



Products & Services .

Services Catalogue 2022/23

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Microsoft Partner



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| We are CPS.

The world is changing rapidly and so is business. Technology is an enabler and a potential driving force behind business transformation. Big data, cloud, social and mobility are redefining the competitive landscape – creating new business models and revolutionising the way we engage with customers and partners.

At CPS, we understand the changes happening to your business and ways of working. We inspire and support you to embrace this change, driving innovation, efficiency, and digital collaboration within your workplace. We will transform your IT landscape to make it business ready, from envisioning business outcomes to designing and implementing solutions in order to enable sustainable business change.

Our Ethos

As a multi-award-winning Microsoft Partner we recognise that each organisation's journey towards innovation, growth and productivity is different; each organisation is unique and each problem complex. We have worked for some of the world's biggest organisations' for more than two decades, using innovative technologies to transform complex areas of your business to save time and reduce costs.

Our Vision: We inspire our customers to realise their business potential with joined-up solutions based on our extensive experience.

Our Purpose: We believe nobody can match Microsoft for its integrated core productivity technologies and range of specialist solutions. That's why we deliver world-class Business Solutions based on Microsoft Cloud technologies, that empower and support you to embed sustainable change within your organisation to ensure solutions are successfully adopted.

Our Values: Our unique values and culture is founded on an unshakeable commitment to customers and colleagues. We foster innovation, creativity and excellence in all of our colleagues - bring our values to life in every customer engagement.

"We provide business and technology consultancy to solve business problems with Microsoft Technology."

Steve Adams - CEO



Customer Focused

We focus relentlessly on you. We provide flexible, practical and value-added solutions and responsiveness. We deliver results by constantly taking the initiative.

People

We empower our people to make a difference and are responsible for our actions. We succeed through the creativity and excellence of our colleagues and their desire to invest in each other's success; working as a team to exceed your expectations.

Productivity

We are committed to delivering the maximum value we can to you. To always work ethically and to our maximum potential, delivering services that add value.

Innovation

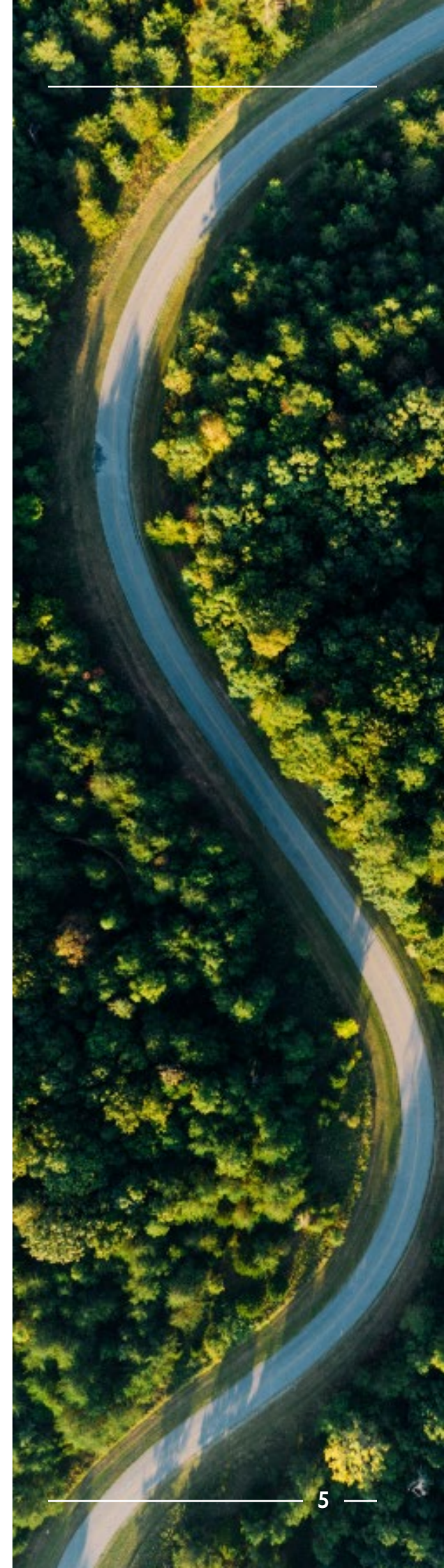
We challenge the status quo and approach working with you through with creativity, fresh ideas, lateral thinking and a commitment to continually innovate.

Excellence

We aim to be the best partner a customer needs, taking leadership in Microsoft solutions, consultancy, implementation, and delivery.

Environment

We are conscious of the environment around us. We seek to minimise our impact by providing sustainable solutions and supporting our local community. Reducing travel and waste as far as possible.



Digital Transformation.



Cloud Transformation

To keep up with the speed of modern business, organisations of all sizes are undergoing cloud transformation. Cloud services make it easier to deliver services, engage with customers and manage business operations.

In its simplest form, Cloud Transformation involves moving your technology to the cloud – be this apps, data, software, or your entire IT infrastructure.



Business Applications

Microsoft Dynamics 365 enables you to simplify creating apps and sharing data across Dynamics 365 applications. We help you to deliver modern, modular business applications that work together on a single platform. The applications give you the flexibility to adopt technology when you need it to help improve business outcomes.

Create business applications quickly and easily using Microsoft Power Apps. Empower your team to start building and launching apps right away using pre-built templates, drag-and-drop simplicity, and quick deployment.



Work Management

Improving the management of work is fundamental to building a competitive edge, delivering products or services to market, and making the most of your valuable resources.

It is the systematic approach to orchestrating your organisation's workflows, such as projects, programmes, operational processes and routine tasks and governance - while providing clarity to teams so they can achieve their goals.



Modern Communications

Effective communication is needed for demanding & fast paced enterprises, while hybrid working requires flexibility and confidence that technology can enable employees to work regardless of location.

A Unified Communications strategy integrates internally & externally across business applications and devices to deliver a great employee and customer experience.



Employee Experience

Creating and sustaining a digital culture is a business imperative, and a connected and collaborative hybrid working environment is essential.

Digital culture is more than technology, process and mission statement. It is a state of mind that embraces being more connected, collaborative, flexible, data driven, transparent and open so you can achieve a stronger, more innovative, productive organisation, capable of reaching your goals.



Cyber Security

Cyber security is how you reduce the risk of cyber-attack, through the protection of devices, applications, programmes and data - within and outside of the workplace.

Cloud presents unique risks that you need to manage to protect your organisation. With an increasing number of users, devices, systems and data (sensitive and/or confidential) there is a need for a defined cyber security posture.

“Our goal is to help you achieve your transformation outcomes through realising your investment in the Microsoft Cloud.”

Innovation Management

Your innovation potential is embedded in your operations. We support you in nurturing your potential by engaging your people and encouraging their ideas.

