



G-Cloud 14

Service Definition Document

Microsoft Application Support Services

May 2024

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1. Introduction

EY is delighted to participate in the latest release of the G-Cloud framework. We have been a supplier through G-Cloud since its inception and, in line with digital trends, have evolved our services over this time.

Digitalisation strategies and adoption of cloud technologies are a core enabler in tackling today's challenges such as energy transition and net zero, cyber-security and data loss, workforce skills gap, and ethical and regulatory changes. With enterprise technology evolving at an unprecedented pace, it is critical to work with a partner that can help you navigate these challenges and that brings an in depth understanding of how to leverage the broader technology ecosystem (e.g. ServiceNow, Microsoft, SAP) and emerging technologies (e.g. AI, Augmented Reality) in the context of cloud solutions to do so.

With 135,000 consultants globally, of which 17,000+ are cloud professionals providing services across Azure, AWS, GCP, IBM and Alibaba Cloud, we support all aspects of digital business transformations pivoting around cloud. We deliver end to end services from cloud strategy and migration to solving specific business challenges through building cloud native digital solutions. These technology-driven services are supplemented by our business and people capabilities allowing for holistic transformational change and adoption.

EY offers a range of cloud services that help organisations globally to modernise their business core, build data centricity and connect distributed ecosystems (see Figure 1):

Data modernisation through cloud -

Migrate data to cloud, transform data foundations with intelligent cloud data platforms and infuse AI to accelerate and optimise operations and workflows such as our Advanced Analytics and Data Science service;

Distributed cloud - Develop, deploy and manage distributed architectures across multiple public clouds and edge, building resiliency, security and compliance such as our Cloud Strategy and Architecture service.

Industry cloud - Accelerate speed to market with EY industry clouds, through sector-specific use cases and opportunities to co-create solutions with industry specialists and ecosystem partners such as Microsoft, SAP and ServiceNow.

Sustainability cloud - Design cloud solutions that reduce carbon emissions and embed energy-efficient architecture and methods into cloud-based solutions such as our Microsoft Sustainability Manager solution.

Trusted cloud - Embed strong governance into cloud architecture that helps you comply with rapidly evolving legal and regulatory requirements.

Cloud economics - Create transparency on your cloud consumption and strengthen governance of costs and controls, enabling data-driven decisions and optimisations.

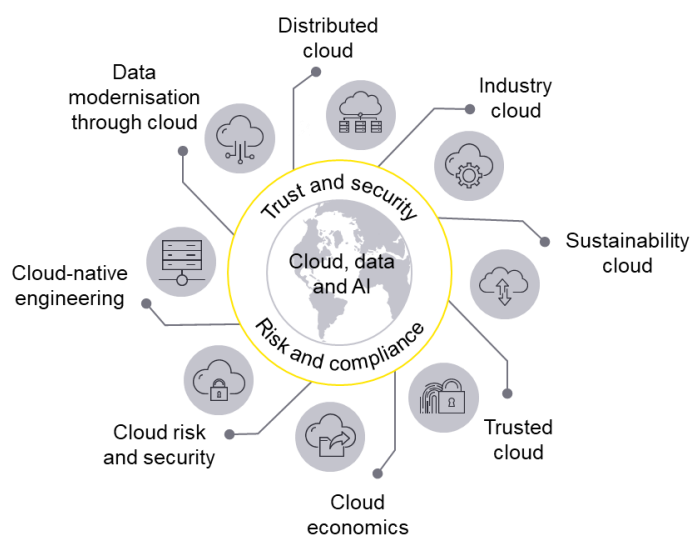


Figure 1 - EY Global Cloud Services

Cloud risk and security - Secure trust in critical business applications and data platforms hosted in multi-cloud environments from the onset, enabling innovation and transformational change.

Cloud-native engineering - Develop and deploy data and insights-driven microservices and composable architectures, enabled by industrialised DevOps.

For G-Cloud 14, we have curated a range of services grouped into themes (see Figure 2) which align to our Global Cloud Services and that can be procured separately or together to meet your specific requirements.

