Our Security Capabilities

Security assurance

Our services are designed, built and optimised with clear alignment to the 14 CESG Cloud Security Principles that UK Public Sector organisations use when assessing cloud hosted solutions for information assurance compliance.

The Exponential-e cloud benefits from extensive independent validation via certifications ranging from international standards e.g. ISO9001, ISO27001 and ISO20000 to UK public sector specific standards such as CAS(T) and HSCN Stage 2 certification.

The Exponential-e Cloud Platforms are subject to regular, extensive IT Security Health Check (ITSHC) CHECK Tests by independent, CESG-approved assessors to ensure that our customers have confidence in the physical and technical security controls which have been implemented to protect their valuable data assets. Platforms are suitable for all data classified at OFFICIAL under the Government Security Classification Policy (GSCP)

All customer data is stored in Exponential-e's two secure UK data centres with SC-cleared UK staff. Customer identifiable data does not leave the UK.

Connectivity

Our UK Data Centres have resilient connections to secure UK government networks such as HSCN Assured as well as large scale, DDoS protected internet connectivity. We also offer the ability for customers to present their own connections (such as direct connectivity into your MPLS, or inexpensive point to point connections via leased lines) and the Secure Remote Access solution to allow security assured VPN access to the Elevated OFFICIAL platform.