

NODE4

G-Cloud 15 Service Description

**Dynamics 365
Customer Service
Implementation**



ABOUT THE SERVICE

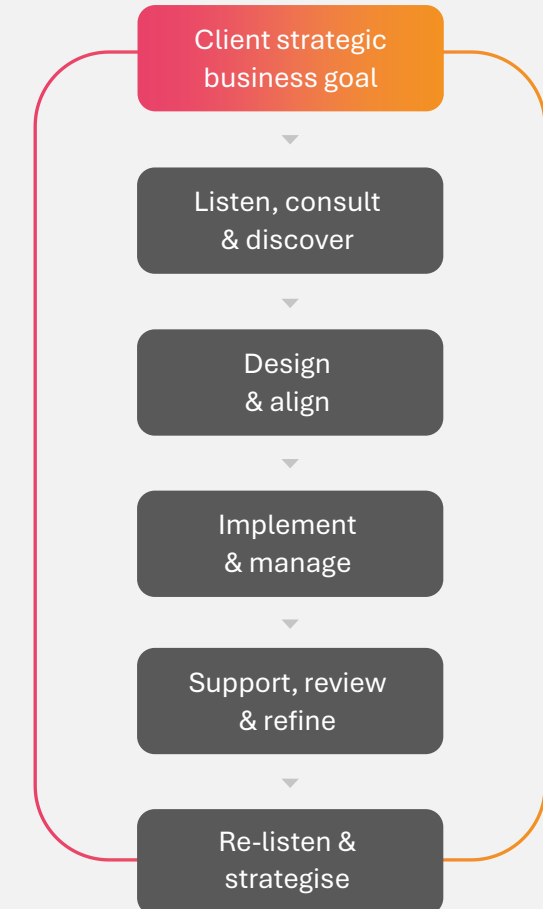
The Dynamics 365 Customer Service Implementation service provides a comprehensive approach to consultancy, adoption, and training across all Dynamics 365 CRM modules. It supports the entire implementation process, from discovery through to change management, aiming to maximise the benefits of the Dynamics 365 platform for customers.

Features of this service include extensive consultancy across all CRM modules, tailored adoption strategies for effective CRM usage, a detailed discovery phase to understand unique CRM needs, custom design and planning aligned with business objectives, precise configuration for customer-specific requirements, seamless integration with existing systems, methodical deployment strategies, strategic change management for smooth adoption, ongoing post-implementation support, and in-depth training programs to enhance user engagement and productivity.

Benefits include full utilisation of Dynamics 365 CRM capabilities, CRM strategies tailored to business needs, an accurate understanding of CRM requirements leading to effective solutions, business goal-aligned design and planning, enhanced CRM effectiveness and user experience through custom configurations, improved business efficiency through system integration, efficient deployment minimising disruption, enhanced user acceptance through smooth transition and change management, guaranteed up-to-date CRM system functionality through ongoing support, and user empowerment leading to increased productivity and CRM success.

However, the service's success hinges on a deep understanding of specific CRM needs, necessitating detailed input and active engagement from your team during the discovery phase. Challenges may arise during the transition to Dynamics 365 CRM and its integration with existing systems, potentially involving data compatibility, user adoption issues, and the need to align new CRM processes with current operational workflows. The effectiveness of the custom design, configuration, and adoption strategies also depends on your business's adaptability to new technologies and processes.

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

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

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

FROM 7 DAYS TO 5 MINUTES – A 99.9% REDUCTION IN TIME

ESFRS's previous manual SSRI process meant crews assessing the risk at premises had to make handwritten notes, fill out a Word document and then send an email to their respective Station Manager for approval. This was prior to the SSRI document being uploaded manually to a SSRI system and downloaded to the services' Mobile Data Terminals (MDT), located on each fire appliance, for use when in transit and at incidents. This process could take up to seven days to complete.

ESFRS identified this process needed upgrading to meet aspects of the Grenfell Tower incident recommendations and to modernise the technology in use and reached out to their ICT managed service provider and trusted partner, Telent, to help them kickstart the process.

With the support of strategic partners, Telent have been working with ESFRS since 2016 to transform key operational processes. In this instance, commercial, out-of-the-box solutions were available – but ESFRS and Telent felt that a purpose-built, configurable solution would be better placed to meet all requirements and deliver maximum impact and improve safety.

Telent introduced Node4, to ESFRS and what they had set out to achieve, and together we mapped a way forward for the organisation. The end solution would support ESFRS's digital strategy, with a focus on alignment of digital risk data collection and current guidance, and the introduction of an auditable digital process for collecting and communicating risk data.

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Self-service was a key driver in this project for us, with risks continuously changing, and new risks regularly being discovered, it was important that any new requirements could be added to the form as and when needed.

