

NODE4

G-Cloud 15 Service Description

**Microsoft Power
Platform Support**



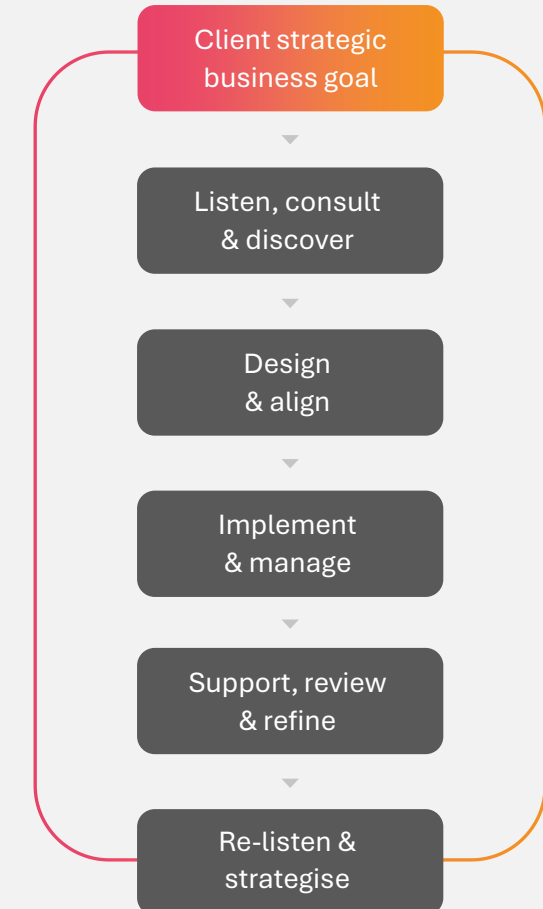
ABOUT THE SERVICE

Microsoft Power Platform Support Services offer specialized and comprehensive support across all components of the Power Platform, including Power Apps, Power BI, Power Automate, and Power Virtual Agents. This service provides a full range of support starting from in-depth analysis and strategic planning to the design of services tailored to meet specific business needs, ensuring that the Power Platform is used effectively and efficiently.

The service is thoroughly aligned with ITIL Service Management best practices, guaranteeing a high standard of quality assurance throughout the service lifecycle. This includes transition support, which helps businesses seamlessly integrate Power Platform solutions into their existing environments. A dedicated Service Desk is also part of the offering, providing ongoing assistance and ensuring continuous operation and support for the Power Platform components.

Additionally, the service focuses on customising support plans to align with specific business objectives, facilitating not only smooth transitions and integration for users but also enhancing operational efficiency and business growth through expert guidance and strategic service design. Regular updates and maintenance are part of the package to keep all components performing optimally. By adhering to ITIL best practices and focusing on precise, business-specific service design, Microsoft Power Platform Support Services help businesses leverage the full capabilities of the Power Platform, enhancing their operational capabilities and achieving strategic business goals.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

NODE4 ASPIRE FRAMEWORK

A delivery framework built for innovation and value creation.

Node4's ASPIRE Framework delivers a consistent customer journey across all our delivery practices and outlines our approach to delivering end-to-end, secure and transformative services.

A

Assessments &
Advisory

S

Strategy
& Business Case

P

Design & Planning

I

Implementation,
Testing & Go Live

R

Handover
to Run

E

Service Evolution
& CI/CD

One Transformation Journey – Many Pathways to Discover

INFRASTRUCTURE

Analysis and Strategy

Cloud Application
Assessment

Cloud Readiness
Assessment

Cloud Maturity
Assessment

Cloud Solution
Assessment

Cloud Well-
Architected
Review

Cloud Innovation
Workshop

Plan and Implement

Cloud
Deployment
Services

Cloud Automation
Consulting

Cloud Migration
Services

Cloud Technology
Accelerators

Cloud Centre of Excellence
(CCoE)

