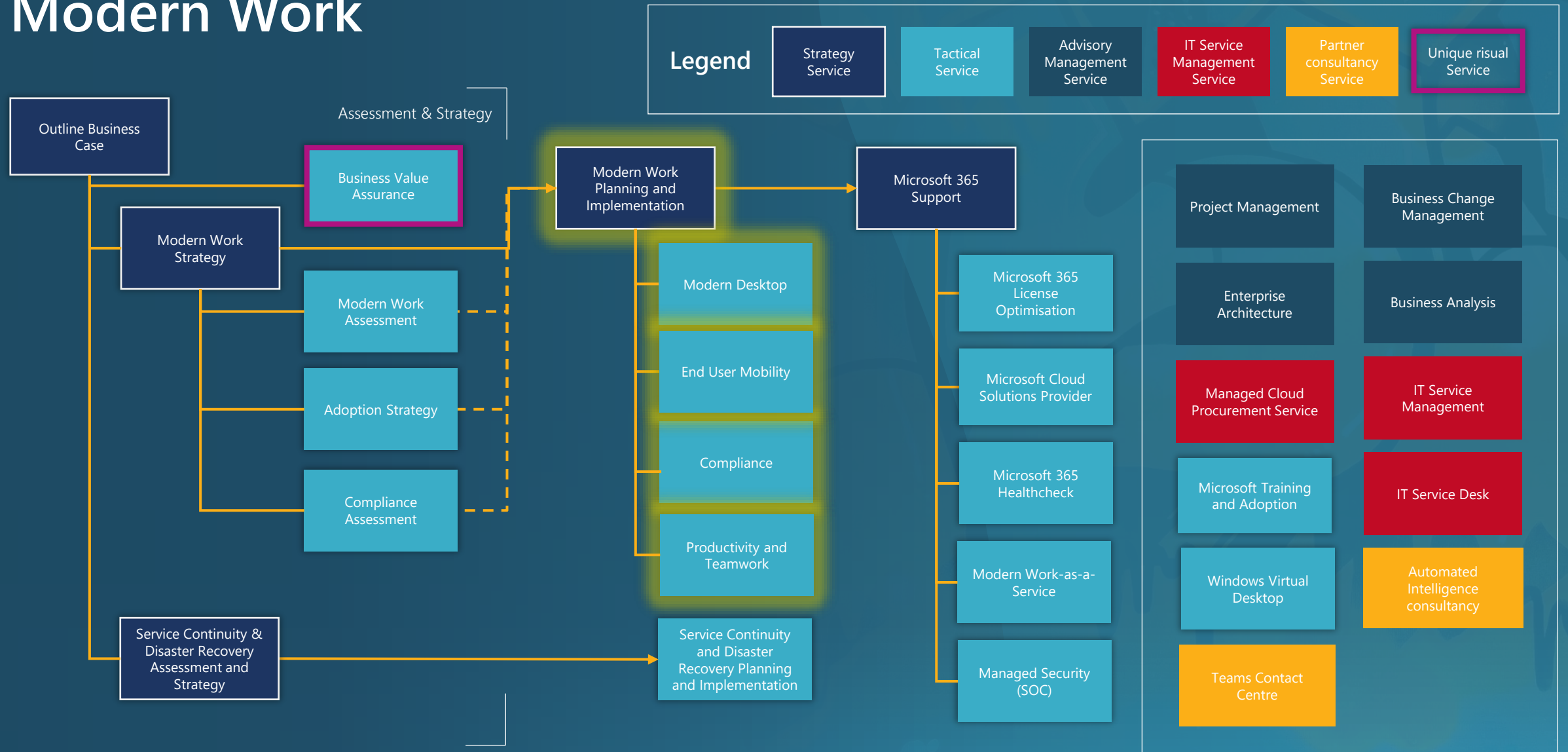# Modern Work Planning and Implementation

Service Definition Document

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# Modern Work Planning and Implementation

## Description

As part of risual's Modern Work portfolio, our Modern Work Planning and Implementation strategic offering will support organisations to design, implement and deploy Microsoft Office 365 services. By combining multiple projects covering Modern Desktop, End User Mobility, Compliance Productivity and Teamwork. Our expertise will increase the speed at which the organisation onboards the M365 suite of services and get end users consuming all the services features.

