



CUSTOMER AND STAKEHOLDER FEEDBACK MANAGEMENT

Delivering measurable value in the public sector, with the ability to survey stakeholders to measure satisfaction using the Net Promoter Score®

SERVICE OVERVIEW

Brightwire provides comprehensive end-to-end services tailored to customer needs using the Microsoft Power Platform, Dynamics 365 and custom solutions - all ensuring alignment with your cloud and automation strategy.

FRED from Brightwire is a fully hosted and managed service which allows you to survey and measure customer and employee satisfaction based on the respected Net Promoter Score for measuring customer satisfaction. With easy to use dashboards, campaigns can be created to target groups of customers in minutes, including multi-threaded and branched questions. The customer receives an SMS text message and is able to easily respond on a scale of 1-10. Free text answers can also be sent by customers based on their response to other questions – resulting in greater insight into the customer experience and satisfaction rating.

FRED handles all campaigns, incoming and outgoing text messages and dashboard driven reports. These reports can be customised to display satisfaction scores by varying parameters such as geography or service category. Customer scores are based on the Net Promoter Score.

Crucially FRED can be integrated with other line of business applications. As an example, a leading organisation integrates FRED with its Practice Management System – which then presents a report showing satisfaction scores by clinic, type of case and medical staff involved. This data can be used to analyse patterns of customer satisfaction and present actionable insight. On average this customer achieves a 45% response rate with a combination of tailored questions and two way text messages.

We work with forward thinking clients across multiple sectors and industries, delivering applications using Dynamics 365 and the Power Platform, alongside Umbraco and SharePoint, as well as business intelligence, custom solutions, mobile apps and systems integration.

At Brightwire we work closely to understand your needs and design an appropriate solution which will prioritise requirements and ensure the needs of your project are met with low code / no code if possible, with pro-code where appropriate.

We also have extensive experience in customising and extending Dynamics 365 and have a wide range of case studies where our solutions have delivered increases in team productivity, efficiency gains and improvements in customer service and stakeholder management.



Success by Design, our proven approach to planning, development and project management, alongside our agile delivery methodology for maximum visibility of progress, ensures our customer projects are a success.

Our work delivers measurable benefits to our clients and their people, through smart, automated business applications, improving operational efficiency, service delivery, and engagement. Our customer engagement and business transformation programmes deliver tangible, quantifiable outcomes.

At Brightwire, our experienced solution architects, consultants and developers help organisations to design, plan, build, customise, deliver and support Dynamics 365 and Power Platform applications, streamlining operations, delivering productivity gains, and improving engagement.

SERVICE SUMMARY

- ▶ Discovery, design and build of enterprise feedback management systems integrated with your CRM;
- ▶ Delivery of cloud-based solutions built on Microsoft Dynamics 365 and the Microsoft Power Platform, based on extensive Brightwire experience across public sector and regulated environments
- ▶ Proven delivery of citizen, stakeholder, membership, case, complaint and contact centre systems, including self-service portals and digital forms
- ▶ Strong expertise in configuring Dynamics 365 to support real operational processes, with tailored, supported customisation where appropriate
- ▶ Use of AI, automation, business rules and workflows to improve data quality, consistency, insight and routing of cases and interactions
- ▶ Delivery of clear, usable interfaces that support user adoption and provide meaningful insight for managers
- ▶ Intelligent forms processing from handwritten documents and pdfs, into reportable records in Dynamics 365
- ▶ Secure Co-pilot assisted research summaries
- ▶ Our digital assistants enhance engagement with your customers, stakeholders and employees
- ▶ Extensive experience of integrating Dynamics 365 with Microsoft 365, SharePoint, websites, portals and line-of-business systems
- ▶ End-to-end service covering discovery, design, build, configuration, integration, training and support
- ▶ Configuration-first approach, with low/no code, using custom development only where it adds value, reducing risk and cost
- ▶ Support for the full solution lifecycle, from early discovery and prototyping through to live operation and continuous improvement



- ▶ Offers rapid discovery and proof of concept as part of Brightwire's agile development methodology
- ▶ Experienced, security cleared Microsoft architects, developers and engineers
- ▶ Brightwire's business transformation, process and analysis experts ensure business priorities are addressed, minimising risk and delivering immediate value
- ▶ Security within Dynamics 365 and the Power Platform is based on Microsoft Entra ID and a robust role-based access model, ensuring users can only access the data, functions, and environments appropriate to their role, with full auditability and compliance. Microsoft cloud services are certified against internationally recognised security and privacy standards including ISO/IEC 27001, ISO 27017, ISO 27018, SOC 2, and GDPR, providing assurance that data is protected in line with global best practice.