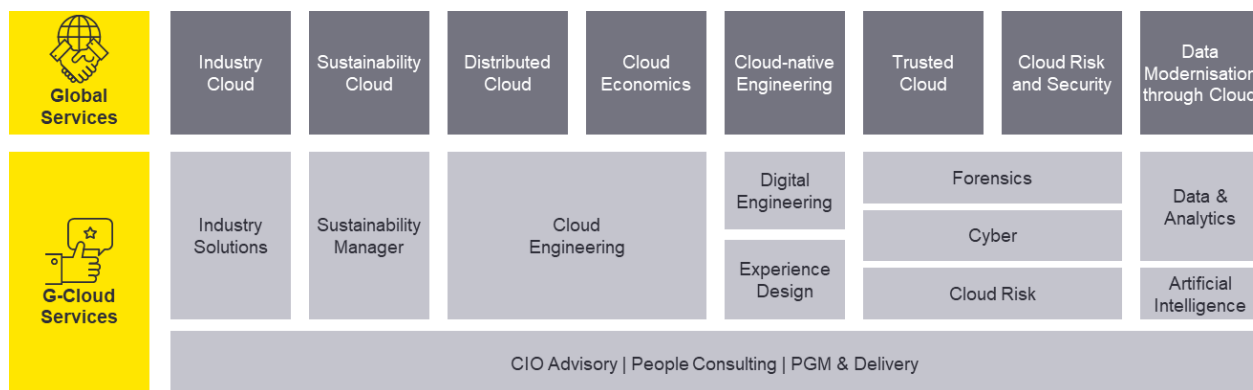


Figure 2 - EY G-Cloud 14 Service Themes

1.1. EY Microsoft Alliance

EY and Microsoft design and deliver transformative cloud solutions powered by business ingenuity that helps create long-term value.

The EY Microsoft Services Group designs and delivers transformative cloud solutions to help our clients solve their toughest issues. We generate long-term value by unlocking the power of data and combining business ingenuity, industry expertise and intelligent technology. Together, we empower organisations to create exceptional experiences that help the world work better and achieve more.

And was named a 2021 Leader in IDC Worldwide Microsoft Implementation Services and 2023 Leader for Microsoft Business Application Services by The Forrester Wave™. We have also received five Microsoft Advanced Specialisations and are a Gold competency partner across Azure, Dynamics 365 and Microsoft 365 clouds focused on the following technology domains:

- ▶ Dynamics 365 and Power Platform
- ▶ Data and AI
- ▶ Azure Cloud Strategy and Transformation
- ▶ Microsoft 365
- ▶ Cybersecurity
- ▶ Internet of Things

EY Microsoft Services Group approach to innovation:

- ▶ Sector-led solutions and platforms delivering game changing industry solutions powered by Microsoft that create smarter business models and accelerate innovation
- ▶ Proven and configurable enterprise solutions to enable rapid functional transformation driving efficiency, agility and resilience.

- Issue-led digital transformation powered by Microsoft technologies and EY services enabling clients to re-imagine the future

To date, we have supported 4,000+ clients and executed 16,000+ projects globally to support organisations' digital transformations.

Find out more about the [EY Microsoft Alliance](#) and EY Microsoft consultancy services, [here](#).

2. Service detail

2.1. Service Description

EY Microsoft Services Group has submitted a range of professional services to G-Cloud 13 covering cloud support services. These services are intended for clients that require a Microsoft technology partner to aid them in implementing Microsoft cloud applications including:

- ▶ Implement and Support Microsoft Dynamics 365 Finance
- ▶ Implement and Support Microsoft Dynamics 365 Sales
- ▶ Implement and Support Microsoft Dynamics 365 Supply Chain
- ▶ Implement and Support Microsoft Dynamics 365 Human Resources
- ▶ Microsoft Power Apps, Power Automate, Microsoft Dynamics 365 & Azure Application Consultancy Services
- ▶ Microsoft Dynamics 365 Implementation Consultancy Services and associated licences
- ▶ Evolve for Higher Education powered by Microsoft Dynamics 365 for CRM
- ▶ Microsoft Dynamics 365 Partner Self-Service Portals
- ▶ Microsoft Dynamics 365 Case Management Solutions
- ▶ Microsoft Training Services for Microsoft Dynamics 365, Portals, SharePoint, Office 365 and Power Platform
- ▶ Microsoft Support Services for Microsoft Dynamics 365, Portals, SharePoint, Office 365 and Power Platform
- ▶ Microsoft Dynamics 365 Rapid Deployment Model
- ▶ Microsoft Dynamics 365 Field Services Scheduling Solutions
- ▶ Evolve HE Implementation Support Service
- ▶ Microsoft Dynamics 365 Project Automation Services Solutions
- ▶ Microsoft Dynamics 365 Upgrades & On-Premise Migration Services
- ▶ Microsoft Power BI Consultancy Services
- ▶ Microsoft Office 365 Consultancy Services
- ▶ Microsoft Dynamics 365 Customer Self Service Portals
- ▶ Microsoft SharePoint Implementation Services
- ▶ Microsoft Dynamics 365 Call Centre Application Solutions
- ▶ Microsoft Azure Consultancy and Migration Services

As market leaders, EY and Microsoft are uniquely positioned to empower organisations and support governance with leading practices.

2.2. Engagement Approach

The EY engagement philosophy is one of open exchange which breeds mutual trust in a solutions partnership which may be expected to last many years into the future. We believe that organisations will find EY a refreshingly different technology partner, and one that acknowledges the fact that the human challenges of any major project typically outweigh the associated technical challenges.

Based upon this principle, an EY engagement is consciously one of close and regular personal interaction and focus is given to the nature, staffing and operational goals of your business over and above technology considerations. This regular, open dialogue means that our consultants can make well-informed recommendations in the specific context of an organisation. It also means that they are able to challenge assumptions and historic ways of working.

Our experienced and professional implementation teams follow an established project management methodology for both Agile or Waterfall approaches and can make recommendations on the most appropriate, based on your preference, requirements and capability. We work in partnership collaboratively with you throughout all stages to ensure user adoption and measurable benefits are achieved.

2.3. Delivery Approach

EY uses a consultative approach to understand the key drivers for each individual project, utilising understanding of the capabilities of technologies to design and implement flexible, scalable and extendable solutions to support the business needs.

The implementation approach focuses on collaboration with clients in a long-term partnership to ensure understanding of their strategic and tactical objectives enabling EY to offer the best advice possible to help ensure the solution delivers what the business sponsors are expecting.

EY endeavours to use standard product functionality (configurations) and a library of existing best practice items to achieve the required functionality and processes. If more complex functionality or integrations are required, custom code is developed.

2.4. Implementation Approach

The EY approach is scalable, flexible and set on managing project constraints and expectations.

Based on client requirements, EY will employ one of two industry standard offerings: Waterfall or Agile.

Waterfall	Agile
<ul style="list-style-type: none">• Scope and deliverables locked• Time and cost more predictable• Full design / technical documentation• Less resource intensive for client• Fully managed implementation• Managed 'stages' requiring approval• Full plan: start, middle, end	<ul style="list-style-type: none">• Flexibility on deliverables and end goal• Client Agile maturity and experience required• High levels of collaboration required• Dedicated resource(s) working to a fixed capacity• Single Client product owner required providing direction• Rapid decision making essential• Configuration focus not documentation

Figure 3 - Waterfall vs. Agile Methodology

The Waterfall approach utilises the methods and principles from the internationally recognised standard of PRINCE2 (Projects IN Controlled Environments).

