



# **Microsoft Dynamics 365 Solutions**

## **Advania Service Definition Document**

G-Cloud 15 - Lot 2b: Cloud Software

# Our G-Cloud 15 Services: Overview



**Advania delivers enterprise-grade Software as a Service solutions that empower Public Sector organisations to modernise operations, enhance collaboration, and drive digital transformation. Our SaaS portfolio spans critical business applications including CRM, ERP, AI-powered analytics, and collaboration platforms - all accessible via secure cloud infrastructure.**

**See the following page(s) for an overview of the service offered.**

## **Our Team**

Our team has deep knowledge and understanding of Public Sector and a track record of challenging legacy technologies, supporting new ways of working and new service models to enable users to work most effectively.

## **Ordering Process**

Advania provides the services on a project or ad-hoc basis. We work with clients during a pre-sales stage to understand their requirements, outcomes and business benefit sought. We then design and agree the specific services which are captured in a Statement of Work (SoW). The client is required to accept and sign the SoW, with a defined invoice schedule and then raise an associated Purchase Order for the service. Once received, we promptly mobilise resources for the engagement.

## **On-boarding**

Advania have a standard on-boarding and mobilisation approach for all our engagements. We typically run a kick-off meeting with the project sponsor and other relevant stakeholders to confirm the scope of the engagement, the key activities and outcomes, high-level timescales and the resources/inputs required from client's team(s) to ensure success. Agreed follow-on activities are then planned/executed.

## **Security and Information Assurance**

Our engagements can cater for services of any classification. Our staff hold a range of NSV levels of vetting and can operate with information at all levels of the Government Security Classification (GSC) scheme.

## **Skills and Knowledge Transfer**

We recognise that transfer of skills and knowledge to the client's team is a critical element of the G-Cloud services provided to any Public Sector clients. Our consultants and engineers are experienced in delivering skills and knowledge transfer using an approach, tailored to skills gap and individual(s), ensuring effectiveness and consistency.

## **Service Management**

Advania has a wealth of experience in Service Management and toolsets across a broad range of platforms. We work with each client to implement the best-suited toolset(s) including Service Now, Azure and Microsoft 365 native monitoring, and 3rd Party Service Management toolsets.

## **Pricing**

Full details are provided in the pricing document, including fixed price options which could be offered on a monthly billing cycle further to a small initial scoping exercise.

## **Off-boarding**

During project closure, we will ensure all agreed deliverables have been provided and accepted by the client, completing skills transfer where appropriate. Any client data obtained through the course of the engagement is removed from our systems in strict accordance with the data deletion policy relevant to the information classification level.