## Features

- Work with a single partner to own the deployment of Microsoft 365 services

- Complement your organisations IT team allowing them more bandwidth to focus on service improvement

- Utilise our experience to raise the level of knowledge on Modern Work technology, capturing, determining and distributing recommended practices.

- Full programme planning and budget control across the multiple Modern Work deployment streams.
- Includes comprehensive designs and implementation of Windows 10, Microsoft Endpoint Manager, Microsoft Enterprise Mobility and Security Suite, Microsoft Compliancy services and the Office 365 suite of project including, Exchange, SharePoint, Teams, Viva and PowerApps

## Benefits

- Delivered by Microsoft accredited consultants from a Microsoft Gold and advance specialist partner.
- Plans how to increase adoption of compliance related technologies
- Aligns requirements to features and capabilities
- Delivered through mature, embedded delivery framework with full project management.
- Available via multiple procurement

frameworks, G-cloud, DOS v5, Bloom, North of England CPC, NHS SBS and Cyber Security Services 3
- Identifies opportunities to leverage Microsoft's Modern Work technology utilising existing licencing and identifying requirements should additional services be needed.
- Security design included to meet NCSC cloud principles.

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# Modern Desktop Planning and Implementation

## Description

As part of risual's Modern Work portfolio, our Modern Work Planning and Implementation strategic offering will support organisations to design, implement and deploy Microsoft Office 365 services. By combining multiple projects covering Modern Desktop, End User Mobility, Compliance Productivity and Teamwork. Our expertise will increase the speed at which the organisation onboards the M365 suite of services and get end users consuming all the services features.

## Features

- Delivered by fully certified Microsoft 365 architects and platform consultants.
- Mature, embedded delivery framework tailored to organisational needs.
- Complement your organisations IT team allowing them more bandwidth to focus on service improvement
- Utilise our experience to raise the level of knowledge on Modern Work technology, capturing, determining and distributing recommended practices.

## Benefits

- Delivered by Microsoft accredited consultants from a Microsoft Gold and advance specialist partner.
- Plans how to increase adoption of compliance related technologies
- Aligns requirements to features and capabilities
- Delivered through mature, embedded delivery framework with full project management.
- Available via multiple procurement

- Comprehensive designs and implementation including but not limited to:-
  - Microsoft Endpoint Manager suite
  - Windows 10 Modern Management
  - Autopilot
  - Windows Virtual Desktop
  - Application deployment and management
  - Windows Update for Business
- Based on NCSC cyber security principles
- Delivers full knowledge transfer and training for IT service teams.

  frameworks, G-cloud, DOS v5, Bloom, North of England CPC, NHS SBS and Cyber Security Services 3
- Identifies opportunities to leverage Microsoft's Modern Work technology utilising existing licencing and identifying requirements should additional services be needed.
- Security design included to meet NCSC cloud principles.

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# End User Mobility Planning and Implementation

## Description

As part of risual's Modern Work Planning and Implementation strategy programme, our End User Mobility Planning and Implementation engagement provides solutions to empower users to keep the organisation moving from anywhere on any device. Our expertise will help to design, implement and deploy Microsoft mobility services from the Enterprise Mobility and Secure suite while integrating and protecting services hosted in the public cloud and on-premises environments.

## Features

- Delivered by fully certified Microsoft 365 architects and platform consultants.
- Mature, embedded delivery framework tailored to organisational needs.
- Complement your organisations IT team allowing them more bandwidth to focus on service improvement
- Utilise our experience to raise the level of knowledge on Modern Work technology, capturing, determining and distributing recommended practices.
- Comprehensive designs and implementation including but not limited to:-
  - Microsoft Endpoint Manager suite
  - Management of iOS, Android, macOS, Windows 10
  - Mobile Application Management
  - Application deployment and management
- Based on NCSC cyber security principles
- Delivers full knowledge transfer and training for IT service teams.