Project & Programme Management

To successfully deliver projects and programmes is enhanced. We support you to successful delivery projects & programmes through new and updated processes, and supporting tools; helping you transform your business.

Adoption & Change

Your successful adoption of change is enabled. We support you to structure your approach to adoption, enabling you to reach your goals and maximise your investments.





Cloud Transformation.

CPS' Modern Work practice helps you improve productivity and collaboration measurably through technology and proven adoption techniques, enabling employees to work how, when and where they need to work.

Move through your Modern Work journey at a pace suitable for your business, bringing continuous improvement and reducing delivery risks. We will help you deliver the applications and desktop experiences your business needs to be effective, alongside managing and securing the devices you need to be effective.

This enables you to work from anywhere, across devices, enabling increased productivity, teamwork, security, and creating more engaged, flexible, and productive employees.

Collaboration & Communication

SharePoint & Microsoft Teams

Microsoft SharePoint, OneDrive and Teams enables organisations to share and manage content, encourage teamwork, and seamlessly collaborate between employees and external parties.

Yammer

Improve company wide engagement, enhance communication, share knowledge, and gather insights all in one easy to access enterprise social networking service.

Banish siloed communication with Microsoft Yammer, and rely on the same enterprise-level security, and compliance features of Microsoft 365.

Intranets & Portals

Create an environment that empowers employees with swift and secure access to the knowledge, insights and cross-functional resources they require to thrive.

Drive organisational efficiency through an Intranet that offers the insight and strong user experience that entices strong user adoption, through powerful branded design and information availability.

Move to Viva Connections and create an Employee Experience that brings together relevant news, conversations, and resources in the apps and devices you use every day.

Cloud Infrastructure

CPS supports your journey to the cloud, starting with fixed price work packages run by our knowledgeable architects. They help you envision a future state, with a prioritised set of outcomes that support a successful, employee experience focused deployment of capabilities.

Transforming to the cloud is more than simply replicating how you work with on-premises technologies. CPS' architects and project managers work with you to ensure that the correct skill sets and governance are in place to ensure a successful outcome.

Tenant to Tenant Migrations

Mergers, acquisitions, and divestitures (M.A.D.) are increasingly common. CPS is well versed in moving workloads and services from one Microsoft 365 tenant to another tenant.

SharePoint & File Migrations

Improve collaboration by migrating from on-premises infrastructure or moving from other cloud-based solutions to Microsoft 365 - OneDrive for Business and SharePoint Online. CPS can project manage a successful migration to Microsoft 365, including setup, configuration, and migration, along with user adoption and change management activities.

Windows 10/11 and Microsoft Office

Assess, upgrade and deploy Windows Enterprise and Office 365 applications across the environment to stay current. Includes Windows Enterprise features and deployment.

Exchange Migrations

CPS assist with planning successful Exchange on-premises migrations to Microsoft 365, by project managing the end-to-end setup, configuration, and migration process.

Virtual Desktop Infrastructure

Azure Virtual Desktop (AVD) is a comprehensive desktop and app virtualisation service offering running in the cloud, provides a scalable Virtual Desktop Infrastructure (VDI) delivering simplified management, multi-session Windows 10, optimisations for Office 365 and support for Remote Desktop Services (RDS) environments are all deployed within days.

Windows 365

Windows 365 is Microsoft's SaaS VDI offering, securely stream your Windows experience—including your personalised apps, content, and settings—from the Microsoft cloud to any device with your Windows 365 Cloud PC.





Employee Experience .

Employee experience is at the heart of every organisation and is key to business growth. Creating a people-first culture drives engagement, commitment and enables colleagues to be their best.

Employee experience is measured by how people express themselves physically and cognitively. These behaviours reflect employees as individuals and transcend motivation and job satisfaction.

Employees who work in an environment where they are valued, have a voice and benefit from a positive organisation culture are more likely to demonstrate:

- Increased productivity
- Higher employee satisfaction rates
- Greater levels of innovation
- Improved staff retention

CPS will help you put your organisation's employee experience into action with Microsoft Viva.

Viva Learning

Viva Learning creates a central hub for learning in Microsoft Teams where people can discover, share, assign, and learn from content libraries across their organisation to empower teams and individuals to make learning a natural part of their day.

Viva Connections

Viva Connections gives you a curated, company-branded experience that brings together relevant news, conversations, and other resources. It is personalised and appears in your employees' apps and devices every day, including Microsoft Teams and SharePoint Online.

Viva Connections is your gateway to a modern Intranet to inform, engage and empower your organisation. You will shape cultures and foster connections to help your employees thrive.

Viva Insights

Viva Insights consists of personalised and actionable privacy protected insights that help everyone in an organisation to thrive. Identifying opportunities to build better work habits, prioritise wellbeing and boost productivity with actionable recommendations.

Viva Insights helps individuals, managers and leadership balance productivity and wellbeing by understanding the impact of work patterns on business outcomes with manager and leader insights, by addressing unique business challenges with advanced tools and additional data resources.



Viva Topics

Viva Topics enables you to turn content into usable knowledge, utilising Artificial Intelligence (AI) within your organisation to automatically identify, process and organise content to suit the different teams in your business.

Viva Topics refines knowledgeable information in curated pages automatically generated by AI and delivers timely, relevant topic cards in the apps your teams use every day.

Viva Engage

Microsoft Viva Engage is a new and enhanced experience of the current Yammer Communities app for Microsoft Teams and brings new capabilities to connect people, find and share knowledge, express yourself, and find belonging at work.

Viva Pulse

Create a thriving culture of engaged employees and inspiring leaders. Automated programmes make gathering feedback simple, giving your people an ongoing voice and helping you better understand your organisation.

Together, Viva and Glint help organisations capture valuable employee feedback and translate insights to actions, helping managers and teams to measure and improve the employee experience.

Viva Goals

Create a purpose-driven culture where teams align to achieve results. A goal-setting and Objective and Key Results (OKR) management solution that aligns teams to your organisation's strategic priorities, driving results and a thriving business.





| Business Applications.

Power Platform

Give everyone the power to quickly build and share low-code apps with the Microsoft Power Platform.

At CPS, our experienced consultants and developers will support you every step of the way – whether you're evaluating your organisation's needs, looking for packaged industry solutions, or just need help getting started with the Power Platform.

Power Platform Training

New to the Power Platform? Learn how to create Power Platform Apps with our hands-on 'In a Day' 1-day instructor-led workshops.

Delivered by CPS' Power Platform technical specialists with capacity for 8 participants per workshop, discover how to create custom business applications using a no-code/low-code first approach.

- Power Platform Admin in a Day
- App in a Day (Power Apps)
- Dashboard in a Day (Power BI)
- Flow in a Day (Power Automate)
- Power Virtual Agent (PVA) in a Day
- Robotic Process Automation (RPA) in a Day
- Microsoft Dataverse

Power Pages

Quickly build sites that deliver information and services to customers with Microsoft Power Pages, a secure, low-code business website builder.