# Microsoft Dynamics 365 Solutions



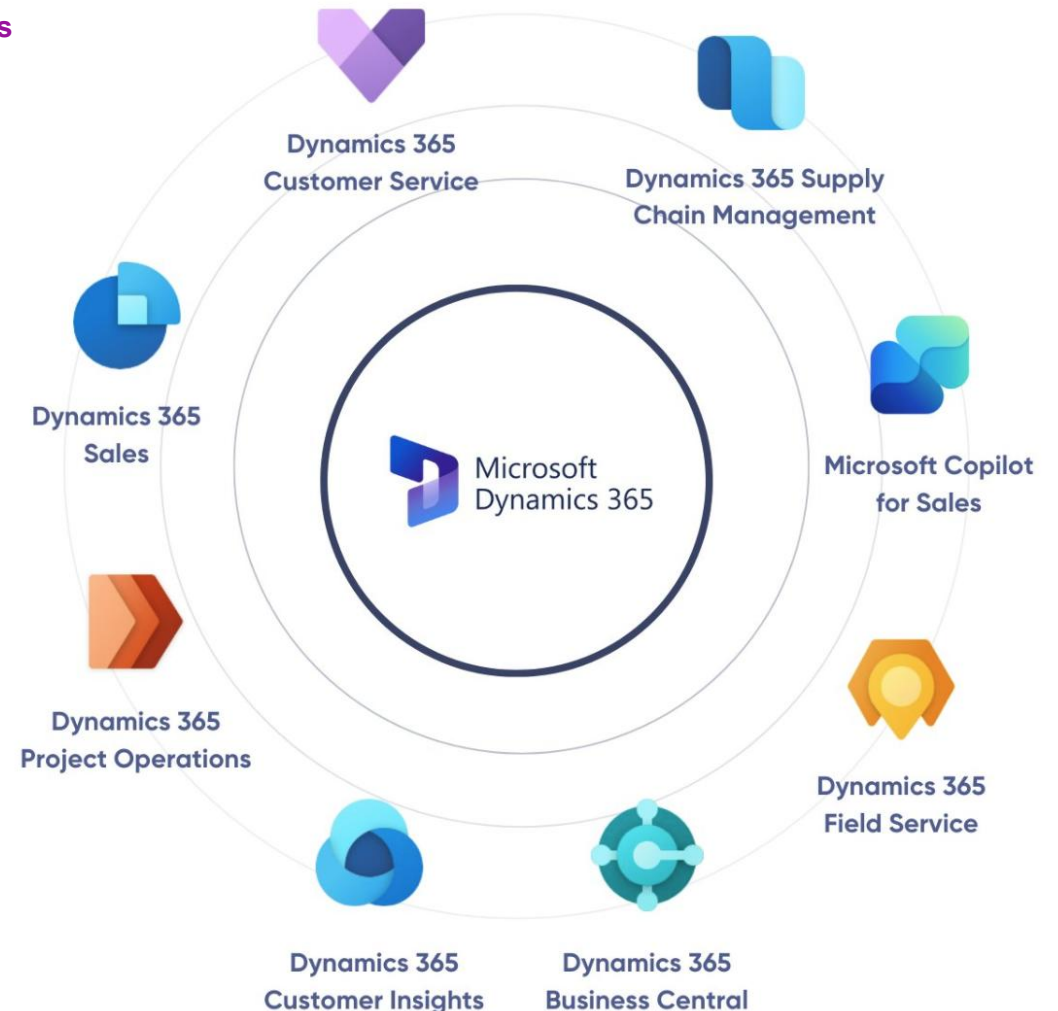
Microsoft Dynamics 365 is a cloud-based platform that helps organisations improve processes with ERP and CRM capabilities. Advania UK delivers end-to-end Dynamics 365 services for the public sector, helping organisations modernise operations and improve citizen-facing delivery through Dynamics 365 Business Central, Customer Service and Field Services. We support discovery, design, implementation and optimisation to create secure, scalable and high-performing Dynamics 365 environments built for public-sector needs.

## Features

- End-to-end consultancy for all Dynamics 365 applications
- Configuration, customisation and integrations tailored to requirements
- Full lifecycle implementation using proven Advania UK methodology
- Optimisation services for performance across all D365 modules
- Secure migration support into Dynamics 365 cloud environments
- User training programmes improving adoption and proficiency
- Ongoing application support with defined SLAs
- Seamless deployment of new features and extensions
- Impact assessments of Microsoft updates with testing
- Support for multi-entity, finance and operations structures

## Benefits

- Increased operational efficiency across business processes
- Better data visibility for faster, informed decisions
- Enhanced user adoption through structured enablement
- Reduced risk via governed, supported environments
- Improved customer and service experiences organisation-wide
- Scalable platform supporting future business growth
- Lower maintenance effort with optimised configuration
- Streamlined workflows reducing manual processes
- Maximised ROI from Dynamics 365 investments
- Consistent performance through proactive update management





## About Advania UK

# Advania UK – Overview



**Advania UK is a leading cloud and digital transformation services provider helping ambitious organisations and their people to succeed.**

We empower clients to transform the way they do business, optimise the way their people work, and provide them with flexible and secure platforms on which to operate. We are a prominent Microsoft partner, one of 25 elite partners around the world. We have offices located in London, Manchester, Milton Keynes, Reading, Cardiff and Sheffield.