## Benefits

- Delivered by Microsoft accredited consultants from a Microsoft Gold and advance specialist partner.
- Plans how to increase adoption of compliance related technologies
- Aligns requirements to features and capabilities
- Available via multiple procurement frameworks, G-cloud, DOS v5, Bloom, North of England CPC, NHS SBS and Cyber Security Services 3
- Identifies opportunities to leverage Microsoft's Modern Work technology utilising existing licencing and identifying requirements should additional services be needed.
- Drives value using consumption-based cloud pricing models through CSP.

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# Compliance Planning and Implementation

## Description

As part of risual's Modern Work Planning and Implementation strategy programme, our Compliance Planning and Implementation engagement provides solutions to support the organisation compliancy requirements for protecting services hosted in public cloud and on-premises environments. By protecting and tracking the data created, accessed and shared by end users the organisation can be confident that is can comply with regulations such as GDPR.

## Features

- Delivered by fully certified Microsoft 365 architects and platform consultants.
- Mature, embedded delivery framework tailored to organisational needs.
- Complement your organisations IT team allowing them more bandwidth to focus on service improvement
- Utilise our experience to raise the level of knowledge on Modern Work technology, capturing, determining and distributing recommended practices.

## Benefits

- Delivered by Microsoft accredited consultants from a Microsoft Gold and advance specialist partner.
- Plans how to increase adoption of compliance related technologies
- Aligns requirements to features and capabilities
- Available via multiple procurement frameworks, G-cloud, DOS v5, Bloom, North of England CPC, NHS SBS and Cyber Security Services 3

- Comprehensive designs and implementation including but not limited to:-
  - Microsoft Compliance Center
  - Microsoft eDiscovery
  - Information Protection (formally AIP)
  - Data Loss Prevention
  - Microsoft Cloud App Security
  - Information Barriers
  - Office 365 Secure Score

- Based on NCSC cyber security principles
- Delivers full knowledge transfer and training for IT service teams.

- Identifies opportunities to leverage Microsoft's Modern Work technology utilising existing licencing and identifying requirements should additional services be needed.
- Drives value using consumption-based cloud pricing models through CSP.

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# Productivity and Teamwork Planning and Implementation

## Description

As part of risual's Modern Work Planning and Implementation strategy programme, our Productivity and Teamwork Planning and Implementation engagement provides solutions on how to use Microsoft's Office 365 core and supporting productivity services. Whether migrating existing systems, merging separated systems or deploying new, our expertise will ensure the organisation realises a return on investment for end users quickly.

## Features

- Delivered by fully certified Microsoft 365 architects and platform consultants.
- Mature, embedded delivery framework tailored to organisational needs.
- Complement your organisations IT team allowing them more bandwidth to focus on service improvement
- Utilise our experience to raise the level of knowledge on Modern Work technology, capturing, determining and distributing recommended practices.

implementation including but not limited to:-

- Exchange Online (inc hybrid)
- SharePoint Online (inc hybrid)
- OneDrive
- Team (with voice)
- Microsoft 365 Apps for Mobile & Enterprise
- Sway, Forms and Stream
- Power Apps

- Based on NCSC cyber security principles
- Delivers full knowledge transfer and training for IT service teams.

- Identifies opportunities to leverage Microsoft's Modern Work technology utilising existing licencing and identifying requirements should additional services be needed.
- Drives value using consumption-based cloud pricing models through CSP.

## Benefits

- Comprehensive designs and Delivered by Microsoft accredited consultants from a Microsoft Gold and advance specialist partner.
- Plans how to increase adoption of compliance related technologies
- Aligns requirements to features and capabilities
- Available via multiple procurement frameworks, G-cloud, DOS v5, Bloom, North of England CPC, NHS SBS and Cyber Security Services 3

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# About risual

UK-based business & technology services organisation, offering consultancy, managed services, training, education and apprenticeships for cloud technologies.

We deliver in partnership with our clients, through the principles of co-working, co-design and co-delivery.

Microsoft Gold Partner across 15 categories and an Azure Expert MSP, placing us in the top 0.05% of MS partners globally.