- Easily build with ready-to-use templates or create customisable experiences. Design your pages with text, video, imagery, and business data forms and lists.
- Secure your website content and data through role-based access controls and the security and compliance Microsoft Azure provides.

Chatbots with Power Virtual Agents

Build chatbots to engage conversationally with your customers and employees. Respond rapidly to your customer and employee needs at scale, using intelligent chatbots built with Power Virtual Agents.

Development with Power Apps

Create business applications quickly and easily using Microsoft Power Apps. Empower your team to start building and launching apps right away using pre-built templates, drag-and-drop simplicity, and quick deployment.

Alternatively, CPS' Power Platform' Power Rangers' can assist with capturing business requirements through development and support, be that Canvas Apps, Model-Driven Apps or Portals.

Automation with Power Automate

Automate processes to make your business more efficient. CPS' Power Platform consultants and developers can assist with the design and implementation of bespoke automation requirements using products such as Power Automate, Power Automate Desktop, and Azure Logic Apps.

Power Enablement

Power Enablement, created by CPS, provides advice, guidance, planning, and adoption services for the Microsoft Power Platform. Designed to drive adoption of the Power Platform in a controlled and secure way, enabling genuine business benefits to be realised across your organisation:

Reporting & Insights with Power BI

Easily display and consume your company's data using Power BI reports and dashboards while discovering insights into your business.

Dynamics 365

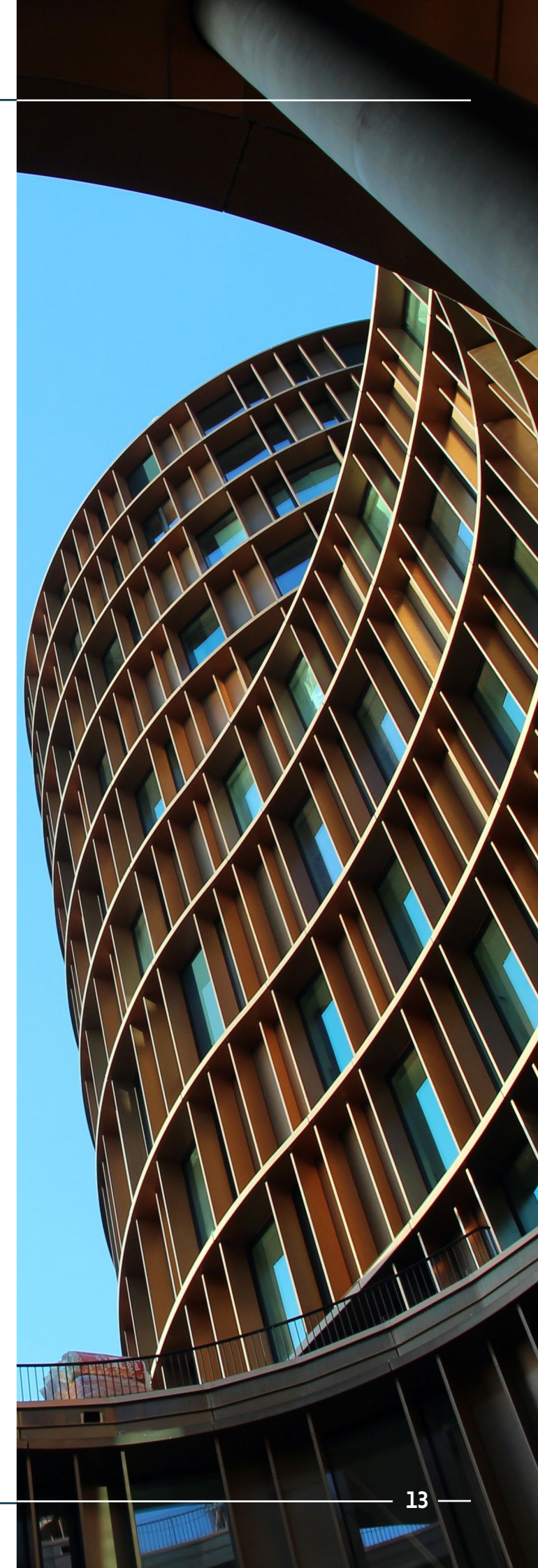
Microsoft's proprietary business applications built on Dynamics 365 are intelligent solutions that deliver a comprehensive view across your business. These solutions are connected by data and intelligence and supported on Microsoft's Power

Sales

Dynamics 365 Sales enables salespeople to build strong relationships with their customers, take actions based on insights, and close sales faster. Use Dynamics 365 Sales to keep track of your accounts and contacts, nurture your sales from lead to order, and create sales collateral. It also lets you create marketing lists and campaigns, and even follow service cases associated with specific accounts or opportunities.

Marketing

Dynamics 365 Marketing is a marketing automation application that helps turn prospects into business relationships. The app works seamlessly with Dynamics 365 Sales and has built-in business intelligence.





Modern Communications.

Microsoft Teams provides a unified way for you and your teams to communicate. Employees need to work in flexible, agile ways across all your work and projects, meaning you need tools that allow you to move between communication methods with ease.

- Simplify communication and unify your employees and customers
- Connect existing phone services to Microsoft Teams - make & receive telephone calls
- Benefit from a single integrated platform

CPS will project manage and deliver your unified communication solution, ensuring you benefit from a single, consistent managed services approach - increasing productivity and reducing your operational costs.

CPS' Modern Voice Service (MVaaS)

CPS' Modern Voice Service (MVaaS) is the most cost-efficient and productive way to connect your existing phone service to Microsoft Teams and at its simplest, make and receive telephone calls from within any Teams app – desktop or mobile.

CPS host the telephony aspects as a service, providing end-users with direct dial numbers alongside integration with your legacy PBX/ Analogue or Contact Centre Number porting can be provided as part of the service.

Teams Calling Plans

Make and receive telephone calls by connecting Microsoft Teams to the public switched telephone network (PSTN), via a Microsoft subscription.

Teams PBX Integration & Migration

CPS has extensive experience in migrating telephony solutions to Microsoft Teams across industry sectors. Delivering a PBX-to-Teams migration/ integration project is achieved through CPS' structured delivery framework that ensures attainment of the desired end-state in the most cost-efficient manner.

Session Border Controller (SBC)

CPS is certified to deliver leading third-party SBC vendors, including Ribbon & AudioCodes. We have extensive experience in designing, implementing, and configuring SBC solutions in support of Microsoft Teams and third-party PBX solutions.

Teams Contact Centre

Contact Centre solutions are used to manage large volumes of voice calls in a centralised and controlled manner and cater for additional communication channels, including IM/chat, email, and social media.

Contact centres can provide advanced automated call routing, expected wait time, call wrap-up, skills-based routing, CRM integration, call back, and live coaching - capabilities not provided natively by Microsoft Teams.