## Why Partner with Advania?

**Microsoft Expertise and Partnership:** We are one of the UK's leading and most awarded Microsoft services, solutions, and support providers with:

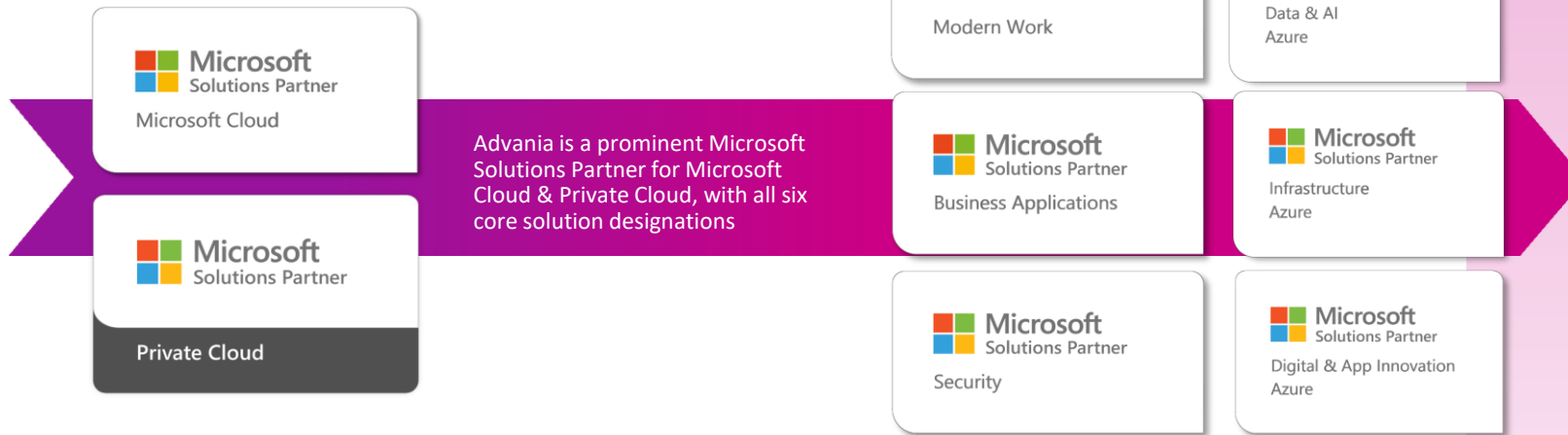
- **Global Education Partner of the Year 2023**
- **Global Customer Experience Partner of the Year 2022**
- **One of 4 UK providers with Azure Expert MSP status**
- **12 x Advanced Microsoft Specialisations**
- **Complete range of Solutions Partner designations (x 6) including Infrastructure (Azure), Digital & App Innovation (Azure), and Security**
- **Advania is one of only 4 providers in the UK (and one of 40 globally) to be recognised as (end-to-end) Solution Partner for Microsoft Cloud**

**Specialist Knowledge:** We have 8 x Microsoft MVP's (c.10% of the UK's total) as full-time permanent staff members who are directly involved in developing Microsoft's public offerings, including Microsoft Azure. This expertise in Microsoft technologies not only ensures our ability to deliver a successful outcome for the Buyers but also allows us to leverage our Microsoft relationship to support you in multiple ways.

**Proven Track Record of Success:** Over the last ten years, we have delivered a wide range of robust, scalable and future-proof cloud solutions for organisations across both the Public and Private sectors. This includes extensive experience in designing and deploying secure cloud landing zones, executing complex migrations, and modernising applications to fully leverage cloud-native capabilities.

# The UK Leading Microsoft Partner

**19 Awards** **8 MVPs** | Microsoft Most Valuable Professionals



## 12 Microsoft Specialisations

- Azure Virtual Desktop
- AI Platform on Azure
- Small and Midsize Business Management
- Identity and Access Management
- Information Protection and Governance
- Cloud Security
- Threat Protection
- Modernise Endpoints
- Adoption and Change Management
- Low Code App Development
- Microsoft Copilot
- Microsoft Azure Analytics

## Other awards and acknowledgments



# Facts and Figures



**96%**

Customer  
Satisfaction  
Scores



Microsoft  
Partner  
 Microsoft

Azure  
Expert  
MSP

**8**

Office  
Locations



**8 MVPs**

(Microsoft Most  
Valuable Professionals)



 **Microsoft**  
Solutions Partner  
Microsoft Cloud

**12**

Microsoft  
Specialisations

cloud**tango**  
ENTERPRISE  
**GLOBAL100**  
**2023**

**SOC**

Powered by  
Azure Sentinel

**1,000+**

Employees



**ISO**  
9001, 27001, 22301 and 45001



 **Microsoft**  
2023 Partner of the Year

Winner  
Education Award

# Our Overall Service Proposition



## Support & Managed Services

Managed 24x7 Service Desk, including shared, and dedicated resource models, NOC, IT Service & Process Management, and proactive Managed Services delivered by Technical Specialists across all competencies, all underpinned through our integrated ServiceNow ITSM solution.