15+ years transforming the workforce through the introduction, adoption and strategic management of Microsoft cloud technologies.

We have Microsoft advanced specialisations in Change and Adoption and Calling for Microsoft Teams validating our extensive capabilities in these solution areas.

We're driven by a real purpose to introduce sustainable change and drive positive social impact, by increasing the opportunities available to young and disadvantaged people.

INVESTORS IN PEOPLE | Microsoft CERTIFIED | DBS (formerly CRB) CHECKED Disclosure and Barring Service | IIBA International Institute of Business Analysis | TOGAF™ | MSP® | PRINCE2® PRACTITIONER | APMG International™ AgilePM | CYBER ESSENTIALS PLUS | ITIL® | bsi. ISO/IEC 20000-1 Information Technology Service Management | bsi. ISO 9001 Quality Management | bsi. ISO/IEC 27001 Information Security Management

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# What we do

We are recognised by Microsoft as one of the only partners who deliver a range of services across all three Microsoft clouds; Azure, Dynamics 365, and Microsoft 365. Whilst we have hybrid cloud capabilities and skills with AWS and Oracle, our deep relationship with Microsoft has had a strategic influence on our organisation and the services we deliver since the day we were founded. We are experts in transformation and see transformation in three ways; Cloud, Business and Digital.
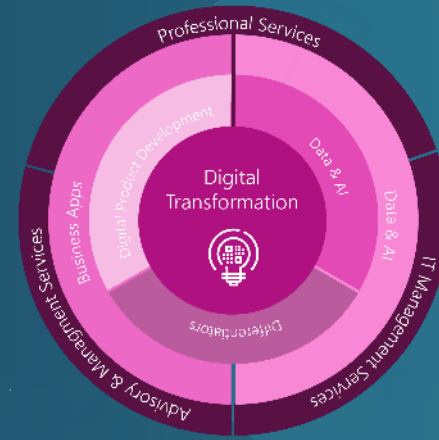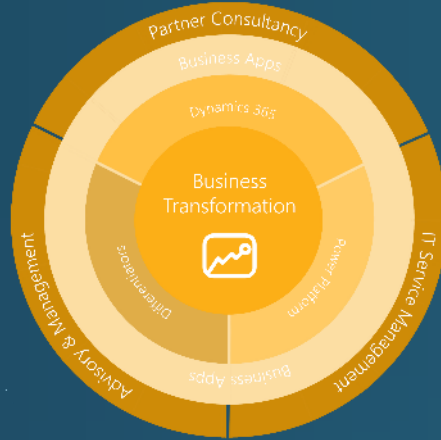
Cloud Transformation is about tools and technology, often IT-led it focuses on the platform with Azure, and Modern Work through Microsoft 365 services. Cloud Transformation is an enabler and in order to deliver real value, business transformation is required.

Business Transformation is about re-engineering internal services to better serve the business, focusing on business applications, processes and productivity, through Dynamics 365 and the Power Platform.

Digital Transformation relates to external interfaces with clients/citizens/students and enters the domain of disruptive innovation focusing on replacing or complimenting existing services through digital product development.

All three service portfolios span: business and technical consulting, managed services, training & adoption, apprenticeships, and data & AI.

We live by our values of **honesty, openness and trust,** and we embed these values into everything we do, from delivering new and exciting business and technology services/solutions, through to the charity work we regularly undertake within our communities.

## Cloud Transformation
Partner Consultancy · Apps & Infrastructure · Cloud Platform · O365 Productivity · IT Service Management · Modern Workplace · Identity Access and Security Management · Modern Device Management · Differentiators · Advisory & Management

## Business Transformation
Partner Consultancy · Business Apps · Dynamics 365 · Power Platform · IT Service Management · Business Apps · Differentiators · Advisory & Management

## Digital Transformation
Professional Services · Business Apps · Digital Product Development · Data & AI · Data & AI · IT Management Services · Differentiators · Advisory & Management Services

**advisory**
assessment | strategy

**consulting**
plan | implement

**services**
optimise | support

**skills**
develop | adopt

**solutions**
sector | software

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# Cloud Transformation Services

For the past 15 years we've worked with clients to transform the workplace/workforce with the introduction, adoption and strategic management of Microsoft cloud technologies. Working across all industry sectors, we aim to transform the ways in which people work and organisations deliver services, through the re-imagination of technology and support services, and through the provision of enhanced digital skills training and apprenticeships.