BRIGHTWIRE'S EXPERTISE AND EXPERIENCE

Brightwire has a solid track record in designing and developing applications based on Dynamics365, aligned with your strategic objectives and achieving business transformation and organisational change.

Applications we've delivered in the public sector range from customer complaints handling to product management to call centre applications, customer service, membership and relationship management.

We provide innovative and configured instances using a combination of out of the box features and low/no code as well as customised solutions. Integration with other systems, automation, business rules and approval workflows help to ensure information is captured accurately, and routed correctly.

This service provides end-to-end professional services for the design, configuration, customisation and support of solutions built on Microsoft Dynamics 365 and the Microsoft Power Platform. It is designed to help public sector organisations deliver modern, secure and user-centred digital services, enabling effective engagement with customers, citizens, members and stakeholders.

The service leverages the core capabilities of Dynamics 365 and the Power Platform to deliver configurable case management, relationship management, workflow automation, reporting and integration with wider Microsoft and third-party services. Solutions are tailored to each organisation's operational and governance requirements, using a configuration-first approach and proportionate custom development where required.

This service supports organisations at all stages of their digital journey, from initial discovery and proof of concept through to live service operation and ongoing improvement.



WHAT WE DELIVER

- ▶ Discovery and analysis to understand user needs, operational processes and outcomes
- ▶ Solution architecture and design aligned to your data, or integrated with Microsoft Dynamics 365 and the Power Platform where appropriate
- ▶ Functional consulting to translate business requirements into practical platform solutions
- ▶ Configuration, customisation and development using Dynamics 365 and the Power Platform
- ▶ Training to support user adoption, knowledge transfer and long-term capability
- ▶ Integration with apps such as SharePoint, M365, third-party systems and telephony providers
- ▶ Ongoing application support, maintenance and continuous improvement
- ▶ Business intelligence analysis and design, Power BI development and Fabric
- ▶ Custom applications, canvas and model driven apps, and end user web portals
- ▶ AI, automation, workflows and approvals, trigger notifications

KEY FEATURES

- ▶ Robust, usable and secure capabilities to enhance communications and interactions
- ▶ Fully configurable case, contact and relationship management
- ▶ Unified contact management that centralises information across multiple channels
- ▶ Personalisation, using knowledge of previous activities and cases, to tailor interactions
- ▶ Uses AI to optimise intelligence, enhance the end user experience and empower internal users – amplifying your teams' capabilities and reducing handling time
- ▶ Manages activities and cases, complaints and engagements
- ▶ Integrates seamlessly with telephony, events, and other systems to provide a unified experience
- ▶ Portals - stakeholder, membership, case and citizen portals allowing people to manage their enquiries, feedback, complaints, cases and interactions
- ▶ Secure data capture via forms, portals and integrations
- ▶ Engages stakeholders through integrated enterprise feedback management systems
- ▶ Extensible architecture aligned to Microsoft best practice and security
- ▶ Role-based security and permissions
- ▶ Reporting and dashboards using Power BI



KEY BENEFITS

- ▶ Create and send satisfaction surveys in minutes with the online dashboard
- ▶ Substantially improved response rate above traditional marketing surveys
- ▶ Supports email and SMS surveys
- ▶ Instantly see results through real-time reports
- ▶ Export data easily to Excel for further analysis
- ▶ Integration capable with other applications such as Dynamics 365, enabling information to be aggregated in a single place
- ▶ Engage with your customers at a pre-defined time following their interaction with you
- ▶ Rapid delivery using agile approach and proven Microsoft technologies
- ▶ Delivers immediate value and a quick return on investment
- ▶ Reduced implementation risk through configuration-first approaches
- ▶ Improved data quality and visibility
- ▶ Scalable solutions that evolve with organisational needs
- ▶ Alignment with UK public sector digital and security expectations
- ▶ Better stakeholder, citizen and member engagement
- ▶ Improves operational efficiencies by automating routine tasks and accelerating processes
- ▶ Provides actionable, intelligent insights
- ▶ Easily scales to accommodate growth, whilst reducing costs of serving audiences
- ▶ Microsoft Cloud Services certified to recognised ISO standards and aligned to GDPR