## Security & Compliance

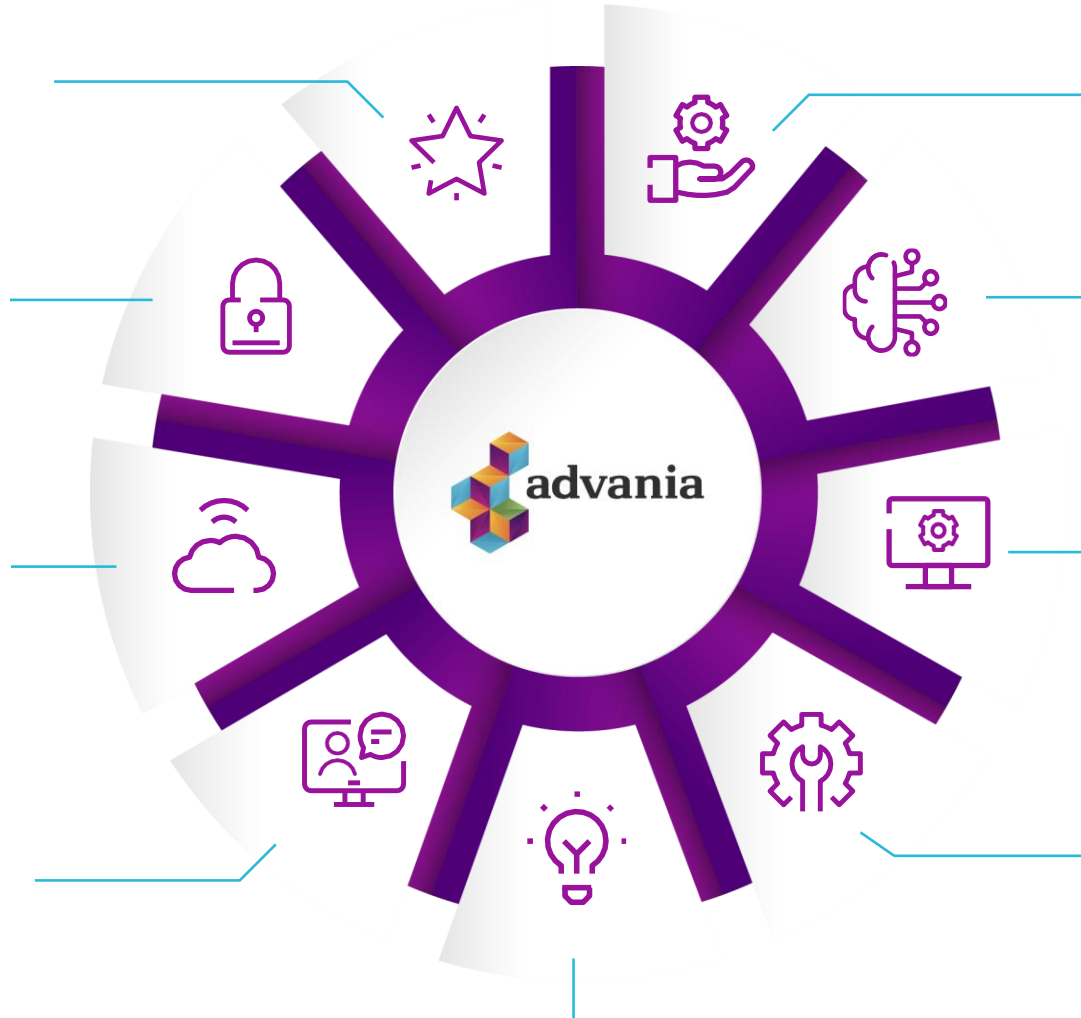
Managed Security Service Provider with SOC, SIEM, Detection and Response, Threat Intelligence and Vulnerability Management capability, Managed Assurance services. Governance Risk and Compliance and vCISO consultancy services, Penetration Testing and Red Team.