Run and Evolve

Cloud
Optimisation

Microsoft Azure
Support

BUSINESS APPS – DYNAMICS 365

Analysis and Strategy

Modern Finance Assessment

Plan and Implement

Concierge / Mobilisation

D365 Business Central Foundation

Dynamics 365 Business Central Implementation

D365 Customer Experience Implementation

Dynamics 365 for Case Management

D365 Customer Experience Foundation

D365 Field Service Implementation

D365 Finance & Supply Chain Implementation

Dynamics 365 Human Resources Implementation

D365 Field Service Foundation

D365 LA/SH Service Request Framework

D365 Upgrade and Migration Services

Dynamics 365 Marketing

D365 Finance & Supply Chain Foundation

Microsoft Omnichannel Contact Centre

CoE D365 and Power Platform

Dynamics 365 Project Operations

Dynamics 365 Sales

Web Foundation

Web Build

Run and Evolve

D365 Business Central Online Evergreen

D365 CE Online Evergreen

Dynamics CRM Doctor

Dynamics NAV Doctor

DR Doctor

Jet Doctor

Dynamics 365 Support

BUSINESS APPS – POWER PLATFORM

Analysis and Strategy

Plan and Implement

Power Apps
Implementation

Power Automate
Implementation

Power Virtual
Agents
Implementation

Power Apps
Accelerator

Power Apps
Portals

Power Pages

Power Apps for
Policing

D365 Finance &
Supply Chain
Implementation

Power Platform
Foundation

Microsoft Power
Platform
Development

Power Platform Centre of
Excellence

Run and Evolve

Power Platform Support

MODERN WORK

Analysis and Strategy

Employee Experience Architectural Design Session	Modern Communication Architectural Design Session
Identity and Access Management Review and Recommendations	Modern Desktop Architectural Design Session
Information Architecture Architectural Design Session	Modern Work (Microsoft 365) Assessment and Deployment Strategy
Mergers & Acquisitions Architectural Design Session	Modern Work Security Review and Recommendations

Plan and Implement

Application Packaging	Microsoft Teams Telephony Planning and Implementation	Modern Work-as-a-Service
Microsoft Endpoint Manager Mobile Device Management Accelerator	Modern Work Planning and Implementation	Modernise Communication
Identity and Access Management Planning and Implementation	Modern Work Security Planning and Implementation	Mergers & Acquisitions
Information Architecture	Modern Desktop	Windows 10/11 Pilot and Managed Deployment
Microsoft 365 Platform Services	Employee Experience	Windows Autopilot Accelerator
Microsoft 365 Adoption	Cisco Webex Contact Centre	

Run and Evolve

Employee Experience Health Check
Information Architecture Health Check
Modern Desktop Health Check
Microsoft 365 License Optimisation
Microsoft 365 Support

DATA & AI

Analysis and Strategy

Data & Analytics
Reporting
Assessment

Data Platform
Review and
Recommendation

Data Architecture
Assessment

Data Strategy

Data Maturity
Assessment

Reporting
Outcomes Strategic
Definition

Plan and Implement

Azure Synapse
Ad-hoc
Consultancy

Database
Installation

FABRIC | Power
BI ad-hoc
Consultancy

Database
Migration (Azure
SQL DB)

Fabric Data
Warehouse

Fabric/Power BI
Reporting

Data Science
and Machine
Learning

Data Engineering

Master Data
Management

Power BI
Accelerator

Modern Data Platform and
Analytics Architecture

Run and Evolve

Database High
Availability

Database
Consolidation

Database
Performance
Tuning

DB Healthcheck
& Performance
Optimisation

DBA
Consultancy

Database
Upgrade

Data Platform Support

CLIENTS

1800 CLIENTS, 1800 INDIVIDUAL STORIES OF CHANGE. HERE ARE JUST A FEW

 Foreign, Commonwealth & Development Office	 Ministry of Defence	 Ministry of Justice	 Department for Environment Food & Rural Affairs	 UK Export Finance
 Department for Levelling Up, Housing & Communities	 Homes England	 SSRO Single Source Regulations Office	 NHS Digital	 UKSBS Shared Business Services
	 Leicestershire Police Protecting our communities	 Cheshire East Council	 West Midlands Combined Authority	 CareQuality Commission
 Locala Health & Wellbeing	 Ofsted raising standards improving lives	 HS2	 HM Land Registry	 acas working for everyone



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

CLIENT SUCCESS

CAJA GROUP ENJOY PEACE OF MIND WITH 24/7×365 MANAGED SERVICE

Node4 and Caja's most recent project was to deliver a comprehensive 24/7×365 Managed Services support to enhance its IT department. The services include flexible and managed options, adjusted to the firm's needs, coping with workloads and covering multiple technologies. The services are secured by Microsoft technology and our engineers are security cleared. Caja are cyber protected and compliant with UK protection standards using our services.

Effective working – Node4's Managed Services has enabled Caja employees to focus on effective delivery of its consulting services without having to worry about IT enquiries.

24/7×365 protection - Using advanced technology the MS team will monitor and protect Caja employees and the organisation data from a potential breach. Each employee can now easily raise a case with MS through instant chat, enabling a seamless end user experience.

Ongoing monitoring - Monthly reviews are scheduled between both organisations to discuss the results of the services and upcoming projects.

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The service provided by
risual means we can
assure our clients we are
compliant with UK security
protection standards.