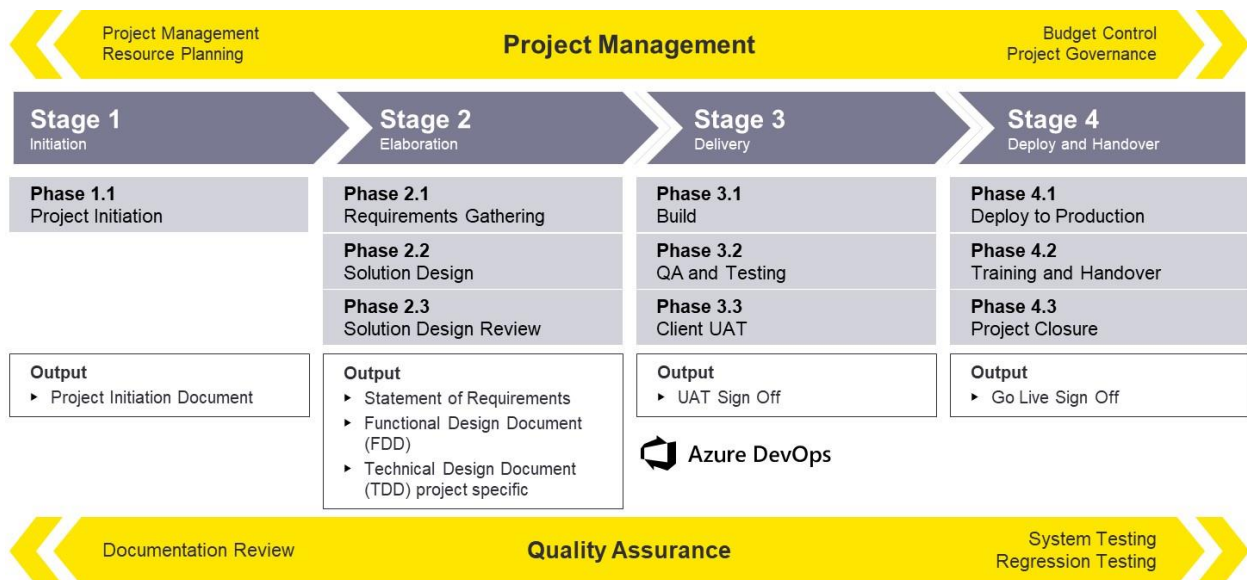


Figure 4 - Waterfall Methodology

The Agile approach is focused around a 'Minimal Viable Product' (MVP) methodology, whereby the client dictates the priority, order and direction of the project via defined Sprints using one team. This is centred on rapid development and iterative cycles maximising configuration over development. It concentrates on working with the product(s) as much as possible over design, documentation, and specification.