EXAMPLES OF OUR WORK

Examples of our Dynamics 365 implementations

- ▶ Customer service including end-customer enquiries, customer behaviour and contact management to a national highways agency, a national debt enquiry service, ombudsman services, a national tourism organisation and a child protection agency
- ▶ Customisable stakeholder intelligence research agent in use across multiple organisations
- ▶ AI solutions processing handwritten forms for Gift Aid, Planning Applications and many others
- ▶ Copilot summaries and digital assistants fully integrated with Dynamics 365
- ▶ Integrated stakeholder portals for self-service for a national debt enquiry service
- ▶ Volunteer applications for a leading non-profit organisation
- ▶ Mobile apps addressing specific use cases for field staff across sector
- ▶ Membership management including nurture marketing, membership engagement, member renewals, fundraising and donor management, Gift Aid HMRC submissions for several organisations including a leading beverage association and museums
- ▶ Stakeholder management, interactions and marcomms for a national policing conduct organisation
- ▶ Use of the non-profit accelerator for charitable/membership organisations, with a range of out of the box features specifically designed for managing memberships and all of their touchpoints – whether attending events, buying items from your online shop, or visiting your sites
- ▶ Call centre use of Dynamics 365, integrated with telephony; GDPR compliant for a national highways agency, and a national debt enquiry service
- ▶ Complaints and case handling, integrated with complaints forms presented on public-facing websites including GDS compliant web forms for a central Government prosecution service;
- ▶ Marketing automation including email templates, campaigns, nurture marketing and analysis across a range of sectors;
- ▶ Legal matters and case management for a nationwide lobbying organisation in food & drink sector;
- ▶ Handling customer facing activities such as Freedom of Information and Subject Access Requests across a range of sectors;
- ▶ Custom integration with various Postcode and Address Finders (See Brightwire's Postcode Pro Service Definition);
- ▶ Custom integration with other line of business applications such as DVLA, Smart Meters, Power BI and mapping software;



ONBOARDING

When we engage with you our focus is on understanding your organisational needs and problem areas, in order to make appropriate and relevant recommendations. Usually this takes place in an initial Discovery meeting. We have a proven approach to client engagement with the Success by Design model, using a structured set of stages, processes and tasks to manage the project successfully, and at each step we provide appropriate documentation to support this.

We set out to quickly understand your current situation in sufficient depth to be able to make useful and pragmatic recommendations. Our client-focussed mindset helps us to engage with you quickly and efficiently, and results in enjoyable and productive relationships in the long-term. We are proud of the relationships we have with our clients and in helping to make a positive difference to their organisations through smarter use of technology. All of our projects are structured with a project team comprising a Project Manager, an Account Manager and a designated Lead Developer. We use an agile methodology to develop projects in defined sprints, with early visibility of progress and early validation with users.

WHAT YOU CAN EXPECT

- ▶ A **structured discovery stage** to confirm scope, objectives, success measures and delivery approach
- ▶ **Establishing the agreed governance model** and communications plan
- ▶ **Engaging with your teams and stakeholders** to ensure business needs and processes are well understood
- ▶ Agreeing the **development approach**
- ▶ **Process mapping** (from as-is to to-be) and wireframing
- ▶ **Technical and business solutions blueprint** including:
 - Program strategy: vision, drivers, governance, timelines
 - Application strategy: architecture, integrations, D365 components
 - Data strategy: governance, architecture, entities, migration approach
 - Integration strategy: interfaces and external systems
 - Test strategy: testing including automation, and responsibilities
 - Business process strategy: process maturity, scope, fit gap analysis
 - Security strategy: roles, access, compliance, governance
 - Application lifecycle management (ALM): DevOps, CI/CD environments
 - Environment and capacity strategy: deployment topology, environments
 - Intelligence strategy: analytics and reporting design
- ▶ **Classification of risks, issues and assertions**
- ▶ **Recommendations**
- ▶ Agreement of commercial terms, and a **clear programme work and deliverables**
- ▶ **Agile development and delivery** with iterative sprints, playbacks and feedback loops
- ▶ **Automated deployments** aligned with secure development practices
- ▶ **Ongoing support**, maintenance, guidance and consulting
- ▶ **Evergreening and platform optimisation**, including proactive advice on new Dynamics 365 and Power Platform features, ongoing compatibility assurance, and support to adopt enhancements as the platform evolves.

