

G-Cloud 14 Service Definition

MS Dynamics Managed Service

May 2024

ABOUT US

We are a leading and independent digital business transformation partner, helping businesses to define their tomorrow, today.

With a focus on customer experience (CX) excellence and enterprise technology, we help organisations across various industries and public services to drive growth, efficiency, and innovation for the future.



Key Foundations

Expertise

We boast a team of seasoned professionals with extensive experience in digital transformation, CX strategy, enterprise technology implementation, and change management.

Approach

We are committed to delivering exceptional value to our clients. By taking a client-centric approach, we collaborate closely with organizations to understand their goals, challenges, and opportunities, ensuring that the solutions provided align with their business objectives and exceed their customer's expectations.

Services

Our services are designed to guide organisations through every stage of their digital transformation journey. From strategy and planning to technology implementation and ongoing support, we provide tailored solutions to meet the unique needs of each client.

Outcomes

We are dedicated to delivering measurable results. Whether it's improving operational efficiency, enhancing customer satisfaction, or driving revenue growth, we work tirelessly to help clients achieve their desired outcomes and realise the full potential of their digital investments.



OUR VISION

*Be the catalyst for **transformative change**, pioneering the way forward for businesses, citizens and society by leveraging cutting-edge technology and innovative strategies to define **future business models, drive growth and create lasting impact.***

Core values

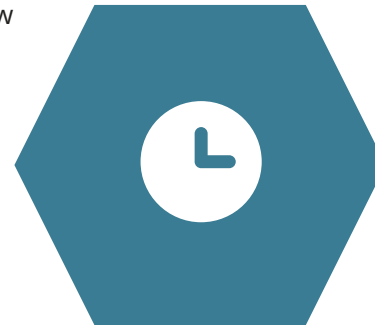
Innovation

We embrace creativity, curiosity, and continuous learning, fostering a culture of innovation where new ideas are encouraged, and bold solutions are embraced.



Collaboration

We believe in the power of collaboration and teamwork, recognizing that diverse perspectives and collective effort drive innovation and success.



Integrity

We conduct ourselves with honesty, transparency, and ethical integrity in all aspects of our work, building trust and credibility with our clients, partners, and colleagues.



Accountability

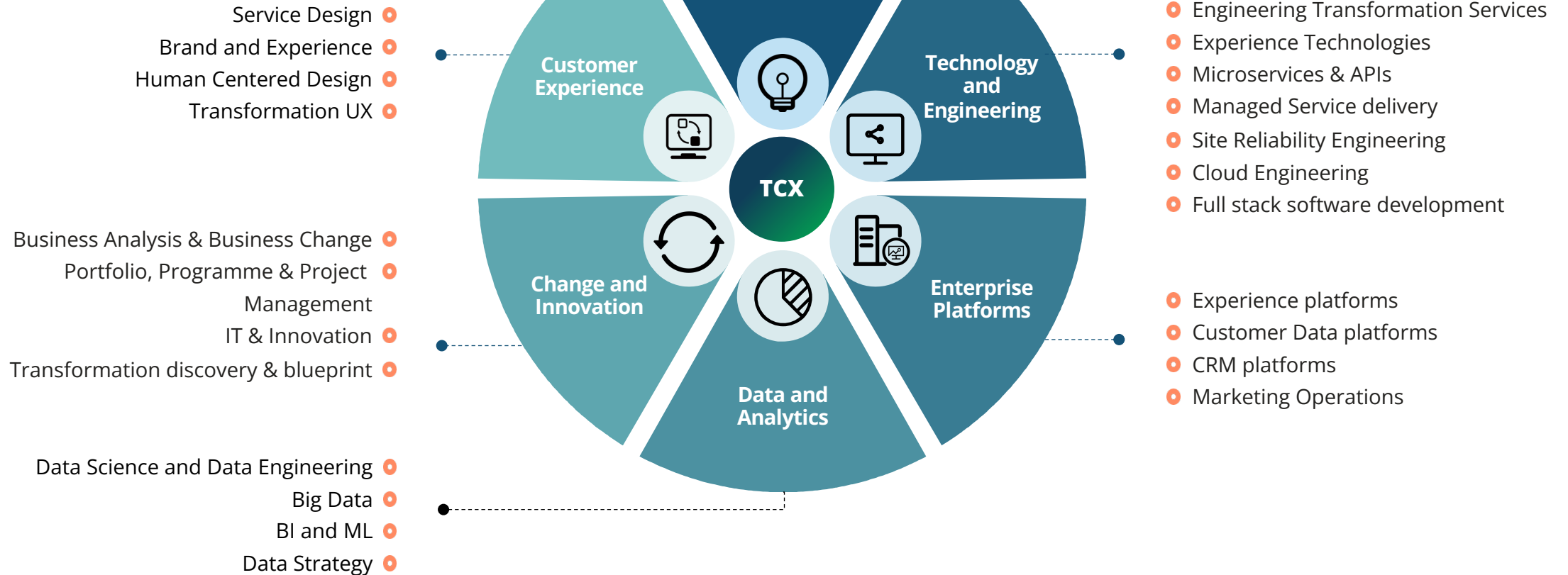
We hold ourselves accountable for our actions and outcomes, taking responsibility for our decisions and commitments and delivering on our promises.