## Cloud Platform

We are experts in the configuration and migration of services & applications to the Cloud. We share our skills and experience as an Azure Expert MSP, leveraging our deep Microsoft relationship to deliver innovative solutions that solve real business problems through a range of services covering the entire Azure ecosystem.

## Modern Work

We help our clients get the most from their investments in Microsoft 365 through correct licensing, configuration, training and adoption. We take a user-centric approach, shifting attention to connecting people and giving them the tools and knowledge needed to become a truly Modern Workforce.
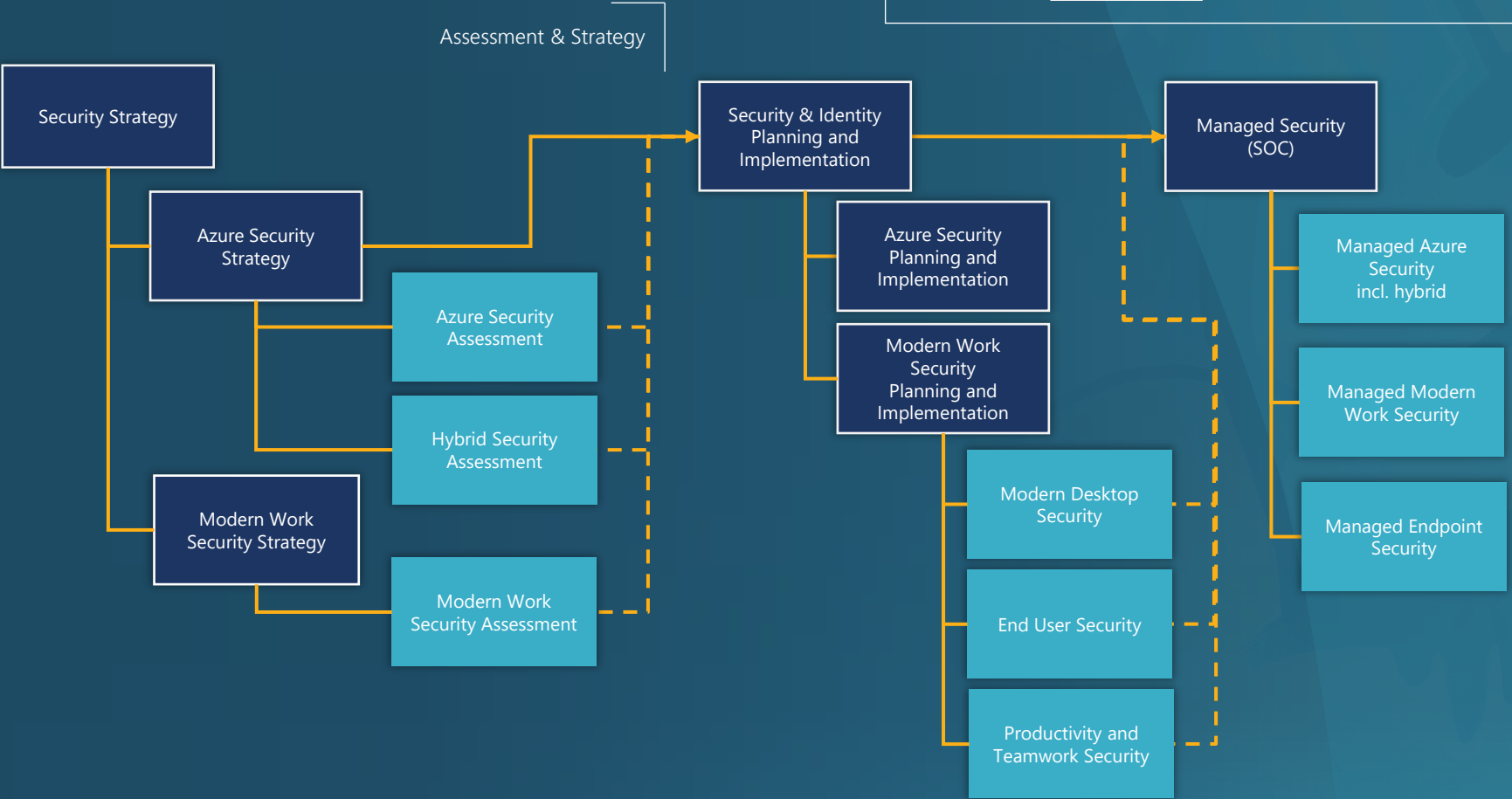
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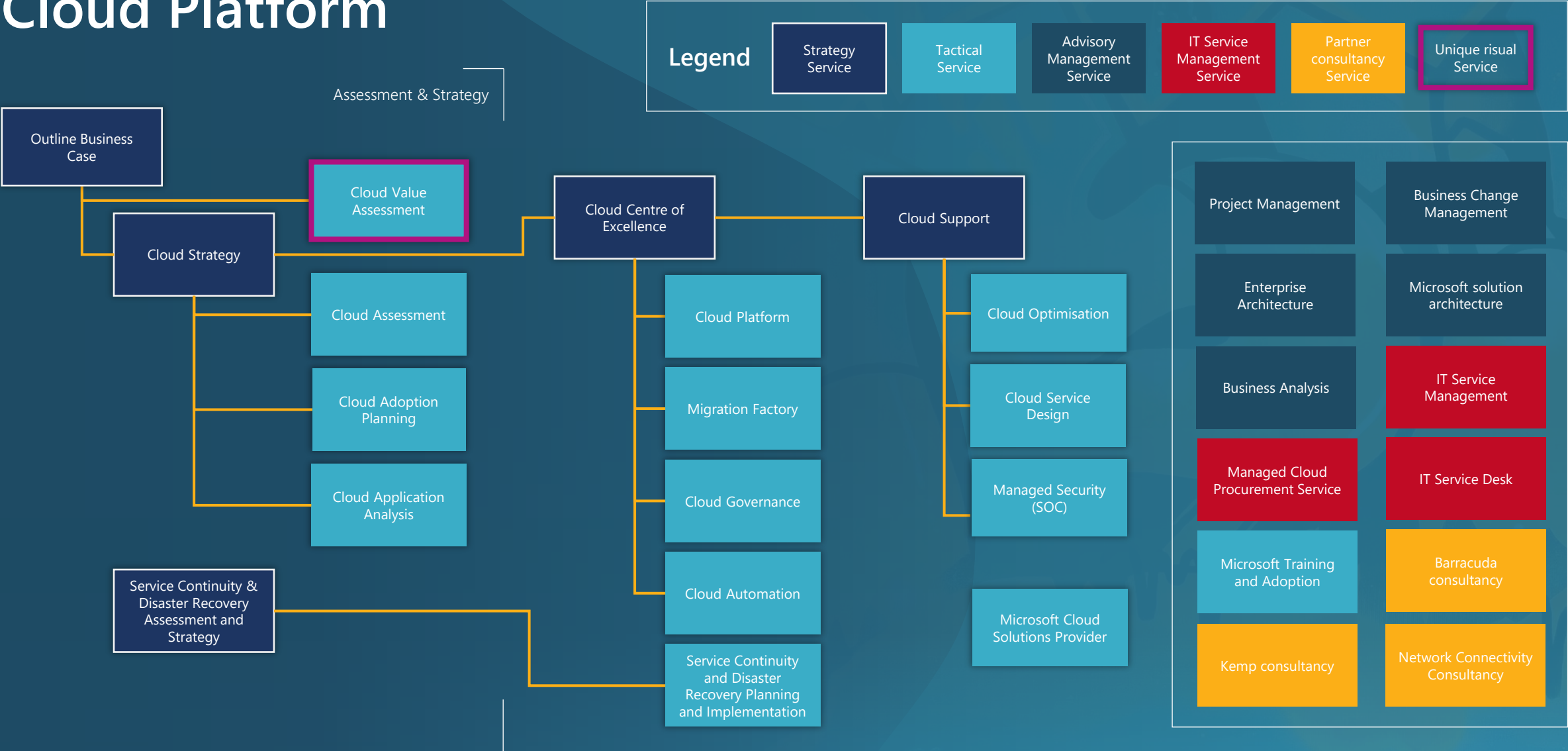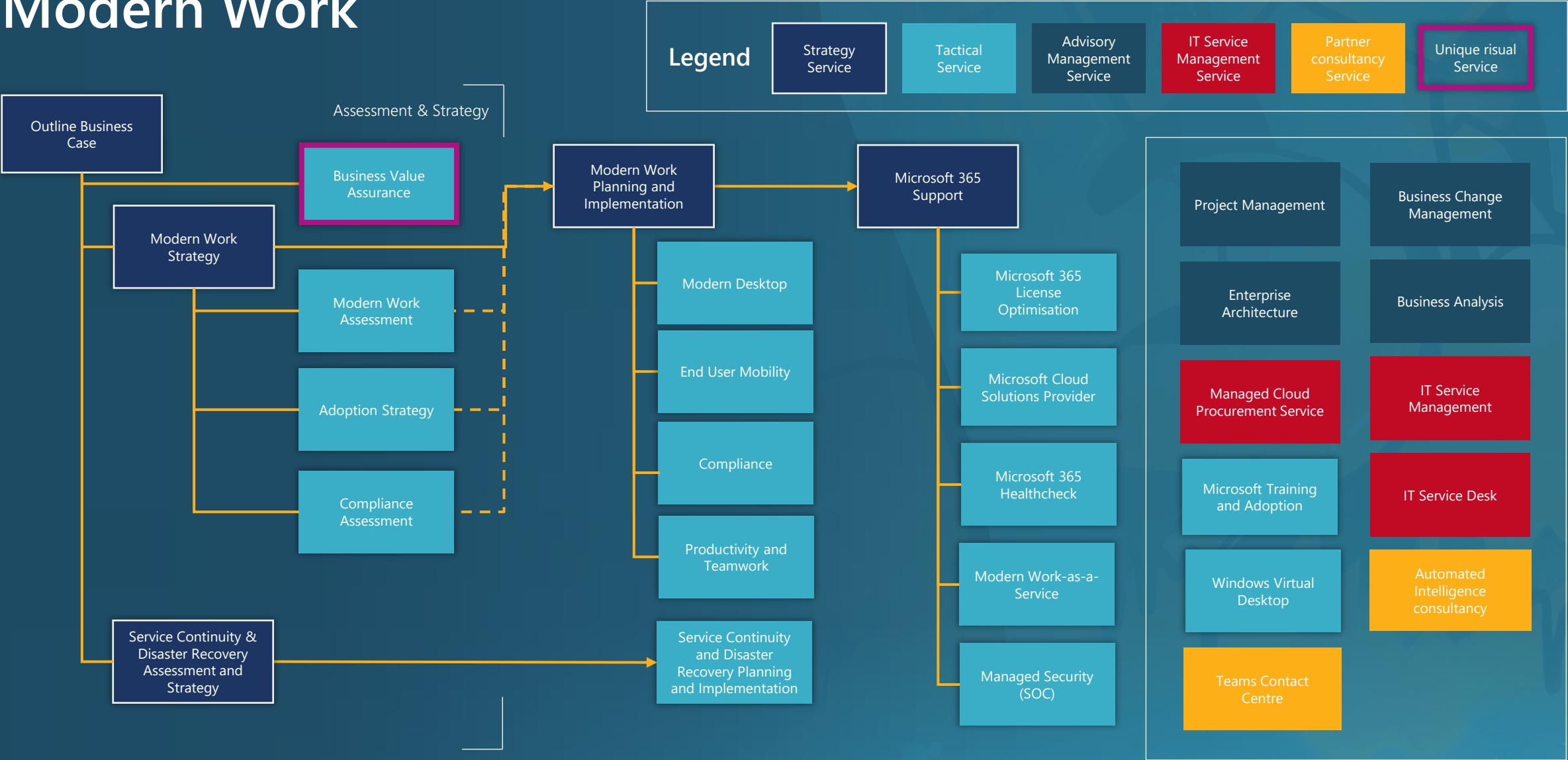
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# Microsoft Security & Identity