CPS provides expert advice and guidance to help you choose the correct solution, be that native Microsoft Teams functionality or 3rd party solutions such as Anywhere 365.

Teams Compliance

Organisations that operate in regulated environments require Microsoft Teams interactions to be monitored, recorded, stored, and retrievable.

CPS deliver Microsoft certified Compliance Recording solutions to ensure compliance across some or all Teams communication modalities; voice, video, chat, screen sharing, and meetings.

PCI, GDPR, CCPA, HIPPA, and MiFID II are all supported.

Teams Reporting & Analytics

CPS can deliver Teams Analytics & Reporting solutions based on a comprehensive understanding of your requirements. The resulting solution can be based entirely on Teams native capabilities with Power BI, and / or be complemented by third-party products.

Microsoft Teams Rooms

Bridge the gap between people working remotely and those in the office with a meeting room solution that allows everyone to be seen, heard, and fully participate from anywhere.

Inclusive - Inclusive and interactive meetings for everyone, regardless of where they are.

Easy to use - Deliver consistent Teams experiences designed to make collaboration easy and hassle free.

Flexible - Turn any shared space into a Teams Room with a wide selection of devices and features.

Secured and managed - Keep devices protected and up to date with rich management capabilities and powerful analytics.



Cyber Security.

'Security, Compliance and Identity' - these three words are top of mind for organisations across the planet.

Microsoft technologies you may already be licensed to use can reduce and minimise the threat of security breaches, data leakage and data loss across users, devices, and your information landscape. You can use Microsoft 365 and Enterprise Mobility + Security (EM+S) to help you achieve the appropriate level of protection for your organisation. CPS will help you envision a future secure workplace where you can work from anywhere, across devices, in a compliant, trusted, and secure environment.

Compliance & Privacy

Compliance & Information Protection

Microsoft offers comprehensive compliance and data governance solutions to help your organisation manage risks, protect, and govern sensitive data, and respond to regulatory requirements.

Microsoft Purview is a family of data governance, risk, and compliance solutions that can help your organisation govern, protect, and manage your entire data estate. Microsoft Purview solutions provide integrated coverage and help address the recent increases in remote user connectivity, the fragmentation of data across organizations, and the blurring of traditional IT management roles.

These solutions help your organisations to:

- Gain visibility into data assets across your organisation
- Enable access to your data, security, and risk solutions
- Safeguard and manage sensitive data across clouds, apps, and endpoints
- Manage end-to-end data risks and regulatory compliance
- Empower your organisation to govern, protect, and manage data in new, comprehensive ways

With **Microsoft Priva**, identify personal data and critical privacy risks, automate risk mitigation, and empower employees to make smart data handling decisions, including:

- Proactively identify and protect against privacy risks such as data hoarding, problematic data transfers, and data oversharing
- Gain visibility into the storage and movement of personal data
- Empower employees to make smart data handling decisions
- Enable users to effectively manage data and take steps to comply with evolving privacy regulations
- Manage subject rights requests at scale

Compliance Manager

Compliance Manager supports you throughout your compliance journey, from an inventory of your data protection risks to managing the complexities of implementing controls, staying current with regulations and certifications, and reporting to auditors.

Information Protection

Assess your organisations compliance and respond to legal and regulatory requirements. Safeguard sensitive data across Microsoft 365, apps, and endpoints with Microsoft Purview Information Protection.

Data Classification - Know your data

Understand your data landscape and identify important information across your cloud and on premises environment.

Data Encryption - Protect your data

Protect your sensitive data throughout its lifecycle by applying sensitivity labels linked to protection actions like encryption, access restrictions, visual markings, and more.

Data Loss Prevention (DLP)

Apply a consistent set of data loss prevention policies across the cloud, on-premises environments, and endpoints to monitor, prevent, and remediate risky activities with sensitive data.

Govern your data

Manage information lifecycle and records intelligently with in-place management, automated policies, defensible disposal, and pre-built data

Microsoft Priva Subject Rights Requests

Manage at scale and respond with confidence using automated data discovery, conflict detection, in-place review and redaction, and secure collaboration.

- Automate data discovery and conflict detection
- Collaborate, review, and react securely and efficiently

Priva Privacy Risk Management

Use Microsoft Priva Privacy Risk Management to:

- Gain visibility into the personal data in your Microsoft 365 environment (Exchange Online, SharePoint, OneDrive for business, and Microsoft Teams) and the associated privacy risks.
- Use default privacy policy templates, including data minimisation, data overexposure, and data transfers, or customise them to meet your unique organisational needs.
- Receive recommended remediation actions for proactive privacy risk mitigation.
- Engage with information workers with the productivity suite and drive behavioural change.

Risk Management

Microsoft Purview Audit (Premium)

Get access to audit events (such as the number of mail items accessed) to help scope data that may have been compromised

Microsoft Purview Information Barriers

Restrict communications among specific groups of users with help from information barriers.

Microsoft Purview eDiscovery (Premium)

Use deep-threat intelligence to detect and block malware and threats across servers, data, cloud native services, and IoT.





Identity

Identity & Access Management

Protect your organisation with Azure Active Directory (Azure AD), a complete identity and access management solution with integrated security that connects your people to their apps, devices, and data.

Identity begins with strong authentication, risk based adaptive access policies, and includes sign-in experiences to keep your users productive. Central administration delivers visibility and control and enables you to manage identities and access to all your apps - cloud or on-premises.

Security

Threat Protection

Protect your organisation from threats across devices, identities, apps, email, data, and cloud workloads.

Azure Defender

Use deep-threat intelligence to detect and block malware and threats across servers, data, cloud-native services, and IoT with Microsoft's cloud workload protection platform.

Microsoft Cloud App Security

Get end-to-end protection for your cloud apps with Microsoft's leading Cloud Access Security Broker (CASB). Microsoft Cloud App Security is built on native integrations and is highly customisable and optimised for a global workforce.

Cloud Security Assessment

The Cyber Security Assessment will help you identify areas of potential risk. The end result of this assessment will provide a comprehensive overview of your cybersecurity infrastructure, including current software deployment and usage, and deliver key insights to help you establish the right processes for cyber-risk reduction in the cloud.

Device Management

Microsoft Endpoint Manager - Intune, Configuration Manager and Windows Autopilot - helps deliver the modern workplace and modern management to keep your data secure, in the cloud and on premises.

You can deploy devices using Mobile Device Management (MDM) and Mobile Application Management (MAM) for Windows, macOS, iOS and Android endpoints, streamlining management of your environment while increasing security and end-user experience. Microsoft 365 Defender prevents and detects attacks across your identities, endpoints, apps, email, data, and cloud apps with XDR capabilities.



Microsoft Defender for Office 365

Remote working is here to stay, and the modern threat landscape means that it's never been more important to protect your cloud and hybrid infrastructure by implementing a zero-trust approach.