Customer centricity

We prioritize the needs and preferences of our customers above all else, striving to deliver exceptional value and exceed expectations in every interaction



What we do



Our Locations

Europe

167-169 Great Portland Street
5th Floor, London
W1W 5PF

Unit 6, Capital Business Park
Manor Way, Borehamwood
WD6 1GW

India

Block K, Building No. 10
Malviya Nagar
New Delhi - 110017

United States

Coming in 2024



MS Dynamics Managed Service



SERVICE DEFINITION

Service Description

MS Dynamics Managed Service involves the ongoing management, maintenance, and optimization of Microsoft Dynamics, a leading customer relationship management (CRM) and enterprise resource planning (ERP) platform.

This service includes proactive monitoring, troubleshooting, performance tuning, and continuous improvement to ensure that MS Dynamics operates effectively and aligns with the organization's objectives.

We provide organizations with a dedicated team of experts who can oversee the day-to-day operations of their MS Dynamics environment, maximize system uptime, and drive continuous improvement.

By outsourcing the management of MS Dynamics, organizations can focus on their core business activities while ensuring that their CRM and ERP systems remain secure, reliable, and optimized for performance.

SERVICE DEFINITION

What can it do for you?

- 1. Proactive Monitoring and Maintenance:** We proactively monitor the health and performance of MS Dynamics, identifying and resolving issues before they impact operations. Our team conducts regular system checks, applies patches, and updates, and performs preventive maintenance to ensure system stability and reliability.
- 2. Incident Management and Support:** We provide responsive incident management and support services to address any technical issues or user inquiries related to MS Dynamics. Our team triages and troubleshoots incidents, resolves technical issues promptly, and provides user support and guidance to ensure a seamless user experience.
- 3. Performance Optimization:** We optimize the performance of MS Dynamics to ensure that it meets the organization's performance requirements and user expectations. Our team conducts performance tuning, database optimization, and configuration reviews to enhance system responsiveness and efficiency.
- 4. Customization and Enhancement:** We offer customization and enhancement services to tailor MS Dynamics to the organization's evolving business needs and requirements. Our team collaborates with stakeholders to identify opportunities for system enhancements, develop customizations, and implement new features and functionalities.
- 5. Continuous Improvement:** We drive continuous improvement initiatives to enhance the value and effectiveness of MS Dynamics over time. Our team analyses system usage, gathers user feedback, and identifies opportunities for optimization, automation, and process improvement to maximize the ROI of MS Dynamics investment.
- 6. Experience in Public Sector:** With extensive experience in delivering CRM and ERP solutions for public sector organizations, we understand the unique challenges and requirements of the public sector landscape. Our team has successfully implemented and managed MS Dynamics solutions for government agencies, local authorities, and public sector entities, helping them streamline operations, improve service delivery, and achieve their strategic objectives.