OFFBOARDING

Where required, we support orderly offboarding at the end of an engagement. This includes knowledge transfer, documentation handover, and support for data export or transition in line with customer requirements and Microsoft platform capabilities. We develop, agree and maintain an Exit Plan that supports offboarding, and allows for a smooth and orderly transition at the end of the service period.

SUPPORT SERVICES

Application support is provided via a service desk with email, phone and online issue tracking during agreed service hours. Incidents are managed using predefined, ITIL-aligned processes and prioritised in line with agreed service levels. Support services are tailored to the needs of our customers.

TRAINING SERVICES

Our team provide training for each delivered client application. This training covers technical training on the platform and customisation, administrator and end-user training as well as 'train the trainer' training. Where agreed we will provide detailed manuals, documentation, quick user guides and video guides. Training sessions are done in person or remotely with a workshop style and are based on common user scenarios, covering the overall concepts of the application as well as a hands-on element.

We engage with our customers' teams early on, ensuring that the right people take part in sprint playbacks and progress updates and become quickly familiar with the application as it's developed. These sessions help increase confidence and allow a critical feedback loop, ensuring the application will be readily adopted by a wider user base. These sessions also help to equip your teams and application 'champions' with expertise and knowledge of the application, encouraging other users and supporting their training needs too – ensuring continuous improvement and knowledge sharing.



SOCIAL VALUE CONTRIBUTIONS

We support delivery of social value in line with the G-Cloud 15 Social Value Model through our delivery approach and business practices:

- ▶ **Tackling economic inequality:** We create opportunities for skills development through mentoring and training, and support public sector customers to build internal capability and digital skills. Our delivered applications are designed to be user-friendly and easy to adopt, reducing the training period for customer staff and new hires, which accelerates their productivity. In addition our solutions are designed to be accessible and flexible, enabling part time workers to contribute effectively from their preferred environments. Our approach to areas of the project such as co-development and training means that we enable customers' staff to upskill, and transfer knowledge to others.
- ▶ **Fighting climate change:** We deliver cloud-first solutions using Microsoft cloud services, reducing reliance on on-premise infrastructure and minimising travel through remote-first delivery practices. This cloud infrastructure optimises operational efficiency and promotes environmental stewardship through data-driven insights and streamlined processes.

Dynamics 365 and the Power Platform reduces the need for physical IT resources, by centralising data storage and computing in Microsoft's energy-efficient datacentres that prioritise renewable energy and minimise carbon footprints.

Additionally, it automates workflows and optimises resource allocation, reduces the need for physical resources and decreasing the environmental footprint of daily operations.

- ▶ **Increasing supply chain resilience:** We work with a network of and specialist suppliers, supporting a diverse and resilient supply chain aligned to the G-Cloud marketplace ethos.
- ▶ **Building healthier communities:** We promote staff wellbeing through flexible working practices and design user-centred digital services that improve accessibility and outcomes for service users. Our business applications are not only designed to enhance operational efficiency but also to support the wellbeing of our customers' workforce. By fostering a user-friendly environment, our solutions help alleviate stress and promote a positive work atmosphere, contributing significantly to employee satisfaction and mental health. For the Brightwire team on this contract, all staff already have access to a wellbeing programme. This includes access to resources through our provider, as well as other initiatives too.
- ▶ **Driving innovation:** We apply modern Microsoft technologies, including low-code and automation capabilities within Dynamics 365 and the Power Platform, to deliver practical innovation tailored to public sector needs. Where appropriate, we support the responsible use of AI-enabled features to improve insight, efficiency and service responsiveness, such as intelligent routing, data analysis and assisted content generation. All solutions are designed to be transparent, secure and aligned with customer governance, data protection and ethical AI requirements.