While securing your hybrid identity is the first step to protecting your organisations investment in Microsoft 365, modern threats can still successfully target your users via sophisticated attacks and techniques using the email messaging and collaboration tools your employees are using every day.

Microsoft Defender for Endpoint

With the trend for remote working showing no sign of slowing, organisations are dealing with more devices than ever before that need to connect to cloud and hybrid services. Providing secure, controlled access to your apps and data from these devices has never been more crucial, but where do you start?

CPS works with you to protect your organisations devices with Microsoft Defender for Endpoint.





Work Management.

Organisations often have disparate solutions and systems in place to manage work. This includes Excel, Project, PowerPoint, Word and any number of other disconnected tools all used in different ways by different people.

At CPS, we help you improve the way you manage your work through a combination of people, process, tools and governance.

This encompasses more than project management, and we use the term *modern work management* to describe task management for individuals, traditional and agile project management, all the way through to full portfolio and programme management.

Project & Portfolio Management

Project Managers and PMO's can spend hours manually producing reports from unstructured and potentially erroneous data, meaning reporting is inaccurate and time-consuming to deliver. It can be time consuming to quickly view and understand the status of a project, let alone the status of a programme or portfolio of work.

PPM tools – with supporting process and governance - bring together all the data required for project reporting and enables organisations to easily report on status of projects, programme and portfolios without the manual overhead and inaccurate data.

In turn, this provides the organisation with standard tools and processes to manage aspects such as pipeline, portfolio prioritisation, costs, resources, risks, benefits, milestones and documents in a collaborative and standardised way.

CPS help you by prioritising your outcomes and delivering a roadmap and adoption plan.

Project for the web

Project for the web is Microsoft's latest addition for task management. Delivering traditional (waterfall) and task board-based scheduling – it's the perfect fit for newcomers to structured project management. It is extensible, being built on Microsoft's Power Platform.

Project Online

Project Online provides a mature project, programme and portfolio management toolset (PPM) that has been progressively updated since 2012.

Built on the SharePoint Online platform, and utilising Power BI and built-in views for reporting, Project Online will help you manage your complete portfolio.

Azure DevOps

In today's development world you need to plan, collaborate, ship faster and more regularly – all with a set of modern development services. That's where CPS and Microsoft Azure DevOps can help your organisation harness the benefits of modern ways of working.

Project Server

Microsoft Office Project Server is your on-premises project management server solution (PPM) CPS provide on-premises deployment and managed support for all versions of Project Server.

Dynamics 365 Project Operations

Microsoft Dynamics 365 Project Operations provides a single repository for you to understand the current state of your portfolio, programmes and projects. Manage your pipeline of requests and understand costs and resource requirements. You will be able to manage your pipeline of requests and understand costs and resource requirements.

Power BI provides powerful visualisation and insights to help you make informed decisions. While you can extend the solution across Dynamics 365 and the Microsoft Power Platform to provide the most flexible solution in market.

Other Services

CPS provides complimentary consulting and support services, with further details available in the Business Consulting and Managed Services sections of this catalogue.

- Project Management as a Service
- Project Management Office as a Service
- Business Consulting
- PPM Improvement
- Change & Adoption





| Business Consulting .

At CPS we start from the point that you know your business better than anyone. What we understand is that gaining a new perspective on your challenges by sharing your thoughts can help you validate your plans and find new opportunities.

Over the past 3 decades, CPS has worked with customers to deliver fresh, innovative and creative responses to operating challenges through our consulting practice offerings across Innovation, Programme, Project, Portfolio and Change Management.

Digital Transformation

We work with you to identify the digital, cultural and technology roadmaps that will deliver your outcomes. We take the time to understand the drivers behind your reasons for transformation - process, operational, cultural and infrastructure.

Adoption & Change

Change is a given, and it's not always easy to get it right. As many business leaders know, it takes more than new structures and processes to make changes when you're operating in a climate of competition, complexity, and heightened employee expectations.

We help you deliver new ways of working through adoption and change processes that are proven to work, based on Prosci® and ADKAR™.

Project & Programme Office Assessments

The PPM Consulting Assessment process analyses your project and programme delivery strengths and weaknesses to identify areas for change and improvement.

Innovation Management

A structured approach to innovation capture, pipeline, analysis and delivery is an addition to ambitious Programme, Project, Portfolio and Change Management strategies.

CPS will help you create an innovation strategy for your business, recommending effective and proven processes, governance procedures and tools.

PMO as a Service

PMO-as-a-Service provides you with a PMO's facilities and functions with reduced up-front fixed monthly fees and ongoing costs.

Our consultants support organisations with 'pop-up' PMO's - and can help you realise your return on investment and build a solid business case for your in-house project management office.

Project Management as a Service

PMaaS makes it easy for you to flex your Project Management team capacity by CPS supplying skilled and adaptable Project Managers in line with project demand - combining efficiency and quality - and reducing your cost overheads. As an extension of your internal team, CPS take your requirements and expectations and deliver experienced Project Managers.