RACHEL CAMPBELL
RESOURCING MANAGER



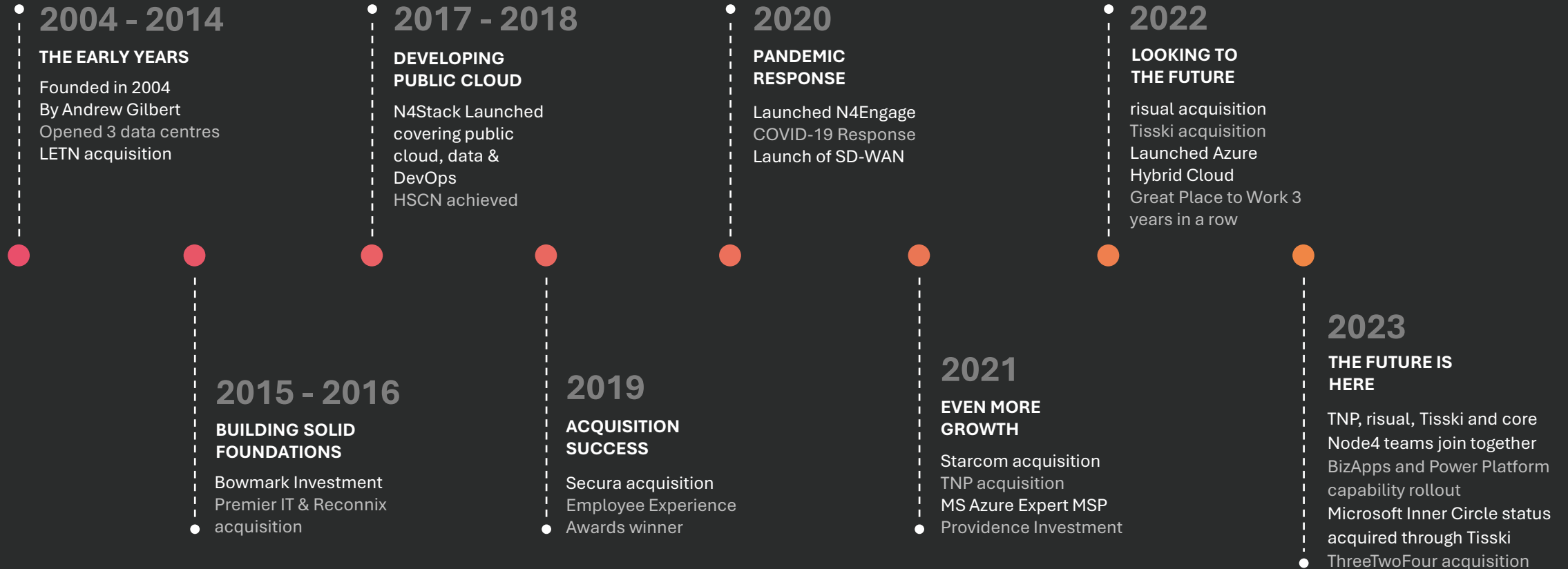
CHANGE THAT MATTERS

We empower public and private sector organisations by delivering positive outcomes through technology and innovation.

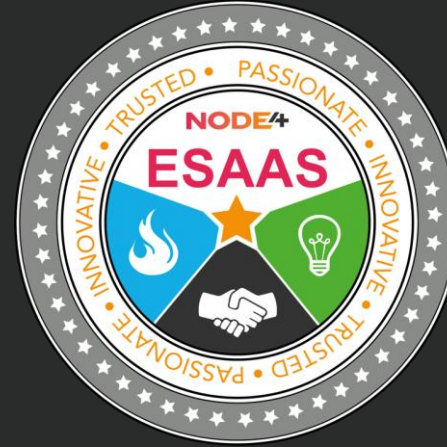
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

We call it change that matters.

THE JOURNEY SO FAR...



IT'S OUR CULTURE THAT MAKES A REAL DIFFERENCE TO YOU



When it comes to ESG, our actions speak for themselves.

NET ZERO by 2030

We already power our data centres with renewable power. Beyond that, we partner with Carbon Neutral Group to offset our other emissions.

UNITED NATIONS SUSTAINABILITY DEVELOPMENT GOALS

We're continually working to align our CSR strategy and activities with the United Nations 17 Sustainable Development Goals (SDGs) at both a local and national level.

Each of our employees is fuelled by a passion for technology and what it can do to make your organisation grow.

We're vibrant, passionate and united by a dedication to delivering **EXCEPTIONAL SERVICE AS A STANDARD**, not only to our clients, but to each other too.



WHY PARTNER WITH US?

