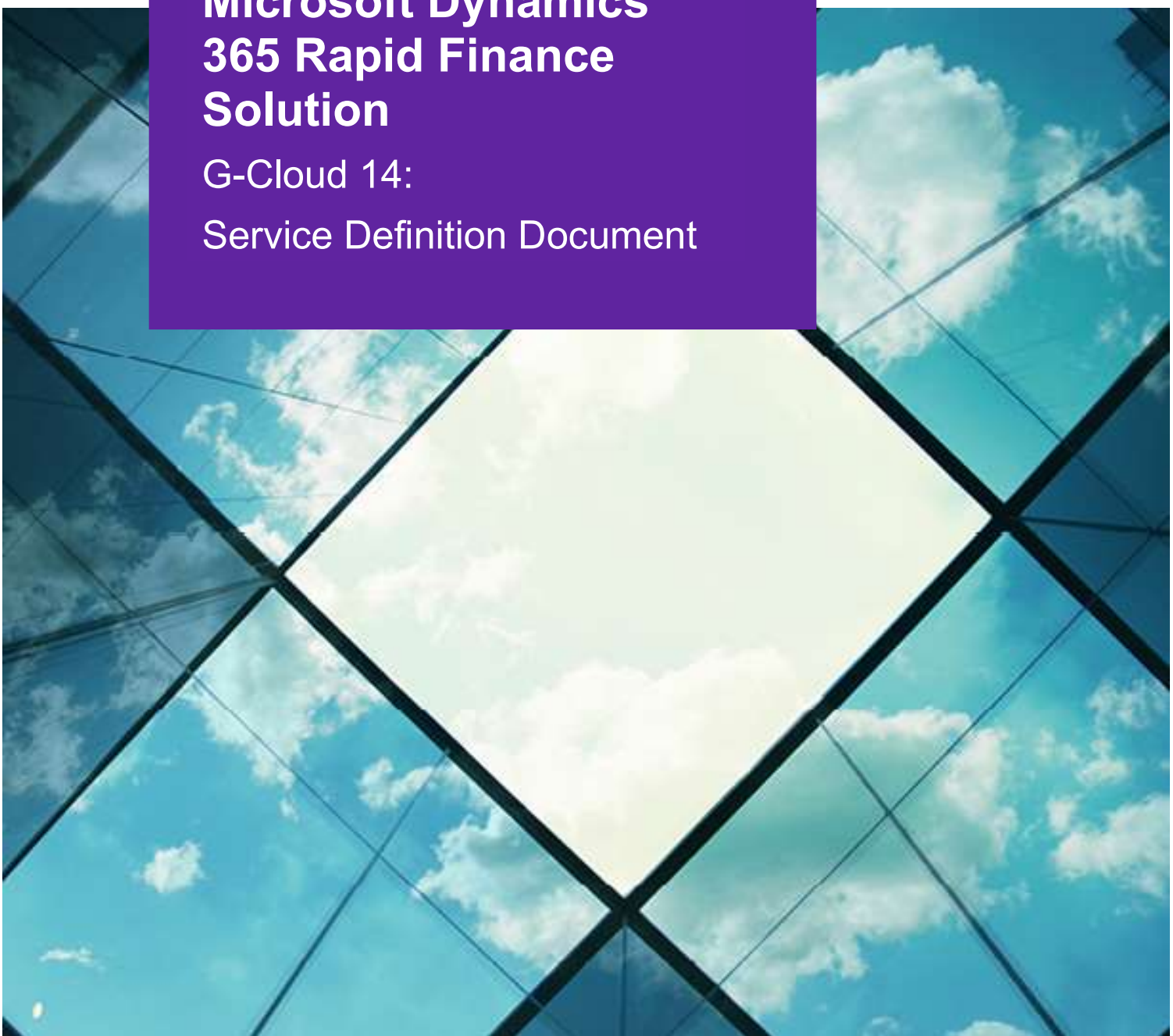
DXC Technology

Microsoft Dynamics 365 Rapid Finance Solution

G-Cloud 14:

Service Definition Document



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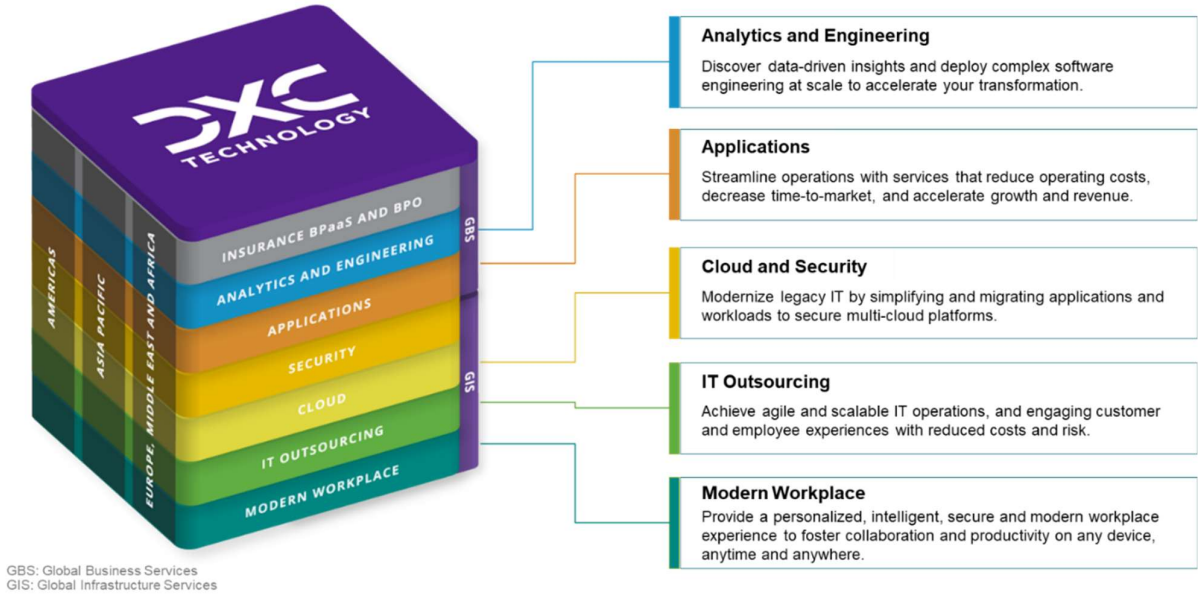
1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data center services and management, operating over 320 global data centers and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.



DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices and capabilities to build and optimize cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement

1.1 Why DXC?

DXC offers:

- Largest global Microsoft Dynamics systems integrator
- Five-time Microsoft Global Partner of the Year
- Microsoft Inner Circle - top 1% of international partners (consecutively since 2000)
- 6,000+ Microsoft Dynamics customers worldwide
- Over 2,450 Dynamics resources worldwide
- 18 years of Dynamics implementation experience
- 1,000+ Microsoft certifications

2 Service Overview

DXC's rapid implementation of Microsoft Dynamics 365 Finance allows you to utilise out-of-the-box preconfigured processes and functionality to achieve a faster initial implementation; reducing the time to value. Focus on the things that really matter; reduce time spent on requirements gathering, design and configuration, while still following a proven methodology. Services include:

- GL, AR, AP, Bank and non-inventory procurement
- 3 key workflows
- Out of the box inquiries, SSRS reports and embedded BI reports and training
- One legal entity / company. Additional companies can be included
- Data Migration
    - General Ledger Opening Balances
    - General Ledger History (monthly totals)
    - Customers
    - Vendors
    - Open Accounts Receivables
    - Open Accounts Payables

2.1 Business Continuity and Disaster Recovery

Microsoft maintains automated backups of the business and financial reporting databases for 28 days for production environments and 7 days for sandbox environments.
Microsoft creates full backups every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes. These backups enable a database restore to a point in time within the configured retention period. The backups are stored as storage blobs that are replicated to a paired region for protection against outages impacting backup storage in the primary region.
If your data protection rules require that your backups are available for an extended time (up to 10 years), you can configure long-term retention.