Business Integrated Governance

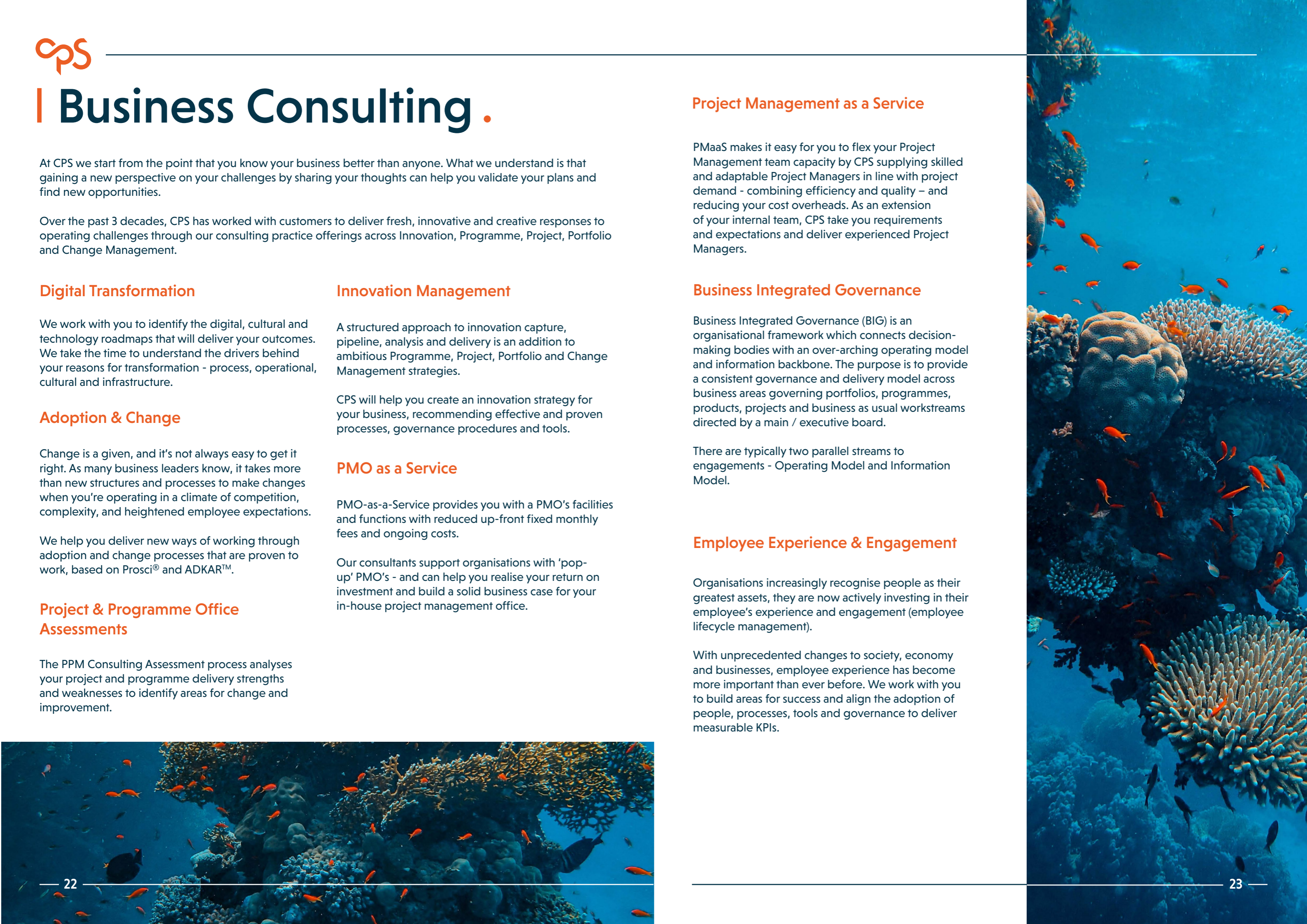
Business Integrated Governance (BIG) is an organisational framework which connects decision-making bodies with an over-arching operating model and information backbone. The purpose is to provide a consistent governance and delivery model across business areas governing portfolios, programmes, products, projects and business as usual workstreams directed by a main / executive board.

There are typically two parallel streams to engagements - Operating Model and Information Model.

Employee Experience & Engagement

Organisations increasingly recognise people as their greatest assets, they are now actively investing in their employee's experience and engagement (employee lifecycle management).

With unprecedented changes to society, economy and businesses, employee experience has become more important than ever before. We work with you to build areas for success and align the adoption of people, processes, tools and governance to deliver measurable KPIs.



Funded Workshops.

The Microsoft Commerce Incentives Programme* (MCI) provides a set of pre-defined workshops that enable CPS to accelerate your journey to the cloud. Leveraging these accelerators enables CPS to facilitate productive conversations, helping you envision the possibilities and realise new opportunities.

**Workshops are subject to eligibility criteria. Please speak to your account manager for clarification.*

Microsoft Viva Workshop

Discover how Microsoft Viva helps organisations deliver personalised experiences to their employees with news, tasks, and conversations; provide data-driven insights and recommendations; organise content and expertise; and deliver formal and informal learning when and where it's needed. The workshop covers four areas:

- Culture & communications: Viva Connections
- Productivity & wellbeing: Viva Insights
- Knowledge & expertise: Viva Topics
- Skilling & growth: Viva Learnings

Microsoft Viva Insights Workshop

Discover how Microsoft Viva Insights, which helps individuals, managers, and leaders gain personalised insights and actionable recommendations that help everyone in an organisation thrive. The workshop consists of an in-depth exploration of personal, manager, and leader insights.

Hybrid Meetings & Rooms Workshop

This engagement helps you define business priorities that drive hybrid work through "Art of the Possible" experiences, use-case design, and deep-dive planning. The Hybrid Meetings Workshop includes a modular design that enables targeted conversations tailored to your specific business needs.

Endpoint Management Workshop

This engagement will help you showcase the value of Microsoft 365, leading with Microsoft Endpoint Manager to show you how to manage users' devices, apps, and identities from anywhere.

Modernise Communications Workshop

This engagement helps you understand Microsoft Teams Phone capabilities and calling scenarios. This workshop showcases Teams Phone capabilities through "Art of the Possible" immersive experiences, use cases, and deep-dive planning, resulting in actionable recommendations.

M365 Digital Workforce Workshop

The M365 Digital Workforce Workshop is designed to introduce the value of Microsoft 365 to you when you are at an early stage of your cloud transformation, using Exchange or Skype on-premises. Through this workshop, CPS will envision agile work scenarios and how to enable your employees to be productive and secure with Microsoft 365.

Defend Against Threats with SIEM Plus XDR Workshop

The Defend Against Threats with SIEM Plus XDR Workshop is designed to help you understand the benefits of deploying advanced Microsoft Security products.

Protect and Govern Sensitive Data Workshop

The Discover Sensitive Data Workshop is designed to provide you with examples of privacy and regulatory risks in organisational data contained within your own Modern Work environments.

The workshop helps create a compelling business case for you to remediate the risks through Microsoft 365 E5-associated technologies.

Collaborative Apps Workshop

The Teams Apps and Solutions Workshop provides an overview of how to maximise the value of Teams by integrating Power Platform and workflows tailored to your business needs.

Mitigate Compliance and Privacy Risks Workshop

The Mitigate Compliance and Privacy Risk Workshop is designed to provide you with examples of potential data leaks and data theft within your Modern Work environments. Through this workshop, CPS will identify deviations from common corporate policies using Microsoft 365 E5 associated technologies.

Secure Identities and Access Workshop

The Microsoft Securing Identities Workshop is designed to assess the maturity of your identity estates. Using Secure Score and application discovery tools, CPS will help you gain visibility into your current identity estates and work with you to define clear next steps and the best ways to mitigate risks.

Enable Frontline Workers Workshop

As the hub for teamwork, Microsoft Teams is designed to help organisations improve collaboration and increase efficiency by automating key business processes.

With the Enable Frontline Workshop, customers will work through various frontline worker challenges and pain points to identify top prioritised scenarios for their frontline workforce.



Managed Services.

Getting the best from your Microsoft solutions requires end-to-end support and expert advice. That means speedy issue resolution, and insights to help you plan for tomorrow.

CPS' Managed Services enables you to keep costs in check, while maintaining flexibility across your cloud, app, network, data and voice services.

Working with CPS, you have access to a team of highly trained, experienced analysts that ensure your business systems are available when you and your team need them. We aim to resolve issues before they impact your organisation.