SERVICE DEFINITION

Key Features

- 1. 24/7 Monitoring and Support:** Provide round-the-clock monitoring and support for MS Dynamics applications, ensuring optimal performance, availability, and reliability.
- 2. Proactive Issue Detection:** Utilize advanced monitoring tools and techniques to detect and address issues proactively before they escalate, minimizing downtime and disruptions to business operations.
- 3. Incident Management:** Implement robust incident management processes to triage, prioritize, and resolve issues in a timely manner, minimizing impact on users and business operations.
- 4. Change Management:** Implement change management processes to manage updates, patches, and configuration changes to MS Dynamics applications, ensuring stability, security, and compliance.
- 5. Performance Optimization:** Conduct performance tuning and optimization activities to enhance the speed, efficiency, and scalability of MS Dynamics applications, improving user experience and productivity.
- 6. Security Management:** Implement comprehensive security measures and controls to protect MS Dynamics applications and data from security threats, vulnerabilities, and unauthorized access.
- 7. Backup and Disaster Recovery:** Implement backup and disaster recovery solutions to ensure data integrity and availability in the event of system failures, outages, or disasters.
- 8. Patch Management:** Manage and apply software patches, updates, and hotfixes to MS Dynamics applications in a timely and controlled manner, ensuring system stability and security.
- 9. User Training and Support:** Provide training and support services for MS Dynamics users to enhance their skills, knowledge, and proficiency in using the applications effectively for their business needs.
- 10. Customization and Configuration:** Offer customization and configuration services to tailor MS Dynamics applications to the specific requirements and workflows of the client organization, maximizing functionality and usability.

SERVICE DEFINITION

Key Features contd..

- 11. Integration Services:** Integrate MS Dynamics applications with other business systems, databases, and third-party applications to streamline data flow and business processes across the organization.
- 12. Reporting and Analytics:** Develop custom reports and dashboards within MS Dynamics applications to provide actionable insights and data-driven decision-making capabilities for users and stakeholders.
- 13. Compliance Management:** Ensure compliance with relevant regulatory requirements, industry standards, and organizational policies in MS Dynamics applications, safeguarding data privacy, security, and integrity.
- 14. Scalability and Flexibility:** Design MS Dynamics solutions with scalability and flexibility in mind, allowing for growth and expansion as the organization's needs evolve and change over time.
- 15. Strategic Consulting and Advisory:** Provide strategic consulting and advisory services to help clients maximize the value of their MS Dynamics investments and achieve their business objectives through technology-driven strategies and initiatives.
- 16. Vendor Management:** Coordinate and manage relationships with MS Dynamics vendors and partners to ensure alignment with business goals, project timelines, and quality standards.
- 17. Cost Optimization:** Identify opportunities for cost optimization and efficiency improvement in MS Dynamics applications, helping clients achieve maximum return on investment (ROI) from their technology investments.
- 18. Continuous Improvement:** Drive continuous improvement and innovation in MS Dynamics applications through regular performance reviews, feedback analysis, and iteration cycles.
- 19. Knowledge Transfer:** Facilitate knowledge transfer and skills development within the client organization, empowering internal teams to take ownership of MS Dynamics applications and drive innovation independently.
- 20. Customer Satisfaction Management:** Prioritize customer satisfaction by actively seeking feedback, addressing concerns, and taking corrective actions as needed to meet or exceed client expectations.