## Cloud, Platform & Networks

Transformation, Migration and Managed Services across all aspects of infrastructure. Multi-cloud with specialist Azure and private datacentre capability. Security, Business Continuity and Disaster Recovery, all managed through 24x7 Network Operations, Patching and Optimisation Services.

## Unified Communications

Microsoft Teams Phone specialist providing Teams Direct Routing, Operator Connect, Contact Centre Solutions, Reporting and Analytics. Through our HALO platform we can take ownership of everything from the dial tone upwards, all managed by 24x7 Network Operations.



## Digital Employee Experience

Deep expertise in all Microsoft 365 solutions, including Copilot SharePoint, Teams, and Endpoint, Device & Identity Management. Employee experience excellence through Fresh Intranet solution (integrated with M365). Business Change and Adoption Services

## AI & Data

Specialist services in Microsoft Syntex, Copilot, Private ChatGPT, and tailored AI solutions such as RFP Automation tooling. Also covering Data & Analytics (Microsoft Fabric, Synapse Analytics, and Power BI), and Data Governance (Purview).

## Technology Sourcing

Significant value-added supply chain capability for software, hardware, and consumable supply with strong partnerships with leading technology vendors including Microsoft, Cisco, Dell, HP, HPE, ServiceNow and Lenovo. Microsoft Tier 1 Direct CSP Partner with Cloud Insights capability.

## Business Applications

Implementation, configuration, development and support of Microsoft Dynamics 365 Business Central, Dynamics 365 Sales and Microsoft Power Platform solutions.

## Application Innovation

Application modernisation and development Services, from DevOps resource augmentation to applications/automation implementation and Technical Advisory.

# Solutions **by** Need



## Employee Experience

Create an employee experience that inspires and empowers your people.

Microsoft Viva

SharePoint

Fresh

Microsoft Teams

Devices and endpoints

## Efficiency & Sustainability

Make operations more efficient and sustainable through technology.

Microsoft Azure

Dynamics 365

Power Platform

Microsoft Teams

Fresh

## Business Agility

React and respond to change with scalable solutions that deliver optimal value.

Microsoft Azure

Unified communications

Cloud migration

Managed services

Cyber security

## Future Readiness

Prepare your organisation to embrace tomorrow's way of working.

Microsoft 365

Microsoft Azure

Microsoft Syntex

Private ChatGPT

Power Platform

## Security & Compliance

Secure your people and data from the evolving volume and complexity of cyber threats.

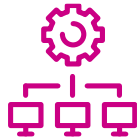
Cyber Security Operations Centre

Managed Detection and Response

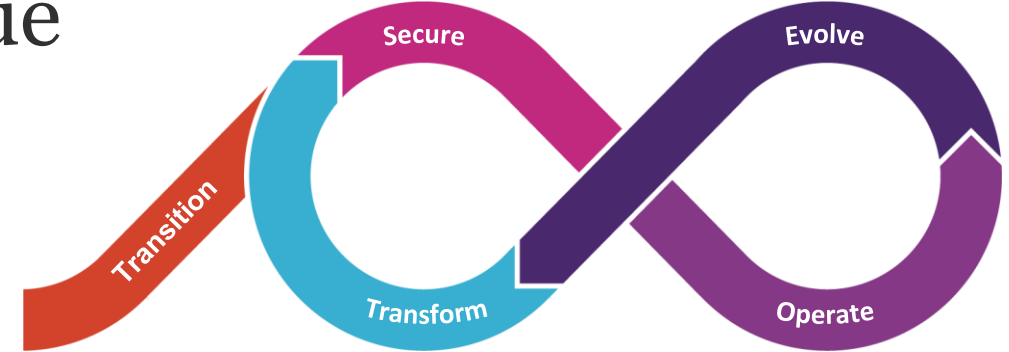
Microsoft 365 E5

Testing

# Commitment to continuous engagement driving client value



Advania enables its clients to continuously transform and evolve through an integrated and iterative client journey, underpinned by a secure and supported set of solutions, with specialist focus on the Microsoft 3 clouds



