



NODE4

G-CLOUD 14

Microsoft Dynamics
Business Central
Support Services

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

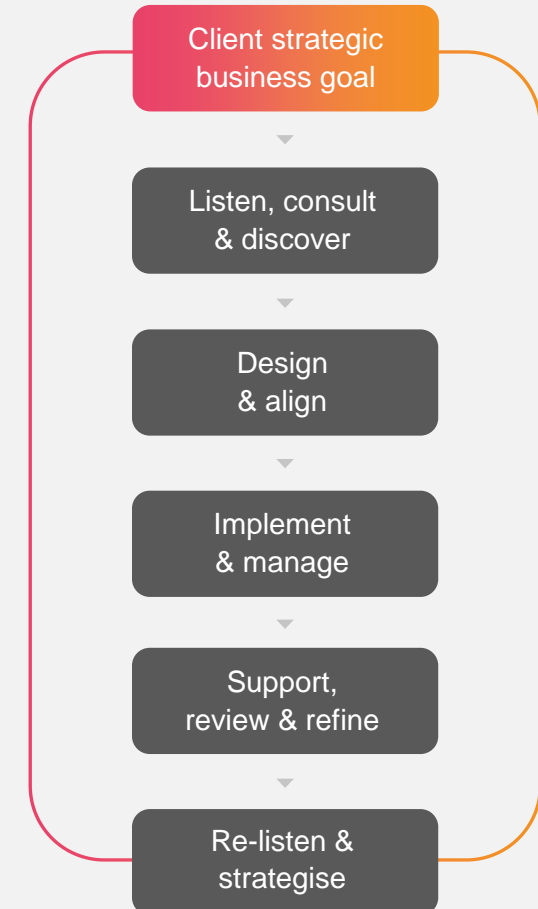
Microsoft Dynamics Business Central (BC) Support Services offer extensive support tailored specifically for post go-live and ongoing third-line support needs of BC implementations. This service provides a comprehensive omnichannel, SLA-backed support framework that adheres to ITIL Service Management best practices, ensuring a seamless transition and integration for users through a proven design, planning, and onboarding approach.

The service is designed to offer continuous 'business as usual' support for Business Central, facilitating smooth transitions with tailored support solutions to meet diverse business requirements. The SLA-backed nature of the service guarantees consistent, high-quality support, while adherence to ITIL frameworks ensures service excellence across all interactions.

Expert onboarding processes enable efficient integration of BC into existing business systems, with continuous system monitoring and proactive issue resolution to minimize downtime and maintain operational efficiency. Regular updates and maintenance are part of the service offering, ensuring that Dynamics BC systems remain up-to-date and continue to function optimally.

Customisable support plans are available to cater to specific operational requirements of businesses, enhancing their ability to support strategic goals and business continuity. The tailored support solutions provided by Microsoft Dynamics BC Support Services not only ensure high-quality support following the initial implementation but also enhance overall business operations, support growth, and provide comprehensive coverage through omnichannel support options.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design
& Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

MODERN WORK

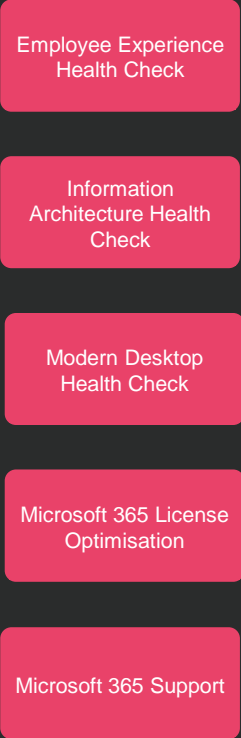
Analysis and Strategy



Plan and Implement



Run and Evolve



INFRASTRUCTURE

Analysis and Strategy

Cloud Application
Assessment

Cloud Readiness
Assessment

Cloud Maturity
Assessment

Cloud Solution
Assessment

Cloud Well-Architected
Review

Plan and Implement

Cloud
Deployment
Services

Cloud
Automation
Consulting

Cloud Migration
Services

Cloud
Technology
Accelerators

Cloud Centre of Excellence
(CCoE)