Managed IT Service

CPS enables you to take advantage of tools and services starting from £5 per user per month.

We can manage processes ranging from new starters through to complex security patching. Options include remote desktop support on-site resources proactive monitoring, and more.

This service enables you to scale quickly and meet increasing demand / leverage highly skilled analysts to extend your capabilities when needed.

Microsoft 365 Platform Support

Managed support is changing as you move your data and systems to the cloud. CPS provide specialised IT support services to businesses that are beginning their cloud journey and those that have already embraced the cloud.

Platform support provides configuration level, 3rd line support for all out of the box, non-bespoke services in the Microsoft 365 service.

Application Support

SharePoint Online, Project Online and Power Platform. CPS' Application Support Managed Service provides a flexible and cost-effective support service to support custom applications delivered using Microsoft 365 and Azure, that have been delivered by your teams, another Partner or CPS.

Unified Communications Support

CPS enables you to bring your own infrastructure for support enterprise voice, call centre applications and backend services.

Our support offerings include end user support, managed Session Border Controllers (SBC's), patch management, service health monitoring and hosting services to enable your enterprise voice requirements.

Azure Infrastructure Support

The Microsoft Azure platform provides Infrastructure as a Service (IaaS) to augment/replace traditional IT infrastructure.

CPS' Infrastructure Support for Azure provides you with additional support to set up, secure, maintain and optimise your environment so your team can focus on the applications and services you choose to host in Azure.

Power Platform Support

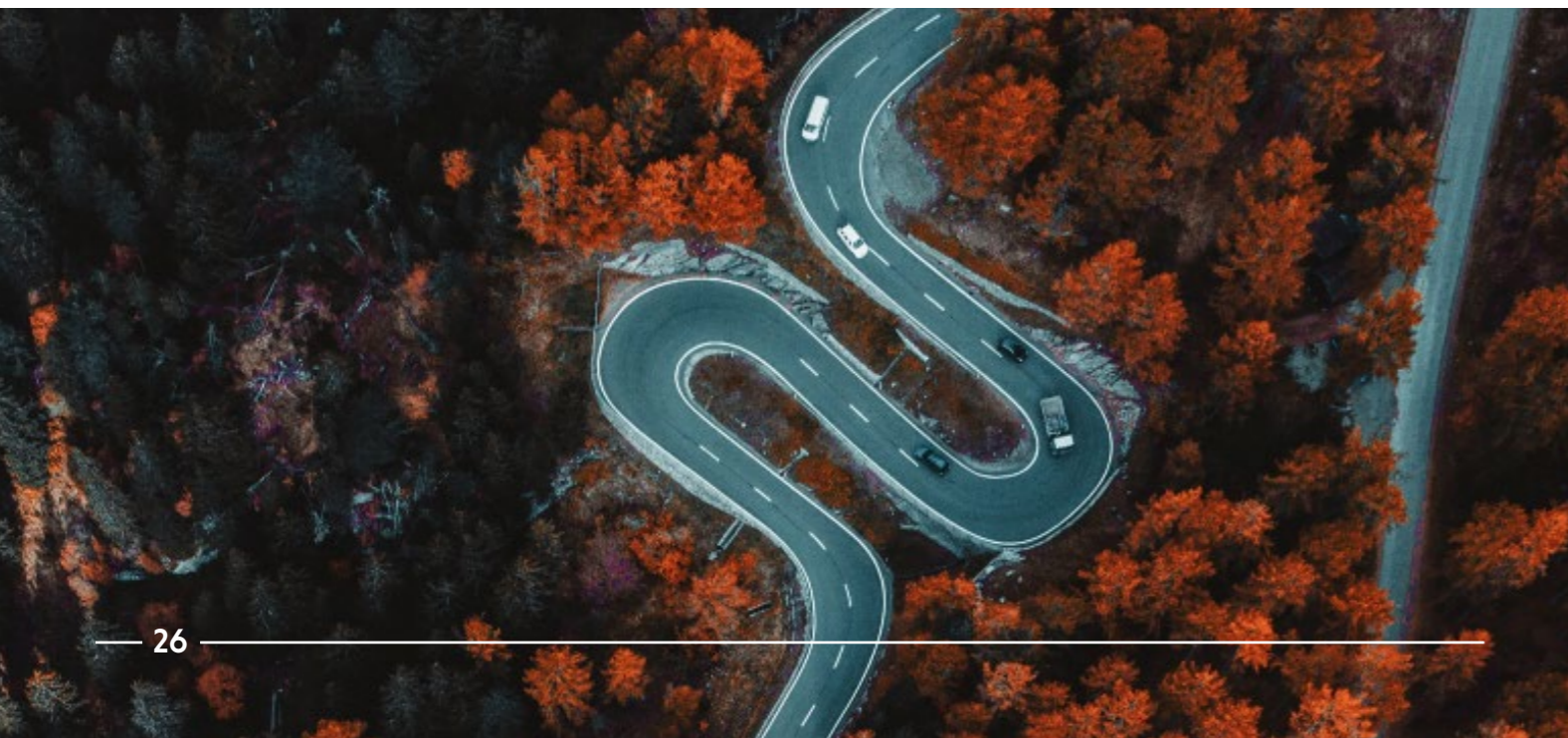
Designed to support your development teams, end-users and any applications developed by you and/or CPS.

Take advantage of CPS' all-inclusive 1st-3rd line support desk able to answer questions and manage applications on a 'break-fix' approach, escalating to CPS' development team as and when needed.

Managed Desktop Service

CPS' Managed Desktop Service supports your physical desktop devices, and Microsoft's Windows 365 and Azure Virtual Desktop (AVD).

The service provides your users with a secure modern experience and keeps devices up to date with the latest versions of Windows Enterprise edition, Microsoft 365 Apps for enterprise, and Microsoft security services.



I FastTrack Ready Partner.

As a leading UK Microsoft FastTrack Partner, CPS supports you with best-practice advice, cutting-edge resources and expert assistance for Microsoft's Modern Work solutions. Coupled with our expertise, this offers you a powerful new way to deploy smoothly and drive widespread user adoption. The FastTrack programme is specifically designed to shorten the deployment and adoption time scales so you can start using capabilities more quickly and effectively.

Customers with eligible subscriptions to Microsoft 365 can use FastTrack at no additional cost for the life of their subscription. FastTrack is a highly elite partner programme.

FastTrack guidance is provided to you remotely using a combination of tools and published documentation. FastTrack personnel provide you with verbal and written best practices to help your users take full advantage of Microsoft 365.

Deploy New Cloud Capabilities

FastTrack can help you envision and implement new cloud capabilities by migrating email and content, deploying chat-based collaboration and productivity apps, and enabling identity, device management and modern security. Use FastTrack services as many times as you need, for the life of your subscription.

