

Dynamics 365 and Power Apps Support for Housing Associations and Local Authorities

G-Cloud 15 Service Definition

About Esuasive

Esuasive focuses on delivering software solutions built on the Microsoft Dynamics / Power Apps platform to the UK social housing sector, and also provides responsive support for housing associations and local authorities running existing Dynamics 365 / Power Apps systems – in the cloud or ‘on premises’ – who do not have internal support capability or who wish to assign internal resources to other work.

This service definition document covers our support service only. Please see our other G-Cloud 15 listings for more detailed information relating to the implementation and licensing of Esuasive Housing pre-configured solution components, including:

- Esuasive Housing Omnia
- Esuasive Housing CRM / Customer Service
- Esuasive Housing Property Asset Management
- Esuasive Housing Responsive Repairs
- Esuasive Housing Rents, Service Charges and Payments
- Esuasive Housing Arrears Management
- Esuasive Housing Sales and Lettings
- Esuasive Housing Complaints and Compliments
- Esuasive Housing ASB
- Esuasive Housing Domestic Abuse and Safeguarding
- Esuasive Housing Tenancy Management
- Esuasive Housing Financials

Local Authority customers may also wish to explore:

- Esuasive Dynamics 365 and Power Apps for Local Authorities
- Esuasive Homelessness Application Management and Reporting

Service Definition

Responsive software support

We provide responsive software support for current Dynamics 365 / Power Apps systems, covering all in house developed or third party supplied modules and products, including all configurations, customisations, bespoke functionality and interfaces.

Responsive software support includes problem investigation, diagnosis and resolution, bug fixing, operational support including coordination with Microsoft, and similar production systems support activities,

Support will be provided via remote access to the relevant customer environments. Customer will be responsible for provisioning and maintaining an appropriate, secure remote access software capability to enable Esuasive to provide this support service. Where interaction with customer staff is required, this will normally be via Microsoft Teams.

An initial support take-on exercise is required to enable our support staff to get up to speed with the current systems. As part of the take-on we will:

- explore, review and gain familiarity with customer's current systems, interfaces, environments, support process, change control process, application life cycle management process and other relevant processes and policies
- document our findings for the purpose of providing support
- agree the support process
- brief our wider support team to ensure we have reasonable capability to provide support without reliance on specific individuals
- work with customer to set up and test a remote access capability.

User support

Alongside responsive software support, many of our customer also contract for us to provide user-oriented support. User support is intended to provide more general support to users of the system, including, inter alia, helping users navigate the system, responding to 'how do I...?' and similar questions relating to use of the system, helping users understand the data stored within the system or understand why they are seeing what they are seeing when running views, providing ad hoc 1:1 training, helping users to create specific dashboards, charts, views or reports relevant to their roles, helping users use Excel as a front end to the system, etc.

Microsoft updates

We will provide planned and responsive support to ensure the current systems continue to operate normally after each Microsoft update. Planned support will typically include:

- identification of components which will or may fail to operate as expected post update
- identification of replacement components and/or remedial action required
- making required change
- system testing
- support for user regression testing, if required

Changes and enhancements

We will deliver requested, approved small changes and enhancements in a consistent, controlled manner, to agreed time and budget parameters based on reasonable and realistic estimating, in line with customer's application life cycle management process.

We expect this element of support will, for each change and enhancement, include some or all of the following:

- requirements analysis
- options analysis
- solution design
- configuration (and, where configuration is not possible, customisation)
- data migration / data cleansing
- testing
- user training
- support for user testing
- go-live planning
- cutover
- hypercare

Esuasive solution components

By agreement, we will deliver components of our pre-configured Esuasive Housing solution to augment or replace existing components of current systems which no longer meet business needs.

Delivery of Esuasive components will be managed as a project, in line with customer's application life cycle management process, and will normally include the following phases:

- discovery, scoping, planning
- requirements analysis
- detailed UI design / service design
- configuration
- development of interfaces/integrations
- data migration
- system testing
- user training
- support for UAT
- go-live planning
- cutover
- hypercare, transition to BAU