## What

## How

|                   |                                                                                                                                                          |                                                                                                                                                                                                          |
|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Transform</b>  | Advania's delivers true digital transformation through a consultative and client centric approach, leveraging strategic and technical thought-leadership | Deliver transformed applications and business processes through low code/no code solutions such as Power Platform; Dynamics 365; Cognitive Services; Azure DevOps and data and application modernisation |
| <b>Secure</b>     | Advania provides end-to-end security architecture design, implementation and management services to protect complex exponentially increasing risks       | Cyber and compliance offering leverages M365; Azure Sentinel and core cyber expertise to deliver: Risk and Maturity Assessment; Governance; Assurance; and Detection and Response                        |
| <b>Operate</b>    | Advania provides end to end support services and service management. Uniquely able to support clients adopting Microsoft's rapidly evolving solutions    | Market leading ITSM tools and automated processes, helps clients to harness the value of public cloud and in complex technology landscapes                                                               |
| <b>Evolve</b>     | Persistent transformational change and business improvement to meet evolving client and user needs and technology change                                 | Strategic and technical advice and thought leadership through technical, management, digital insights and strategic roadmaps                                                                             |
| <b>Transition</b> | Advania provides a dedicated Transition Management function to ensure successful new client onboarding and ongoing operational service model changes     | Proven and effective transition project management methodology                                                                                                                                           |

# Some of our clients



## Public & 3<sup>rd</sup> sector



## Professional services



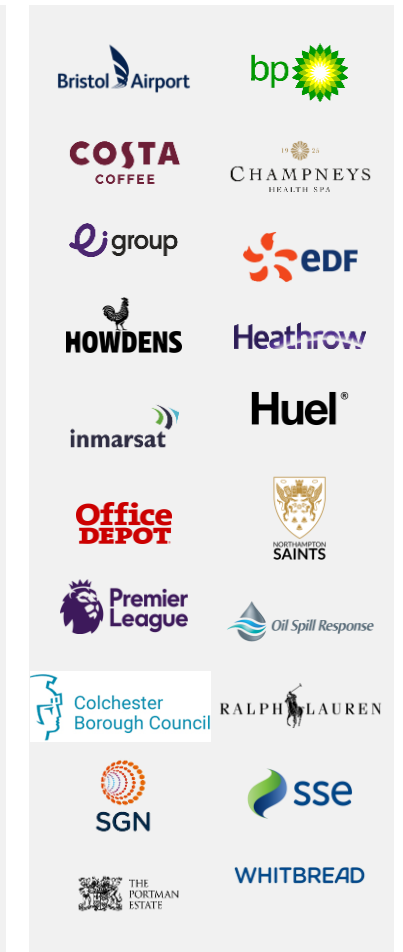
## Infrastructure & engineering



## Financial services



## Other





# Business Standards & Accreditations

Advania has achieved accreditation or certification in the following business and security standards:



The ISO 9001 accreditation provides our clients with the confidence that Advania consistently meets our client's expectations and regulatory requirements around service quality.



The ISO 27001 accreditation provides our clients with the assurance that Advania continually adheres to best practice standards relating to data security.



The ISO 22301 accreditation provides our clients with the comfort that Advania continually validates the maintenance and improvement of our business continuity management system.



The ISO 45001 accreditation provides our clients with the knowledge that Advania provides a safe and healthy working environment to our employees.



The Financial Services Supplier Qualification System (FSQS) is a framework that ensures suppliers to the financial services industry pass the required high standards to meet the needs of the buyers in the scheme.



Advania is an accredited supplier on the G-Cloud framework, offering a range of services to the public sector, including Managed Azure and Office 365 services.



ITIL Version 4 is the standard that the service desk uses to provide a single point of contact to users.



PRINCE2 is the standard that ensures our projects are accurately planned in measurable stages. PRINCE2 demands consistent project delivery and is flexible enough to scale to any size of project.



The Cyber Essentials certification provides our clients with the reassurance that Advania deploys controls to ensure we can defend against the most common forms of cyber attacks.



Advania adheres to the UK Data Protection Act 1998 and the EU Data Protection Directive (95/46/EC). Advania is registered with the Information Commissioner's Office (Registration No. ZA127305).



# Awards & Accreditations



CYBERSECURITY AWARD



Information Security Management



Quality Management



Business Continuity Management



Health & Safety Management

Member of  
Microsoft Intelligent Security Association





**e** [hello@advania.co.uk](mailto:hello@advania.co.uk) **w** [advania.co.uk](http://advania.co.uk) **t** 0333 241 7689

Advania, One Old Jewry, London EC2R 8DN