



G-Cloud 14 – Service Definition Document

Microsoft D365 and Power Platform Delivered by Inciper



May 2024

Inciper Introduction

Inciper was setup by industry leaders who have worked for some of the largest global consultancy businesses. Our executive leadership team has over 80 years of IT consultancy expertise.

Our iterative delivery methodology and open, transparent style, de-risks the implementation by ensuring everyone is fully engaged from the outset and gives confidence to senior stakeholders that a truly open and collaborative partnership has been created.

We are different because we are totally dedicated to achieving client success, focussing on providing real value and innovative thinking during the implementation to challenge the status quo. We have a reputation for on-time, on-target deployment and know what it takes to make our clients projects successful.



Proven, class leading expertise to **leverage best practice**



Results orientated, iterative implementation process driving a high degree of certainty and **low risk**



A balance of Technical, Functional and Operational consultancy experts delivering **proven results**



Project Management and Programme Governance to ensure oversight and **stakeholder visibility**

Inciper will provide **Dynamics 365** leadership, best practices, solution oversight & enhancements, support and training to create an amazing experience for its business and team members

Who We Are

Inciper was born out of the belief that technology delivery could be done differently. So we launched our leading Microsoft Business Applications consultancy to drive digital transformation for organisations through best-in-class delivery using our agile RAPID approach.



STRATEGY AND ADVISORY

Inciper has worked with organisations around the world, delivering strategic consultancy and assurance service.



IMPLEMENTATION

Our delivery services cover the full implementation lifecycle.



MANAGED SERVICES

We provide a variety of maintenance and continual improvement solutions.



Power Automate



Power Apps



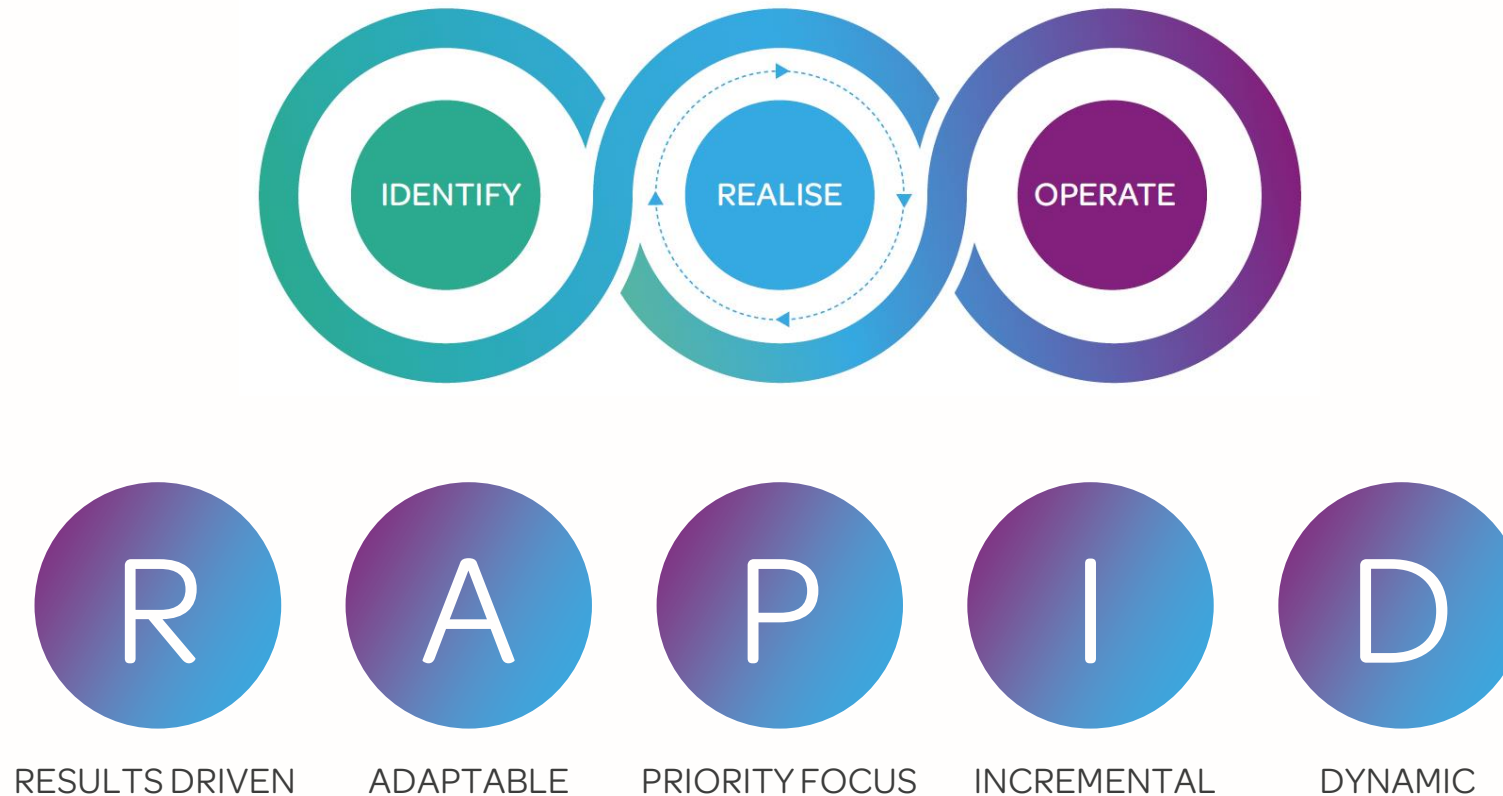
Power BI



Power Virtual Agents

Unique Engagement Approach

Inciper is a new breed of company, created to deliver fast results to its clients through a unique phased approach called RAPID, differentiating the Company from many of its competitors

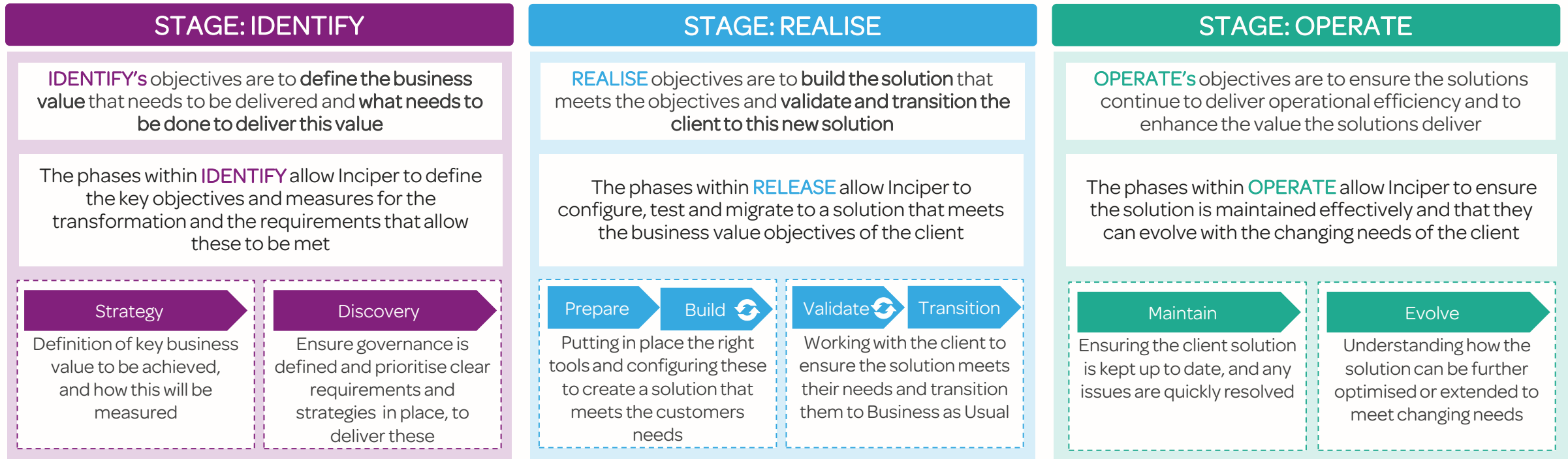


Commentary:

- Instead of long, expensive and resource-heavy implementations that disrupt the clients business, Inciper's approach using Microsoft Dynamics 365 and the Power Platform delivers value at speed. This unique approach is called RAPID
- Guided by the 3 stages with 8 phases, RAPID is an iterative approach to delivering value through Microsoft Business Applications implementation, ongoing support and continuous outcome-based improvement. Recognising businesses are continually evolving, our method is not linear, but delivers results through a recurring cycle

Unique Engagement Approach (cont.)

RAPID's Unique 3 Stage, 8 Phase Approach:



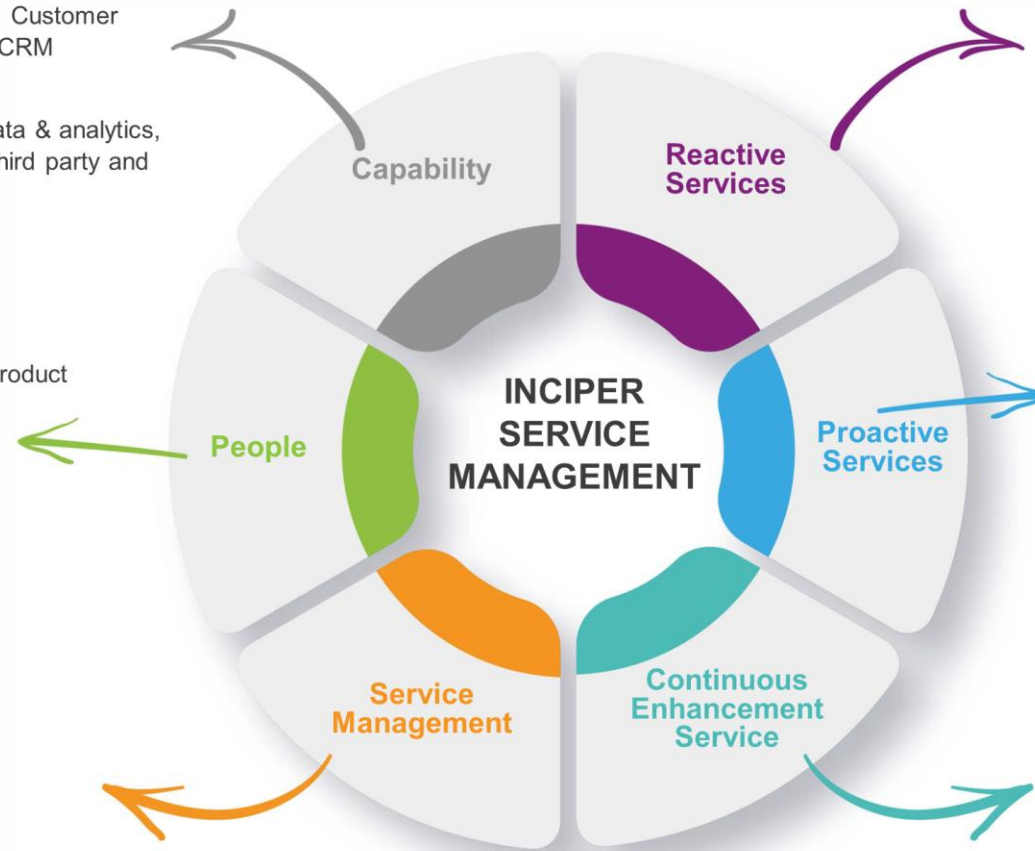
- The Management Team quickly realised that modern businesses demand **more immediate measurable results and continual improvement**
- The traditional method of implementing ERP and CRM systems is slow and time-consuming and has the risk of being obsolete on delivery
- The RAPID system introduces **new functionalities in increments through regular releases**
- This delivers **instant benefits and demonstrates success earlier**, providing a stronger buy-in from the client and enhancing the cross-sell opportunities

Managed Services

- ▷ Dynamics 365 (Finance and Operations, Customer Engagement); Dynamics AX, Dynamics CRM
- ▷ On-premise and Cloud
- ▷ Supporting technologies - Integration, data & analytics, security, productivity and collaboration, third party and bespoke modules
- ▷ License procurement and management

- ▷ Dedicated Support Teams
- ▷ Experienced in Business Process and Product
- ▷ Azure and Infrastructure Specialists
- ▷ ITIL Certified
- ▷ Low Attrition
- ▷ Primary Analysts
- ▷ Passion for Customer Service

- ▷ Flexible Service Catalogue Approach
- ▷ Structured Service Transition approach
- ▷ ITIL based processes
- ▷ Named Service Delivery Managers
- ▷ Regular Reporting/Reviews
- ▷ Scorecards / Continuous Service Improvement





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