1



PROVEN

20 years delivering outcomes as the IT partner of choice for over 1800 organisations

2



CAPABLE

Utilising our expertise & knowledge from the highest IT accolades & accreditations to deliver innovative technology solutions

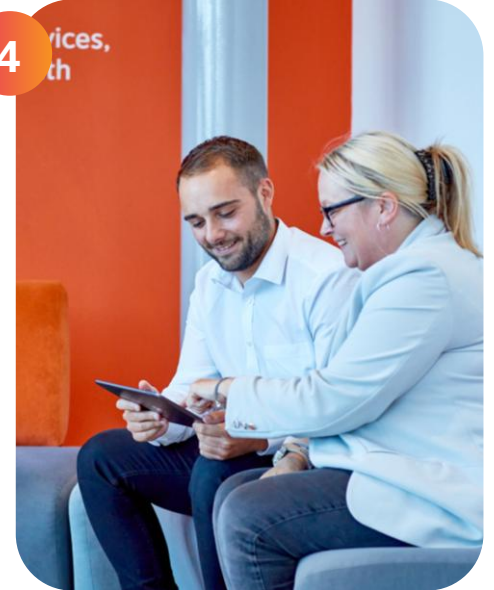
3



SCALE & AGILITY

We are big enough to deliver yet agile enough to care, always ensuring exceptional service comes as standard

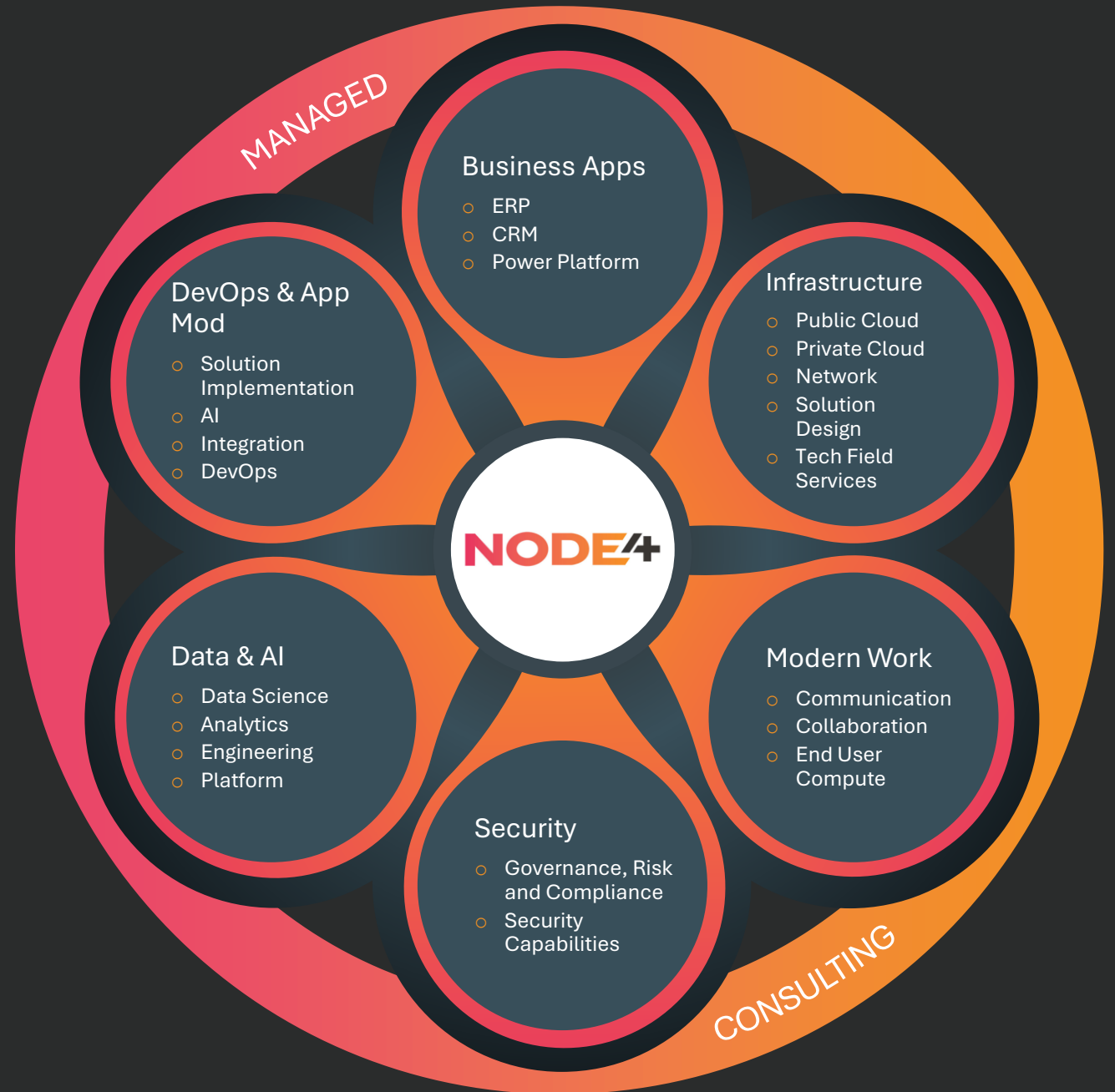
4



WE DELIVER

Everything we do is developed & executed with your outcomes in mind to ensure we deliver change that matters

NODE4 CAPABILITIES



NODE4+