

■ SERVICE BRIEF

Modern Work
Adoption Services





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This document outlines the scope, deliverables, responsibilities, and terms governing Redesign's Modern Work Adoption Services delivered under a 100-hour Professional Services credit allocation.

This engagement provides access to consulting, planning, readiness assessment, enablement, adoption support, and potential configuration assistance across Microsoft's Modern Work pillars, including Productivity Apps & Office Suite, Collaboration & Communication, Cloud Storage & Document Management, and Security, Identity & Device Management. No specific task, activity, or deliverable is guaranteed, and all work is performed only as time allows within the 100-hour service credit.

This engagement is governed by this Service Brief and associated with SKU: MW-ADOPT-100HR.

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01. Services Overview

Redesign's Modern Work Adoption Services provide time-bound discovery, planning, adoption, and configuration assistance across Microsoft 365's Modern Work ecosystem. These services are delivered strictly within the Client's 100-hour Professional Services credit bucket.

Project Kickoff and Discovery

As part of project kickoff and initial discovery, we will work collaboratively with the client to define a prioritized list of tasks to be performed under this Statement of Work, not to exceed the 100 total hours allocated. Each task will include an estimated level of effort. Execution will proceed against this agreed task list, and we will provide regular status updates outlining completed work, upcoming tasks, and any items at risk of not being completed due to changes in priorities, newly identified requirements, or estimation overruns..

02. Offer Structure

PRIMARY SERVICES

Performed as Time Allows

The following activities may be performed within the 100-hour credit, subject to availability and customer prioritization.

- Adoption & Readiness
 - Scoping workshops and stakeholder alignment
 - Environment readiness review (licensing, identity, devices)
 - Modern Work capability mapping
- Productivity Apps & Office Suite
 - On-Premises to cloud/hybrid application readiness assessment (Exchange, SharePoint)
 - Role-based training sessions
- General Activities
 - Basic knowledge transfer
 - Adoption campaign support
 - Environment validation (as time allows)
- Collaboration & Communication
 - Teams governance guidance
 - Teams/Meetings/Chat enablement support
 - Communication templates and best practices
 - Channel, meeting, and collaboration scenario design
- Cloud Storage & Document Management
 - SharePoint/OneDrive readiness review
 - Basic SharePoint site setup assistance
- Security, Identity & Device Management
 - Entra ID readiness and Security Defaults assessment
 - MFA/Conditional Access planning
 - Device management readiness via Intune
 - Identity governance recommendations
 - Microsoft Security Bundle (Defender, Purview, PIM, etc.)

OPTIONAL ADD-ONS

Separate SOW Required

- Large-scale Teams or SharePoint migration
- Advanced governance development
- Full Intune device management rollout
- Advanced security architecture
- Automation via Power Platform
- Tenant-to-tenant migration
- Advanced compliance (DLP, eDiscovery, retention)
- Full organizational change management (OCM) program
- Enterprise-wide training curriculum development
- Hybrid identity redesign or remediation

03. Project Scope

In-Scope areas

- Modern Work environment discovery
- Microsoft 365 adoption planning and alignment
- Basic enablement of M365 productivity tools
- Configuration guidance (as time allows)
- Knowledge transfer and documentation
- Identification of gaps and improvement opportunities

Scope Includes

Not guaranteed, performed only if hours allow.

- Conducting adoption scoping workshops
- Reviewing licensing, identity, device, and networking readiness
- Development of high-level Modern Work adoption roadmap
- Teams, SharePoint, OneDrive, and Office app enablement
- Identity and security baseline validation
- Providing basic best-practice recommendations
- Performing basic configuration support
- Running user or admin training sessions
- Basic assessments and health checks

04. Quantity & Effort Model

- Service SKU: MW-ADOPT-100HR
- Quantity: Hours purchased
- All activities must fit within the purchased 100-hour allocation.
- No activity, outcome, or deliverable is guaranteed within this hour limit.

05. Services & Key Activities

Stage	Key Activities
 Scoping & Discovery Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Conduct stakeholder and workload workshops ▪ Review identity, licensing, devices, and services ▪ Evaluate existing collaboration and document environment ▪ Identify pain points and adoption barriers ▪ Document findings and high-level recommendations
 Design Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Develop high-level Modern Work adoption roadmap ▪ Design Teams structure, channels, and usage guidelines ▪ Outline SharePoint and OneDrive information architecture ▪ Provide security and identity configuration recommendations ▪ Review adoption strategy with stakeholders
 Implementation Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Support basic Teams/SharePoint/OneDrive setup ▪ Assist with productivity tool configuration ▪ Provide awareness communications templates ▪ Conduct role-based training and enablement sessions ▪ Support basic Conditional Access, MFA, and device policies ▪ Validate basic tool functionality
 Validation & Documentation Phase (As Time Allows)	<ul style="list-style-type: none"> ▪ Perform basic service validation and checks ▪ Review security, identity, and collaboration health ▪ Document completed work within scope ▪ Conduct a remote knowledge transfer session

06. Potential Deliverables



Discovery
& Assessment
Summary



High-Level
Modern Work
Adoption Roadmap



Configuration Notes
& As-Built Documentation
(if configuration occurs)



Knowledge
Transfer Session

07. Services Scope Changes

Any request for additional work, deeper implementation, expanded adoption programs, advanced security configuration, or large-scale migration will require:

- A formal Change Request (CR), or
- A new SOW

08. Services Scope Exclusions

This engagement does not include the following unless separately contracted:

Deployment Exclusions

- Guaranteed completion of any activity in this brief
- Full rollout of Teams, SharePoint, OneDrive, or Intune
- Large-scale or complex migrations (SharePoint, Teams, Exchange, file shares)
- Advanced identity or security architecture
- Power Platform automation or app development
- Tenant-to-tenant migration
- Device enrollment for full workforce
- Security hardening outside baseline
- Compliance, DLP, eDiscovery, or retention configuration
- Managed or ongoing operational support
- Backup, DR, SIEM, or monitoring tool integrations
- Unsupported, legacy, or end-of-life platforms

09. Customer Responsibilities

- Provide access to in-scope Microsoft 365 tenant and admin portals
- Ensure proper licensing is in place
- Provide identity, network, and device readiness information
- Ensure personnel availability for workshops and validation
- Provide access to relevant stakeholders and IT staff
- Ensure environment readiness for configuration or enablement activities

Failure to meet these requirements will prevent Redesign from delivering the services outlined in this Service Brief.

10. Services Schedule

- ☑ Schedule will be jointly agreed with the Client.
- ☑ Service delivery is dependent on customer readiness and resource availability.

11. Terms and Conditions

This engagement will be governed by the Seller's terms and conditions located at:

ⓘ PREREQUISITES FOR SERVICE DELIVERY ONSITE OR REMOTE SERVICES WILL NOT BEGIN UNTIL

- Signed quote referencing SKU: MW-ADOPT-100HR
- Required Microsoft licensing is available
- Tenant and identity readiness validated
- Remote/onsite access confirmed
- Pre-Engagement Questionnaire completed
- Failure to meet these prerequisites may delay or prevent

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