2.2 Onboarding and Offboarding Support

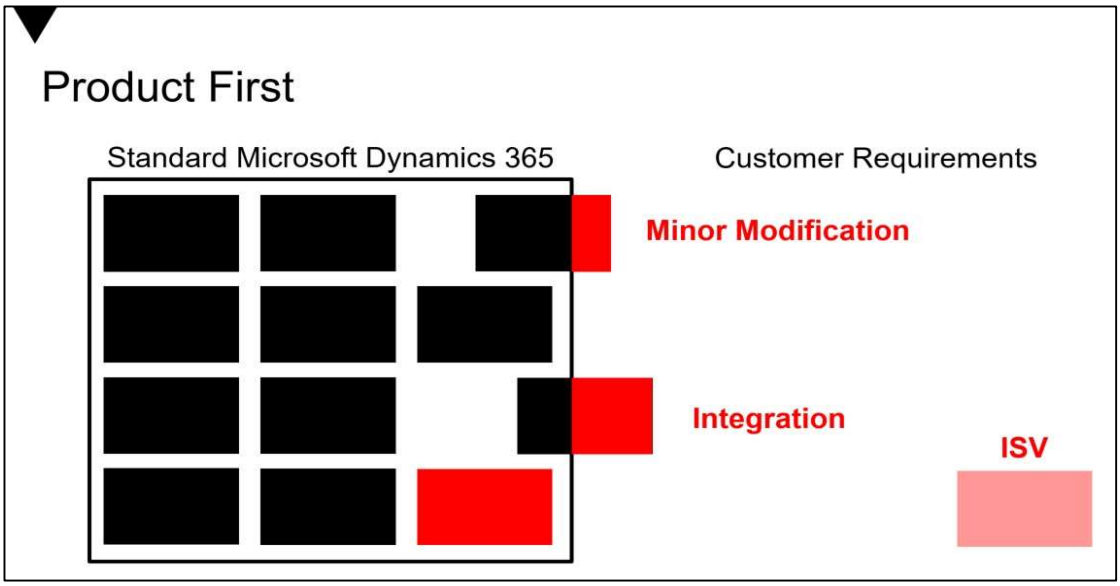
Once a project has successfully been awarded, DXC will work with the customer to obtain the necessary licences for users and initiate the project based upon the DXCs Sure Step Evolve methodology below. DXC will work directly with client to ensure smooth offboarding process – client specific.

2.3 Implementation Plan

DXC delivers projects using our Sure Step Evolve Methodology which takes, as its starting point, the industry-standard and best practice Microsoft's Sure Step framework, enhancing with a 'system-led', or Simulation, approach. Pivotal to how DXC operates and to the Sure Step Evolve Methodology is our Product First Principle.
Product First means positioning standard Dynamics features and functionality at the heart of our solutions. We map customer requirements to standard functionality first and foremost, confirming those that can be met through standard product and quickly identifying anything that may be a deviation or 'gap'.
Below is a graphical representation of how this principle has been applied to a set of customer requirements. Those requirements confirmed to be met through standard functionality have been

mapped across from the right-hand side and are shown as black boxes sitting inside what represents standard D365 capability. Areas coloured red signify customer requirements that are not met through standard product and are therefore considered gaps.

Even before DXC considers options such as a minor modification, an integration or an ISV, we will always dive deeper into the 'red' requirements to determine the best course of action.



It is worth noting that the ISV box has been deliberately 'greyed out' and replaced by a red box sitting inside the standard D365 capabilities. This is because the majority of ISV solutions are embedded within the Dynamics application and look and feel, to the End User, as if they are still using standard D365 functionality.

Our aim is to provide customers with solutions that are as close to standard as possible; clean, adhering to best-practice, future-proofed, easy to adopt and maintain. Our experienced Functional Consultants will challenge customers on identified gaps and show standard functionality, adopting the default question: "why won't standard Dynamics provide what you need?".

Often a small gap can easily be plugged by a minor business process change in the organisation, to come in line with the best practice process flows available through Dynamics 365 and LCS. If a strong and demonstrable business case exists for a gap to be addressed via a modification, integration or ISV, DXC will investigate the specific requirement in more detail to accurately ascertain how much effort is required to implement as part of the overall solution. If initial estimates for pre-defined and identified gaps have been produced in the sales and pre-sales cycle, these will be further honed. If gaps are identified through the requirements gathering process, they will be added to the Requirements Backlog alongside the configuration requirements and estimated at that point.

We refer to our Sure Step Evolve Methodology as being 'system-led', not just because we place standard functionality front and centre in all project activity, but due to the Simulations, or SIMs, we

dovetail into the project delivery framework. These conference room playbacks of the solution, at key milestones throughout the project, allow customers to see the system being built to meet their individual requirements. In a Standard implementation, we include the following Simulations:

SIM0: Base Solution Overview

At the end of Survey & Setup.

This initial walk-through of the standard product confirms the ‘art of the possible’ and sets customer core team members up for the subsequent, intensive training in the User Enablement Phase.

SIM1: Design Confirmation

At the end of Detailed Design.

This initial system walk-through, led by DXC, confirms the standard solution build using customer data and scenarios. Solutions are proposed for identified gaps but not yet completely configured. This provides an early opportunity to visualise the solution in context and confirm customer requirements have been fully gathered and understood.

Solution Confirmation

At the end of Build.

This complete system walk-through, including developments and interfaces, is delivered in partnership by DXC and the customer, in presentation format to the customer Project Sponsor and Board. It gives all involved the confidence that the configured solution is fit for purpose and the customer has the right level of solution ownership.

SIM3: Deployment Readiness

At the end of Acceptance.

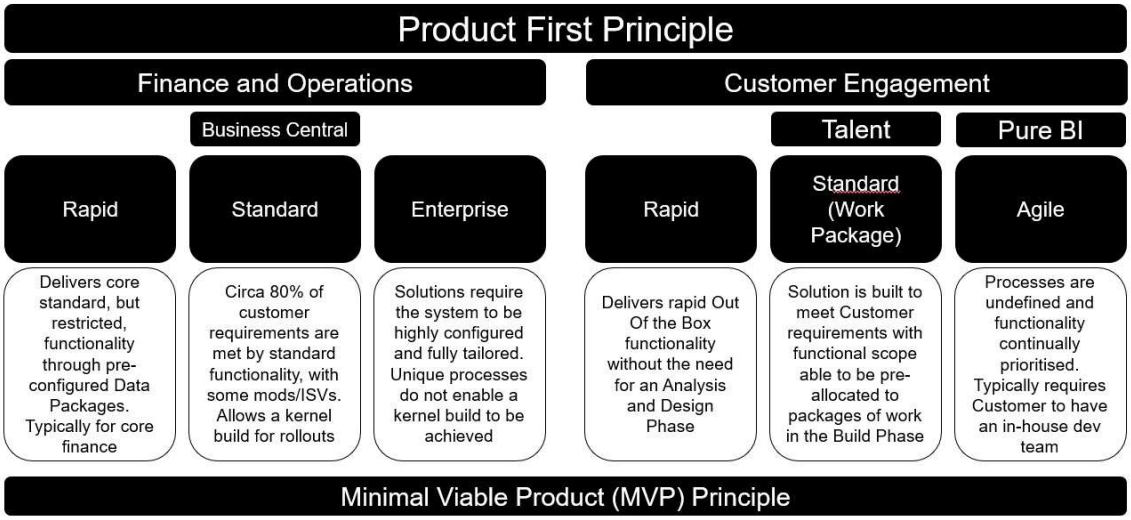
This complete system walk-through is led by the customer and used by DXC as an assessment as to how well the solution is owned by the customer through posing ‘what if’ scenarios for the Project Team to field.

Our accredited PRINCE2 Project Managers are experienced at using Sure Step Evolve to successfully implement Dynamics 365 for a wide range of global customers. Our Project Management and Governance structures are robust and ensure implementations are well controlled, operate efficiently and remain focused on delivering maximum impact through the timely realisation of project key deliverables. Under this framework, our Dynamics Solution Architects and Functional Consultants deliver solutions adding significant value through their industry specific area expertise.

We have 6 delivery approaches, shown across the centre of the graphic below. We select the approach based on the type of client, the functional requirements, product set, budget, scope and timeline. All factors must be taken into consideration when confirming the delivery approach, and both DXC and the customer need to be in full agreement and understanding before moving forwards. For example, we have worked with many enterprise customers delivering Dynamics

solutions in an Agile or Rapid way as well as with a raft of small to medium sized businesses using an Enterprise approach.

Sure Step Evolve



Most Microsoft Dynamics 365 Finance and Operations implementations are delivered using the Standard approach.

Based on our current understanding of the customer's functional requirements and the preferred implementation timeline, we believe the most appropriate project approach in this instance to be **Standard.**

A Standard implementation assumes a high degree of fit between customer requirements and out of the box Dynamics functionality but ensures the undertaking of a full and thorough requirements gathering and validation process. A Standard approach can accommodate a degree of deviation from out of the box functionality and will typically realise a solution that includes a small number of modifications, be they extensions or integrations, as well as some third party (ISV) applications.

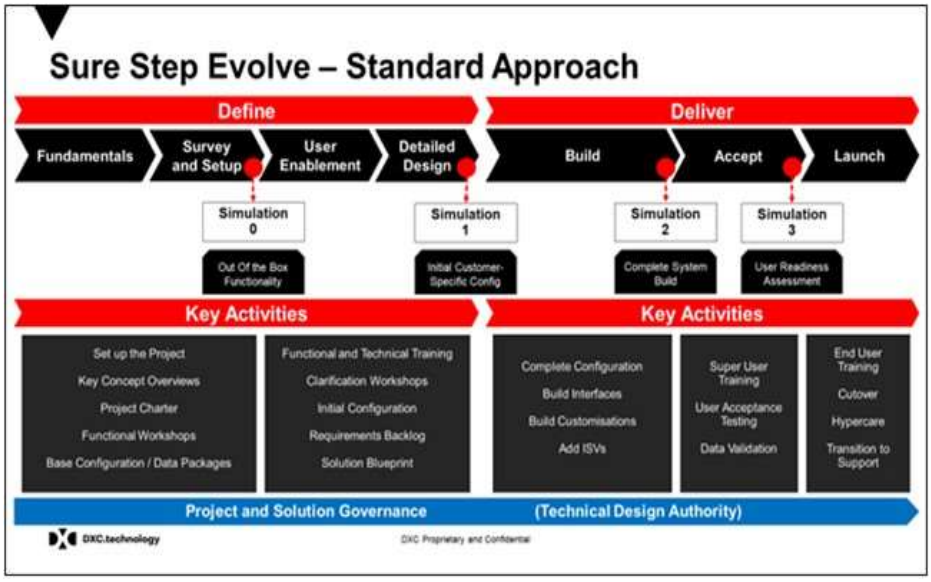
As the majority of the platform is based on out-of-the-box functionality, a Standard approach provides a sustainable and future-proofed solution, making it an easier system for users to adopt and for the business to manage ongoing application and version updates.

Implementing using a Standard approach assumes that the customer is seeking to adopt standard Dynamics 365 functionality wherever possible and is willing to adapt business processes to align to industry best-practice processes available through Dynamics 365.

All our approaches can **facilitate the realisation of a Minimal Viable Product (MVP) solution**; ensuring core functionality is delivered within specified timelines. Critical to this process is the Requirements Backlog, which is explained in more detail further below. The definition and realization of an MVP solution will be critical to ensuring we collectively deliver a Dynamics 365 solution by the desired Go Live date. Key decisions will need to be made through the Define Stage that will force only the adoption of the absolute 'must haves' into the Build scope.

The Standard approach also facilitates a kernel build and rollout implementation for organisations who want to standardise operations spanning across multiple sites, countries and/or regions.

A summary of the key phases and activities included with this approach is shown below:



The Define Stage provides the customer with a detailed description not only of their requirements but also of the solution that will be delivered, providing significant certainty around cost, scope and capabilities of the solution that will eventually be put live. Define comprises of the following stage-gated phases:

Fundamentals

A range of activities are undertaken to ensure the tools, team and processes are set up ready for the project to commence. This includes installation and base set up of the product and Key Concept Overviews, covering the building blocks of the proposed technology and approach. Project Governance is confirmed, and the Project Charter initiated.

Survey and Setup

To accelerate the implementation process, the customer is surveyed, and in response, initial product configuration undertaken. This first round of requirements gathering workshops confirms where and how standard Dynamics functionality will meet customer requirements and culminates with SIM0. An initial iteration of the Requirements Backlog is published.

User Enablement

Intensive initial functional and technical training is given to the customer Core Project Team, covering all the elements in scope for the project. This typically includes Data Migration and System Administration training, as well as formal functional training for all in-scope processes. The goal is to empower the customer and upskill a number of Super Users across all functional and technical workstreams.

Detailed Design

Gaps identified in the earlier Survey and Setup phase are analysed to a greater level of detail through clarification workshops, with the outputs being recorded on an updated Requirements Backlog. Further configuration and set up of the system enables a SIM1 and confirmation of the delivery scope for the complete build.

During the Detailed Design phase, DXC Consultants will identify any solution ‘gaps’ that can be met with a modification or ISV, providing the out-of-the-box solution would not be fit for purpose. Using the Requirements Backlog, DXC shows the customer any gaps and how the gap is going to be met.

The Backlog is a core deliverable of the Define Stage and records customer requirements as uniquely numbered, prioritised user stories. Each user story contains high-level design remarks, assumptions and risks and effort estimations. The Backlog can be MoSCoW rated and filtered to enable division of the requirements into an MVP (business critical functionality) solution as well as a potential set of future phases. The Requirements Backlog is critical in the Standard approach and MVP definition process. The Backlog ensures the full flow through of narrative and dialogue is recorded from the initial discussions, through the Define Stage right through to delivery of the solution. The content is importable into Azure DevOps (our project management tool), thus becoming the working task list for the project team during the entire implementation.

The Deliver Stage realises and accepts the solution architected and designed in Define in order that it can be moved through to Production and become the live operating system for the business users. Deliver comprises of the following stage-gated phases:

Build

The solution build is undertaken according to the detailed design documentation and all final configuration activity on all in-scope modules is completed. Any confirmed modifications, interfaces and ISVs are built, tested and incorporated into the solution at this point. Project team module and business process testing is completed, and the phase culminates with SIM2 before moving the solution through to acceptance and deployment activities.

Accept

The solution is reviewed, validated and formally accepted by the client through a series of User Acceptance Testing Cycles. DXC consultants are available throughout the testing process to resolve issues as they are raised, and the phase ends with SIM3 and the Customer Readiness Assessment. At this point both the technology and customer Project Team are ready to initiate final cutover and Go Live activities.

Launch

Following customer-led End User Training, the cutover plan is activated, and a mock cutover executed and evaluated by the customer Project Team before progressing with the final Go Live to Production. During and in the immediate period after Go Live, DXC will provide onsite Hypercare to

assist the customer Super Users triage any End User issues and help settle the business onto the new BAU processes.

2.4 Service constraints

Valid licences are required and can be acquired via DXC.

2.5 Service Levels - Performance, Availability and Support Hours

Monthly Uptime percentage	Service Credit
<99.9%	25%
<99%	50%
<95%	100%

2.6 After Sales Support

DXC's Microsoft Business Applications Support team offer global technical and functional support and managed services for all Microsoft Dynamics 365 products. The UK&I Practice currently managed over 140 customers across all products, with 50 dedicated support consultants employed.

These products include ERP solutions (from AX2009 through to D365 Finance, Supply Chain Management and Commerce), CRM (Dynamics CRM versions plus D365 CE including PSA and Field Services), NAV (all NAV versions plus Business Central) and Power Platform (Power BI, Power Apps and Logic Apps). The team also support a number of internal IP products owned by DXC to assist each product and have a Robotic Process Automation (RPA) Consultancy and Support department.

For each product, 24x7 coverage is available, with options around P1 ticket resolution only or a full 24x7 follow-the-sun approach, delivered solely by DXC teams globally. A central DXC Helpdesk and online ticketing portal for customers allows fast triage and assignation to resources when required. SLAs provided with each contract allow the quality and speed of raised ticket resolutions to be managed and reported against each working day. Azure Cloud Service Managed Service support is also available for clients that requite focused support and monitoring on their systems architecture, with 24x7 monitoring, alerting and resolution available.

DXC have a dedicated Microsoft Update Services department also, with responsibility on behalf of a large number of clients to update their product versions each month. This includes each Wave Release from MSFT that may add or remove functionality to each product. The service takes ownership of updates including the creation of quarterly plans with the customers, focused and tailored Release Notes and dedicated communication consultants that organise each update as

they are formerly agreed and scheduled. The service includes testing via RPA where required and bug fixes within the scope of the contract. The team offer support partnerships for Incident, Problem, Change and Release Management, following ITIL Framework Methodology with published SLAs and reporting via dedicated Service Delivery Managers.

Different levels of support are available, with flexible deals available alongside standard packages that customers pay prefer to select. Application Managed Service (AMS) contracts are available to provide dedicated resources to customers and to take ownership of a wide variety of technical tasks and administrative functions on behalf of the client.
New customers are onboarded either via the Delivery teams through the warranty and handover process or through an audit that is carried out for each new partner. This readiness assessment allows all parties to understand the stability of the system being supported, processes for raising issues and any known issues that are to be understood or resolved.

2.7 Access to Data (Upon Exit)

There are many ways to ensure GDPR Compliance within Microsoft Dynamics 365 ranging from Data Entities and Entity Management, replacing identifying fields (within a data record) with artificial identifiers (pseudonyms), Full anonymisation, Using the Azure Data Inventory to tag personal data, utilising the compliance manager and more. Our expert consultants will guide you as to the best way to achieve this in your organisation.

Further details can be found here:
https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/gdpr/gdpr-guide

2.8 Security

Microsoft operates the Microsoft Cyber Defence Operations Center, a cybersecurity and defence facility manned by security experts and data scientists that work to protect Microsoft's cloud infrastructure, detecting and responding to threats around the world 24/7. This provides security practises beyond the Edge, through the layers of security within the Microsoft datacentres and integrated protection through the Azure management portal to help protect your Dynamics 365 instance from malware, ransomware, and other online threats.

Microsoft work with auditors and regulators around the world to ensure that Microsoft operate datacentres at the highest levels of security and operational excellence. Ensuring they are compliant with local, industry, and international standards establishes that Microsoft is trustworthy and can be trusted.

https://www.microsoft.com/en-gb/security/business/threat-protection
https://www.microsoft.com/en-gb/security/business/information-protection

Microsoft datacentre status history and root cause analysis can be found here:
https://status.azure.com/en-us/status/history/

Azure Active Directory (AAD) simplifies the management of users and groups and enables you to assign and revoke privileges. Dynamics 365 users are assigned to role(s) which allow them to carry out their duties on the system, e.g. Purchase Ledger manager, Financial Controller etc. If a user needs temporary access to carry out additional duties, then an administrator can add additional role(s) to their user account. These additional roles can then be removed after they have completed

the work. The System administration module in Dynamics 365 provides the ability for administrators to review and amend user access and the role(s) assigned to users.

Microsoft Dynamics 365 has the ability to perform task-based security audits down to a single data point to audit when users have been granted a "Role" to see when permissions have been granted and to create automated alerts, but these would need to be set up first.

Further information can be obtained here:
https://docs.microsoft.com/en-us/azure/active-directory/fundamentals/active-directory-manage-groups

3 Service Definition

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SIM3: Deployment Readiness At the end of Acceptance. This complete system walk-through is led by the customer and used by DXC as an assessment as to how well the solution is owned by the customer through posing ‘what if’ scenarios for the Project Team to field. Service Definition All rights reserved. DXC confidential information. 7 Our accredited PRINCE2 Project Managers are experienced at using Sure Step Evolve to successfully implement Dynamics 365 for a wide range of global customers.

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To accelerate the implementation process, the customer is surveyed, and in response, initial product configuration undertaken. This first round of requirements gathering workshops confirms where and how standard Dynamics functionality will meet customer requirements and culminates with SIM0. An initial iteration of the Requirements Backlog is published.

User Enablement Intensive initial functional and technical training is given to the customer Core Project Team, covering all the elements in scope for the project. This typically includes Data Migration and System Administration training, as well as formal functional training for all in-scope processes. The goal is to empower the customer and upskill a number of Super Users across all functional and technical workstreams.

Detailed Design Gaps identified in the earlier Survey and Setup phase are analysed to a greater level of detail through clarification workshops, with the outputs being recorded on an updated Requirements Backlog. Further configuration and set up of the system enables a SIM1 and confirmation of the delivery scope for the complete build. During the Detailed Design phase, DXC Consultants will identify any solution 'gaps' that can be met with a modification or ISV, providing the out-of-the-box solution would not be fit for purpose. Using the Requirements Backlog, DXC shows the customer any gaps and how the gap is going to be met. The Backlog is a core deliverable of the Define Stage and records customer requirements as uniquely numbered, prioritised user stories.

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Deliver comprises of the following stage-gated phases: Build The solution build is undertaken according to the detailed design documentation and all final configuration activity on all in-scope modules is completed. Any confirmed modifications, interfaces and ISVs are built, tested and

incorporated into the solution at this point. Project team module and business process testing is completed, and the phase culminates with SIM2 before moving the solution through to acceptance and deployment activities.

Accept The solution is reviewed, validated and formally accepted by the client through a series of User Acceptance Testing Cycles. DXC consultants are available throughout the testing process to resolve issues as they are raised, and the phase ends with SIM3 and the Customer Readiness

Assessment. At this point both the technology and customer Project Team are ready to initiate final cutover and Go Live activities. Launch Following customer-led End User Training, the cutover plan is activated, and a mock cutover executed and evaluated by the customer Project Team before progressing with the final Go Live to Production. During and in the immediate period after Go Live, DXC will provide onsite Hypercare to assist the customer Super Users triage any End User issues and help settle the business onto the new BAU processes.

3.1 Service Features and Benefits

Service Features

Microsoft Dynamics 365 Finance and Supply Chain Management gives customers functionality to manage all of their organisation financials including AP/AR, budgeting, expense management, case management and reporting.

Service Benefits

The benefit of selecting DXC for ERP projects, include being a part of the Microsoft Inner Circle for ERP systems, an extensive list of architects and consultants who have deep understanding of how the ERP system works, and can be deployed for a specific configuration.