**Legend**

- Strategy Service
- Tactical Service
- Advisory Management Service
- IT Service Management Service
- Partner consultancy Service
- Unique risual Service

**Assessment & Strategy**

- Security Strategy
  - Azure Security Strategy
    - Azure Security Assessment
    - Hybrid Security Assessment
  - Modern Work Security Strategy
    - Modern Work Security Assessment

- Security & Identity Planning and Implementation
  - Azure Security Planning and Implementation
  - Modern Work Security Planning and Implementation
    - Modern Desktop Security
    - End User Security
    - Productivity and Teamwork Security

- Managed Security (SOC)
  - Managed Azure Security incl. hybrid
  - Managed Modern Work Security
  - Managed Endpoint Security

- Project Management
- Business Change Management
- Enterprise Architecture
- Business Analysis
- Managed Cloud Procurement Service
- IT Service Management
- Microsoft Training and Adoption
- IT Service Desk
- ISN (Network Security, SDN)
- D2NA Penetration Testing

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# Who we work with



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Swindon Borough Council (SBC) is the unitary authority responsible for supplying services to the citizens of Swindon. risual have been working with Swindon for many years transforming the way they deliver services to their staff and citizens. In order to increase value for money from the council's investment in Microsoft Office 365 and provide staff with modern collaboration and content publishing tools, risual were engaged to work with SBC to scope, design then deliver a framework for collaboration and content publishing based on Microsoft Teams (MS Teams) and SharePoint Online.

Information Architecture and Compliance was fundamental to this Modern Work engagement, which was a key element of the Business Transformation strategy risual co-created with SBC. The risual Business Transformation strategy offered a foundation for this engagement enabling the council to transform and modernise how it collaborated, shared data & gained insights that increased productivity.

Microsoft Teams was used as the front-end interface for day to day file collaboration and team communication and Microsoft Teams with heavily configured SharePoint Online was used as the platform to host content migrated from SBC's network file shares and existing SharePoint 2016 platform.

# Partnering with risual

**Partnering in Success**

**Microsoft Partnership**

**Insights and Ideas**

- Fully understand how your service operates, so that we augment and compliment your existing capabilities.

- We will match and mirror your culture to deliver exceptional customer satisfaction.

- Identify and build agility into your systems and processes to help improve efficiencies.

- Drive optimisation and enhance decision making through automation and use of data.

- Provide advice and guidance on the latest trends for people, processes and technology.

- We lead with insight, not solutions, helping you to achieve more value.

- We continually invest in new technologies to optimise costs and help meet increasing customer expectations.

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# Partnering with risual

Partnering in Success

**Microsoft Partnership**

Insights and Ideas

- Eligible funding only available to risual as an Azure Expert MSP, in addition to regular funding from Microsoft.

- Microsoft Fast Track Ready Partner. Can help you get more from cloud productivity services (Office 365).

- Jointly hosted events and seminars with Microsoft thought-leaders and solution architects.

- Microsoft learning and education for staff and technical teams.

- Incentive schemes for both our clients and risual to help drive productivity for your people.

- Microsoft managed partner for Azure, Dynamics 365 and Microsoft 365.

- Engaged in multiple preview programmes across the Microsoft technology spectrum.

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# Partnering with risual

Partnering in Success

Microsoft Partnership

Insights and Ideas

- Regular webcasts on current and emerging technology.

- Workshop and immersion days to explore use cases for new technology.

- Hackathons – rapid, three-day development cycles to deliver proofs of stake in emerging technology.

- Events with guest speakers from across our client base and technology leaders such as Microsoft.

- Partnership with Gartner for their global industry insight events.

- Active social media campaigns, with blogs, news, insights and client case studies.

- Adoption clinics to help your staff get the most from Microsoft productivity tools.

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