Run and Evolve

Cloud
Optimisation

Azure Managed
Service – Cloud
Operations

BUSINESS APPS – DYNAMICS 365

Analysis and Strategy

Modern Finance
Assessment

Plan and Implement

Concierge /
Mobilisation

D365 Business
Central
Foundation

Dynamics 365
Business Central
Implementation

D365 Customer
Experience
Implementation

Dynamics 365 for
Case
Management

D365 Customer
Experience
Foundation

D365 Field
Service
Implementation

D365 Finance &
Supply Chain
Implementation

Dynamics 365
Human Resources
Implementation

D365 Field
Service
Foundation

D365 LA/SH
Service Request
Framework

D365 Upgrade
and Migration
Services

Dynamics 365
Marketing

D365 Finance &
Supply Chain
Foundation

Microsoft
Omnichannel
Contact Centre

CoE D365 and
Power Platform

Dynamics 365
Project Operations

Dynamics 365
Sales

Web Foundation

Web Build

Run and Evolve

D365 Business
Central Online
Evergreen

D365 CE Online
Evergreen

Dynamics CRM
Doctor

Dynamics NAV
Doctor

DR Doctor

Jet Doctor

Dynamics 365 Support

BUSINESS APPS – POWER PLATFORM

Analysis and Strategy

Plan and Implement

Run and Evolve

Power Apps
Implementation

Power Automate
Implementation

Power Virtual
Agents
Implementation

Power Apps
Accelerator

Power Apps
Portals

Power Pages

Power Apps for
Policing

D365 Finance &
Supply Chain
Implementation

Power Platform
Foundation

Microsoft Power
Platform
Development

Power Platform Centre of
Excellence

Power Platform Support

DATA & AI

Analysis and Strategy

Data & Analytics
Reporting
Assessment

Data Platform
Review and
Recommendation

Data Architecture
Assessment

Data Strategy

Data Maturity
Assessment

Reporting
Outcomes
Strategic Definition

Plan and Implement

Azure Synapse
Ad-hoc
Consultancy

Database
Installation

FABRIC | Power
BI ad-hoc
Consultancy

Database
Migration (Azure
SQL DB)

Fabric Data
Warehouse

Fabric/Power BI
Reporting

Data Science
and Machine
Learning

Data
Engineering

Master Data
Management

Power BI
Accelerator

Modern Data Platform and
Analytics Architecture

Run and Evolve

Database High
Availability

Database
Consolidation

Database
Performance
Tuning

DB Healthcheck
& Performance
Optimisation

DBA
Consultancy

Database
Upgrade

Data Platform Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

CAJA GROUP ENJOY PEACE OF MIND WITH 24/7×365 MANAGED SERVICE

Node4 and Caja's most recent project was to deliver a comprehensive 24/7×365 Managed Services support to enhance its IT department. The services include flexible and managed options, adjusted to the firm's needs, coping with workloads and covering multiple technologies. The services are secured by Microsoft technology and our engineers are security cleared. Caja are cyber protected and compliant with UK protection standards using our services.

Effective working – Node4's Managed Services has enabled Caja employees to focus on effective delivery of its consulting services without having to worry about IT enquiries.

24/7×365 protection - Using advanced technology the MS team will monitor and protect Caja employees and the organisation data from a potential breach. Each employee can now easily raise a case with MS through instant chat, enabling a seamless end user experience.