User Adoption Support

CPS & Microsoft FastTrack understand that your business succeeds when users adopt the solutions you've deployed. The FastTrack online portal offers access to end-user training, adoption templates, and change management guides to help manage change across your organisation.

Access Engineering Expertise

End-to-end guidance delivered remotely by Microsoft engineers or CPS as an approved partners, helps you successfully deploy cloud solutions and onboard users.

From the initial assessment to driving user adoption, FastTrack provides self-serve resources to help throughout the deployment process. FastTrack has enabled 60k+ customers. around the world since 2013.

Envision

Begin by defining your vision.

This involves identifying and prioritising scenarios while helping you learn about the tools and resources available as CPS work with you and the FastTrack team to create a Success Plan for your rollout.

In many ways, this stage is the most critical part of your journey, as it reminds you of your organisation's business goals and how you will measure success and adoption.

Onboard

Now you have a blueprint for managing your rollout.

This stage helps you answer key questions around what role your internal team, CPS, and the Microsoft FastTrack team will play in the transition. With the project plan in place, it's time to begin the process of moving your business to the cloud.

1. Understanding your environment
2. Get up and running
3. Moving your data

During the Onboard stage, CPS will work with you, and remotely with the FastTrack team - via one-to-one web experience - to prepare your environment.

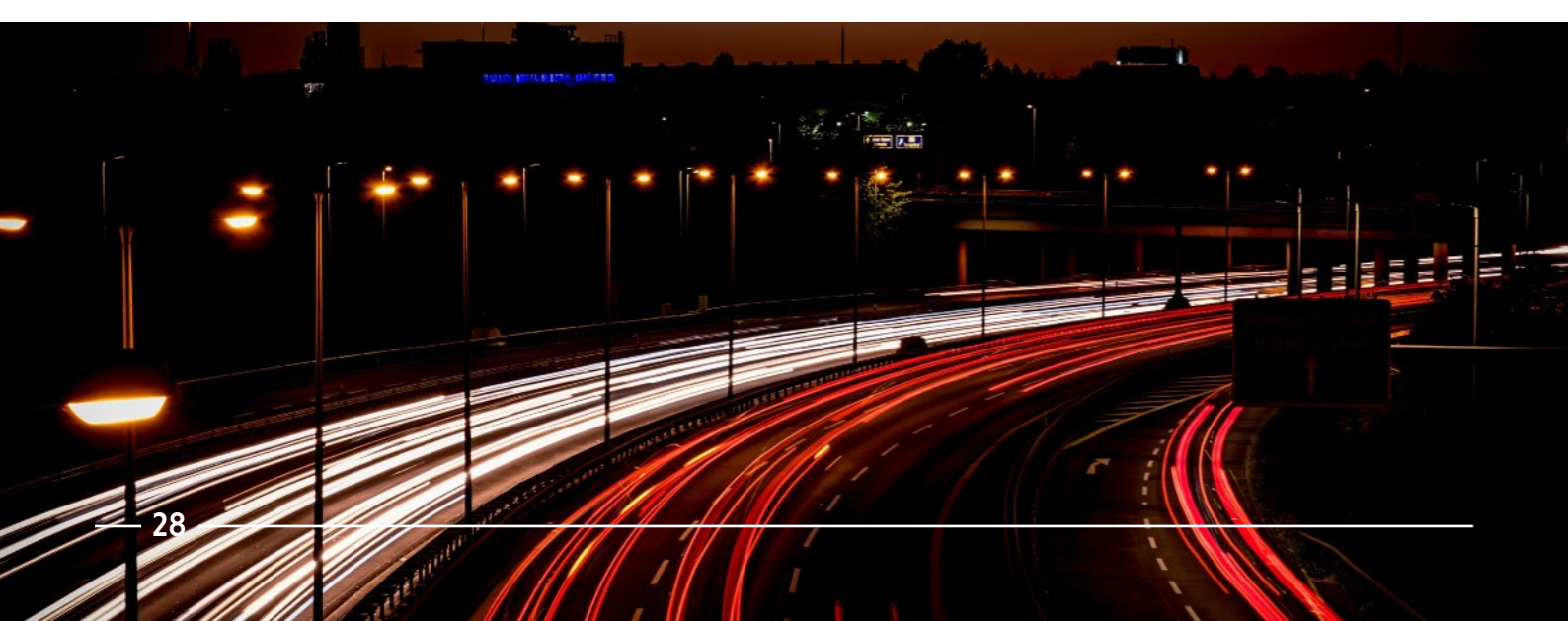
Drive Value

Realise business value from your Microsoft 365 investment.

The goal with FastTrack is to help you realise the value of your Microsoft investment, onboard your employees, and provide guidance to manage the services you've adopted.

Working with your internal stakeholders, CPS will leverage best practices to drive adoption and usage of your new services throughout your organisation.

This approach ensures that your employees are ready for the change to their work environment, can take full advantage of the technology available to them, and will maximise productivity and adoption by accessing their information from anywhere, at any time.



Cloud Solution Provider.

Microsoft's Cloud Solution Provider (CSP) programme enables CPS to offer cloud services (licenses / SKUs) to your company on a monthly, pay-as-you-go basis. The CSP model allows CPS to add more value to your cloud experience with support, billing flexibility and expert advice built-in.

Flexible licensing

A Microsoft Enterprise Agreement (EA) requires a **minimum** seat count that must be met and maintained for the life of the contract (3-years). This means that for many organisations, an EA is not an option.

The benefit of CSP is that your users and license numbers can be changed at any time, with costs adjusting accordingly. CSP provides licensing from one user upwards, though some licenses have a minimum level.

Billing

CSP agreements can provide flexible billing, allowing adjustments up or down monthly with little or no penalty.

Inclusive support

CPS provides a standard level support contract with your licensing. CPS can provide additional levels of support at cost, which is more proactive, including resource monitoring and security management.

Your CSP also includes a built-in escalation agreement with Microsoft for additional support, where needed.



Partnerships & Alliances.

CPS has been a Microsoft Partner for over twenty years. In that time, we have obtained the highest level of partner accreditation, which has enabled us to meet the requirements for several Advanced Specializations.

Working with CPS gives you the opportunity to engage an award-winning Microsoft Partner who can help you deliver your outcomes through industry-leading products and services.

CPS' expertise covers commercial, public sector, 3rd sector / charity, and over 20 years within the Ministry of Defence. We work with organisations that range in size from SMEs to Enterprise, across the UK & internationally.

CPS' service offerings cover managed support, professional services, business adoption & change consultancy through to end-to-end project and programme management and PMO delivery.

CPS work with a broad range of partners to enable the delivery of a complete set of capabilities to our customers.

Our Technology Partners deliver capabilities that extend out of the box Microsoft capabilities.















Find out how CPS can help your journey to the cloud .

Contact us today



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Gold Communications
Gold Windows and Devices
Gold Collaboration and Content
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