SERVICE DEFINITION

Key Benefits

- 1. Customized Solutions:** TransformCX offers customized MS Dynamics Managed Services tailored to the unique needs and requirements of public sector organizations, ensuring that solutions align with their specific goals and objectives.
- 2. Efficient Resource Management:** With MS Dynamics Managed Service, public sector organizations can optimize resource allocation and utilization, ensuring that they maximize the efficiency and effectiveness of their operations.
- 3. Comprehensive Support:** TransformCX provides comprehensive support services as part of MS Dynamics Managed Service, ensuring that public sector organizations have access to the expertise and assistance they need to resolve issues and optimize system performance.
- 4. Continuous Monitoring and Maintenance:** We offer continuous monitoring and maintenance of MS Dynamics systems, ensuring that public sector organizations can identify and address potential issues proactively, minimizing downtime and disruptions.
- 5. Regular Updates and Upgrades:** TransformCX ensures that MS Dynamics systems are kept up to date with the latest updates and upgrades, ensuring that public sector organizations have access to the latest features and functionalities to support their operations.
- 6. Data Security and Compliance:** MS Dynamics Managed Service from TransformCX includes robust data security measures and compliance checks, ensuring that public sector organizations can protect sensitive information and maintain compliance with relevant regulations.
- 7. Scalability and Flexibility:** Our MS Dynamics Managed Service is designed to scale with the needs of public sector organizations, allowing them to accommodate growing volumes of data and users, as well as evolving requirements over time.
- 8. Cost Savings:** By outsourcing MS Dynamics management to TransformCX, public sector organizations can realize cost savings by eliminating the need for in-house IT staff and infrastructure maintenance costs.

SERVICE DEFINITION

Key Benefits contd..

- 9. Access to Expertise:** TransformCX provides access to a team of experienced MS Dynamics experts who can provide guidance and support to public sector organizations, ensuring that they can maximize the value of their MS Dynamics investment.
- 10. Improved Efficiency and Productivity:** MS Dynamics Managed Service streamlines operations and enhances productivity by automating repetitive tasks, providing real-time insights, and facilitating collaboration across departments within public sector organizations.
- 11. Enhanced Citizen Engagement:** By leveraging MS Dynamics Managed Service, public sector organizations can enhance citizen engagement by providing personalized and efficient services, ultimately improving satisfaction and trust in government services.
- 12. 24/7 Support:** TransformCX offers 24/7 support as part of MS Dynamics Managed Service, ensuring that public sector organizations have access to assistance whenever they need it, regardless of the time or day.
- 13. Integration Capabilities:** We facilitate integration with other systems and platforms used by public sector organizations, ensuring seamless data flow and interoperability to support their operations.
- 14. Training and Knowledge Transfer:** TransformCX provides training and knowledge transfer services to ensure that public sector organizations have the skills and capabilities they need to manage their MS Dynamics systems effectively.
- 15. Measurable Results:** MS Dynamics Managed Service enables public sector organizations to track and measure the impact of their operations, providing insights into performance and areas for improvement to drive continuous optimization and success.

Social Value

Social Responsibility

We recognise our responsibility to society and strive to make a positive impact through our business practices, philanthropic efforts, and advocacy for social causes that align with our values.

Diversity and Inclusion

We celebrate diversity and foster an inclusive environment where individuals of all backgrounds feel valued, respected, and empowered to contribute their unique perspectives.

Environment

We are committed to environmental stewardship and sustainability, minimizing our environmental footprint, conserving resources, and promoting eco-friendly practices in our operations.

Health and Well-being

We prioritise the health and well-being of our employees, clients, and communities, promoting a culture of wellness, work-life balance, and mental health awareness.

Digital Inclusion

We advocate for digital inclusion and accessibility, working to bridge the digital divide and ensure that everyone has equal access to technology, information, and opportunities in the digital age.

Skill Development

We invest in education and skill development initiatives to empower individuals with the knowledge, tools, and opportunities they need to succeed in the digital economy and beyond.

ABOUT US

Selection of our clients



Department
for Work &
Pensions

DIAGEO



JOHNNIE WALKER.



GUINNESS

ZING



**Batteries
Plus+**
Power it. Light it. Fix it.

Experience of our core team

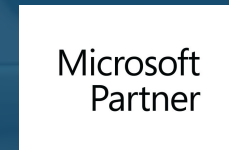


THANK YOU

Contact Details

For this service, please contact our Public Services team on gov@transformcx.co.uk

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