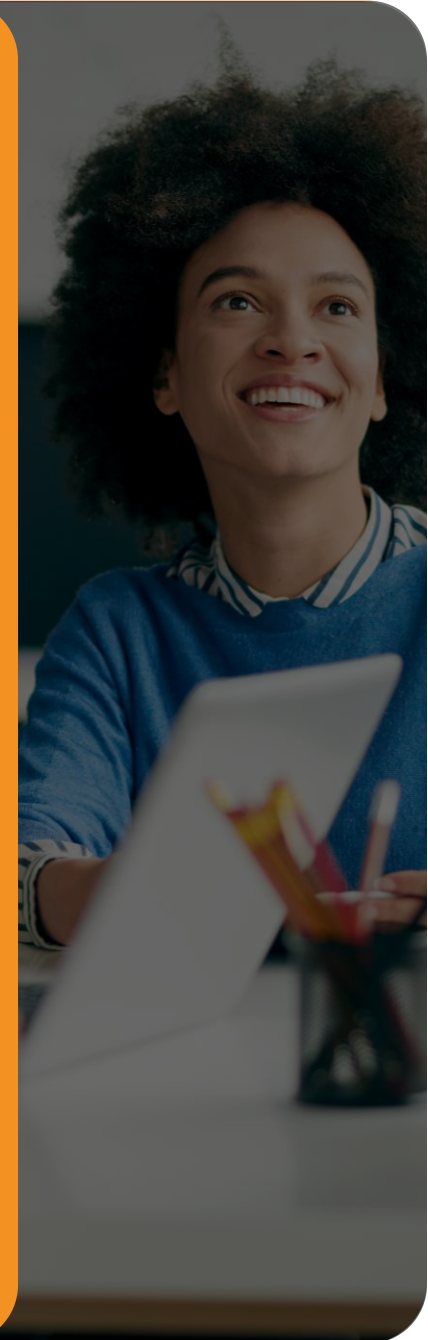
Ongoing monitoring - Monthly reviews are scheduled between both organisations to discuss the results of the services and upcoming projects.

“

The service provided by
risual means we can
assure our clients we are
compliant with UK
security protection
standards.

RACHEL CAMPBELL
RESOURCING MANAGER

”



CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...

2004 - 2014

THE EARLY YEARS

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

2017 - 2018

DEVELOPING PUBLIC CLOUD

N4Stack Launched
covering public
cloud, data &
DevOps
HSCN achieved

2020

PANDEMIC RESPONSE

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

2022

LOOKING TO THE FUTURE

risual acquisition
Tisski acquisition
Launched Azure
Hybrid Cloud
Great Place to Work 3
years in a row

2015 - 2016

BUILDING SOLID FOUNDATIONS

Bowmark Investment
Premier IT & Reconnix
acquisition

2019

ACQUISITION SUCCESS

Secura acquisition
Employee Experience
Awards winner

2021

EVEN MORE GROWTH

Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

2023

THE FUTURE IS HERE

TNP, risual, Tisski and core
Node4 teams join together
BizApps and Power Platform
capability rollout
Microsoft Inner Circle status
acquired through Tisski
ThreeTwoFour acquisition

IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering exceptional service as a standard, not only to our clients, but to each other too.

We're proud of our culture and have ranked as one of the UK's best places to work for 4 years in a row.

When it comes to ESG, our actions speak for themselves.

TECH ZERO

In April 2023, Node4 signed up to Tech Zero, a group of technology companies that have joined together to fight the climate crisis

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations's 17 Sustainable Development Goals (SDGs) at both a local and national level.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

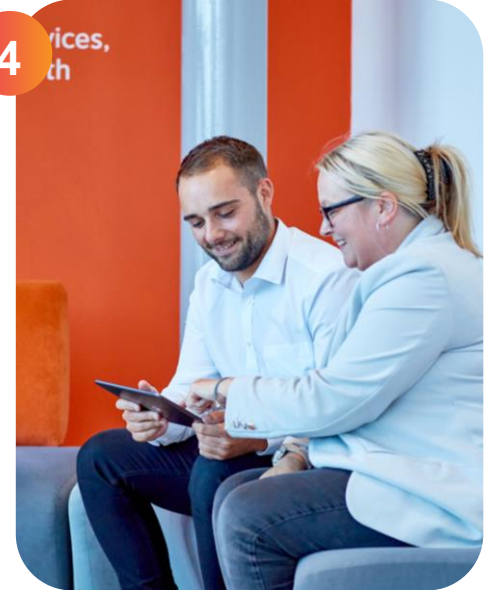
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES