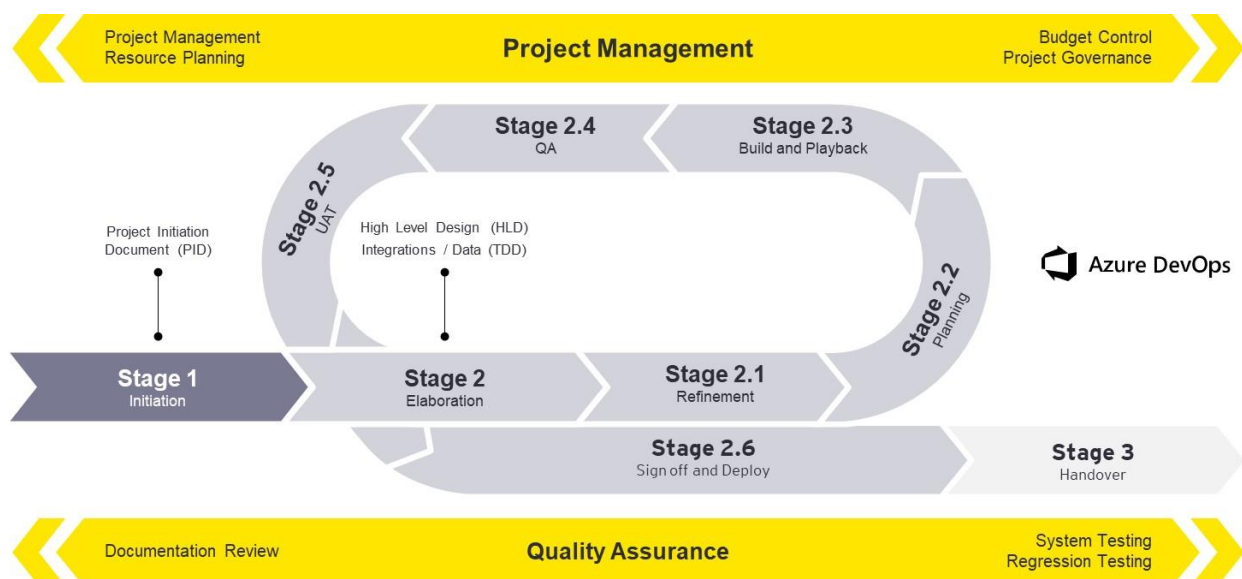


Figure 5 - Agile Methodology

2.5. Project tools, roles and governance structure

EY uses Microsoft DevOps to manage system implementations and Microsoft SharePoint Online for all project documentation to ensure transparency and control. This enables and promotes a collaborative approach to engagement with the client.

Irrespective of approach a number of key roles will be involved through inception of the project through to delivery. A typical project structure for EY will comprise of a dedicated

Engagement Manager/Scrum Master and technical owner(s), either Solution Architect or Lead Consultant (depending on the size/complexity and methodology being applied).

Other roles will also be used but on a more specialist/ad hoc basis depending on the current stage of the project and obviously project approach. For example, Functional Consultants, Technical Consultants and Data Migration specialists will also be used at the appropriate time to progress project tasks.

EY will also look to nominate a designated QA (Quality Assurance) resource(s) who will work with the internal team to ensure the solution is appropriately tested ahead of User Acceptance Testing (UAT).

2.6. Client responsibilities

The client is responsible for the following:

- ▶ Acquisition of any required Microsoft application subscription licenses (which EY can advise on), to enable the service that EY will be implementing, supporting, or training the client on
- ▶ Provision of any relevant test data required by EY
- ▶ Provision of resources for User Acceptance Testing as advised by EY, and that these staff are not technical staff involved in the development, but end users/subject matter experts who were involved in the user requirements definition phase
- ▶ For any integration services to back-office applications, it is assumed that the client will have the required APIs available on all the deployed CRM instances (i.e. Development, Test, and the Production), and give EY access to any available documentation for those APIs
- ▶ Provision of equivalent instances for the relevant back-office systems and make these available at no cost to EY
- ▶ Availability of staff with detailed technical know-how in the back-office applications to input into any integration services implementation, whether from the client, or from the back-office application vendor, and have support arrangements in place with that vendor for technical support
- ▶ Provision of remote access to any relevant back-office applications as required

2.7. Application Support Services

EY has a team of Microsoft-certified support services consultants who support our clients' deployments of Microsoft technologies. Our consultants maintain accreditations in all our key technologies to ensure they can deliver support across each version of these platforms, as well as any development or customisation.

EY application support services include the application and technical support of the following Microsoft technologies:

- ▶ EY HE Evolve Solutions.
- ▶ Microsoft Dynamics 365
- ▶ Microsoft Dynamics 365 Portals
- ▶ Microsoft SharePoint.
- ▶ Microsoft Power Platform (Power Apps, Power Automate, Power BI).
- ▶ Microsoft Azure

Plus many complimentary 3rd party applications including:

- ▶ ClickDimensions
- ▶ TIBCO Scribe
- ▶ KingswaySoft
- ▶ Portals
- ▶ DotDigital
- ▶ Valo Intranet
- ▶ Orlo

EY support processes adhere to best practice and map to the ITIL Framework for Incident, Problem and Change Management. We have a clearly defined Escalation Process which allows for automated escalation of incidents and clients also can contact named EY personnel for a manual escalation. Incidents are monitored against agreed response and resolution times and escalated before agreed times can be breached.

These formal processes, coupled with the internal quality monitoring and focus on client, ensure that the level of service to EY clients is relevant to their needs and requirements.

2.8. Support in Project Lifecycle

The provision for ongoing system support is built into the EY Delivery Model, from the initiation of the project and becoming active to formal closure of the project.

Before the system becomes operational, EY ensures that a formal handover of the system from the project team to application support takes place incorporating functional, technical and business context knowledge transfer. In turn a formal introduction of the application support team and its associated processes, to the client, takes place.

2.9. Support channels

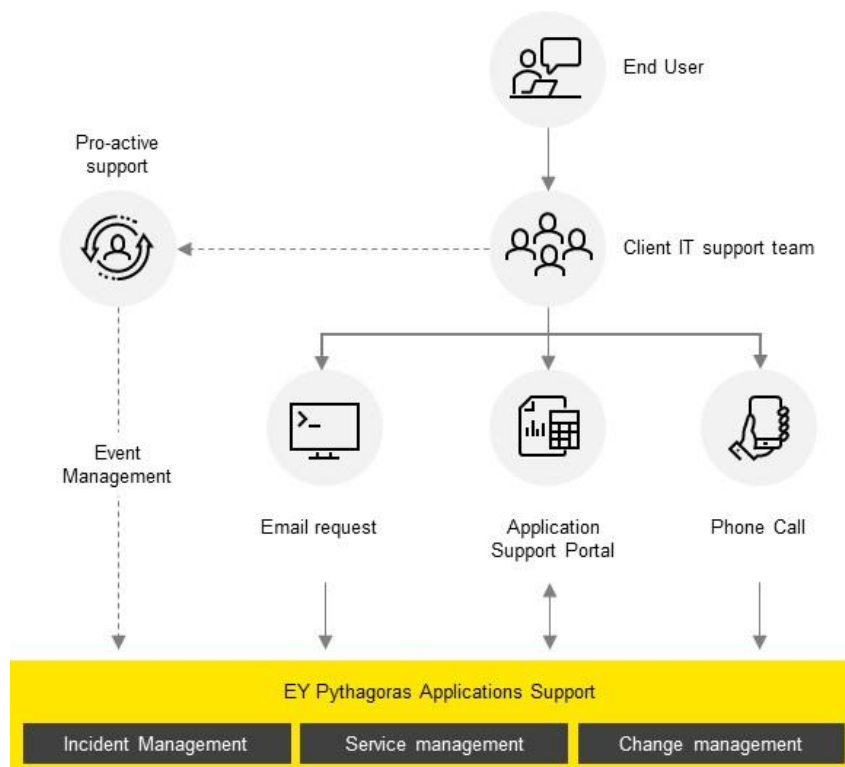


Figure 6 - Support Channels

2.10. Support Features

EY helps organisations reduce the operational, financial and reputational risks of any system issues, by providing highly responsive issue resolution and proactive system monitoring for Microsoft solutions. Acting as an extension of your team, we are there to make sure your business is always supported, whether you're looking to take advantage of a new feature, or if things aren't working as they were the night before. Our EY application support teams help organisations understand, assess and implement the latest features from Microsoft to increase the value of your investment and drive better experiences for your users.

Our support offerings at a glance:

- ▶ Built using Information Technology Infrastructure Library (ITIL) best practice
- ▶ Rapid response times for response band resolution
- ▶ Packages tailored to your specific needs
- ▶ Quick access to Microsoft expertise and knowledge
- ▶ Continuous system insight and improvements
- ▶ Option to add additional service uplifts, such as 24/7 coverage
- ▶ On-shore-based support, with options to increase the scale and flexibility of support with off-shore or blended delivery

We have adopted a flexible approach to our support packages so that we can deliver a service tailored to suit you. We offer a range of off-the-shelf packages and bespoke support options to meet your needs. Detailed overviews of each support package and additional service uplifts are available on request.

2.11. Pricing

This service is priced in accordance with the SFIA rate card provided and can be modelled using a range of commercial approaches e.g. time & materials, fixed price, etc. EY is also able to provide off-shore and near-shore pricing at reduced rates. 'Ordering and Invoicing' and 'Termination' are to be undertaken in accordance with G-Cloud 13 contract terms unless varied by mutual agreement and detailed within a call-off contract

3. Key contacts

For further information please get in touch via the email address below.



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