DEREK HAMILTON
STATION MANAGER –
OPERATIONAL LEARNING &
INTELLIGENCE

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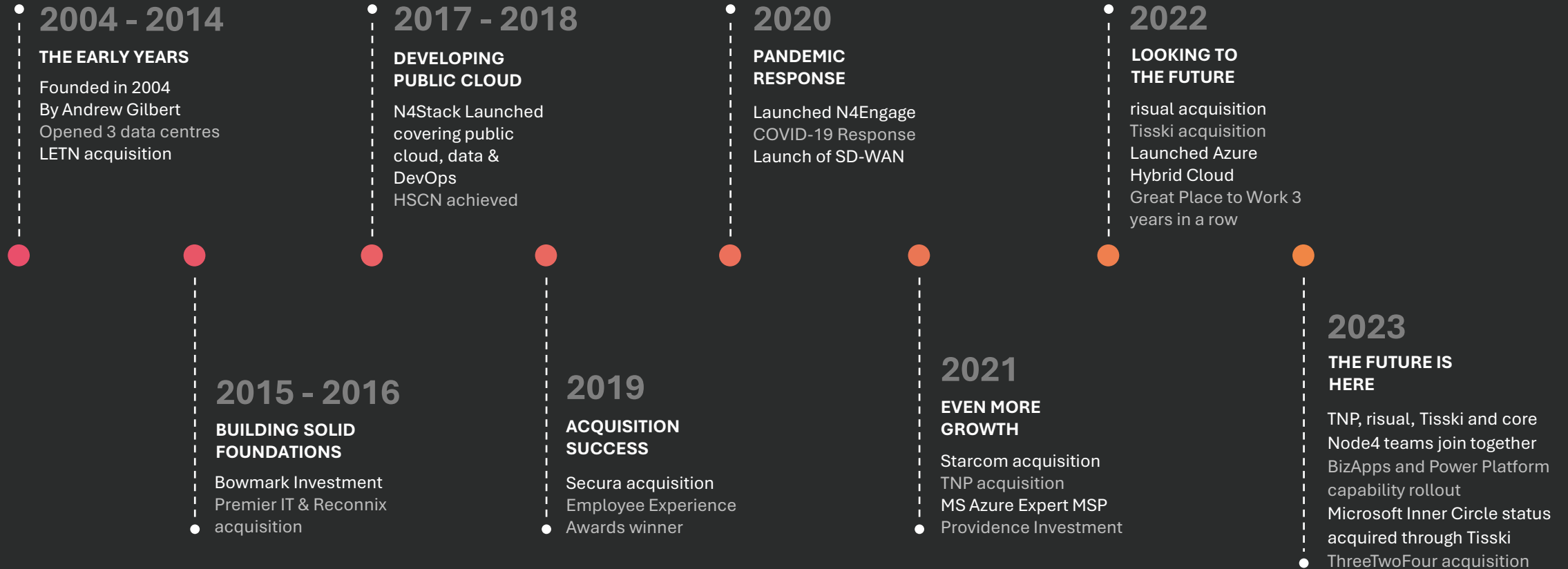
CHANGE THAT MATTERS

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

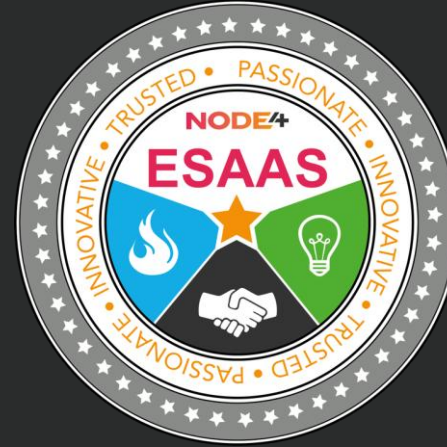
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

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

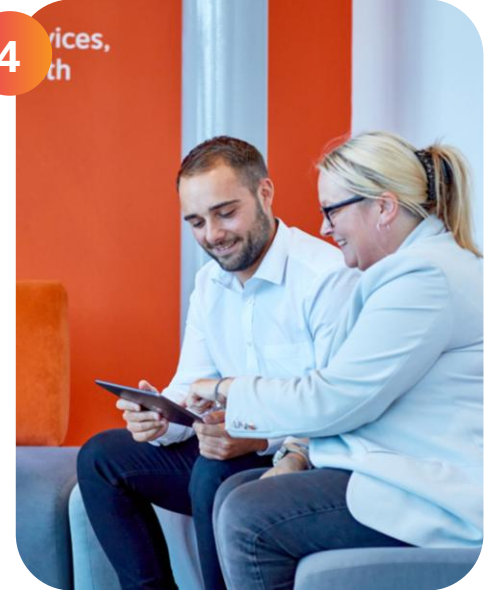
3



SCALE & AGILITY

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

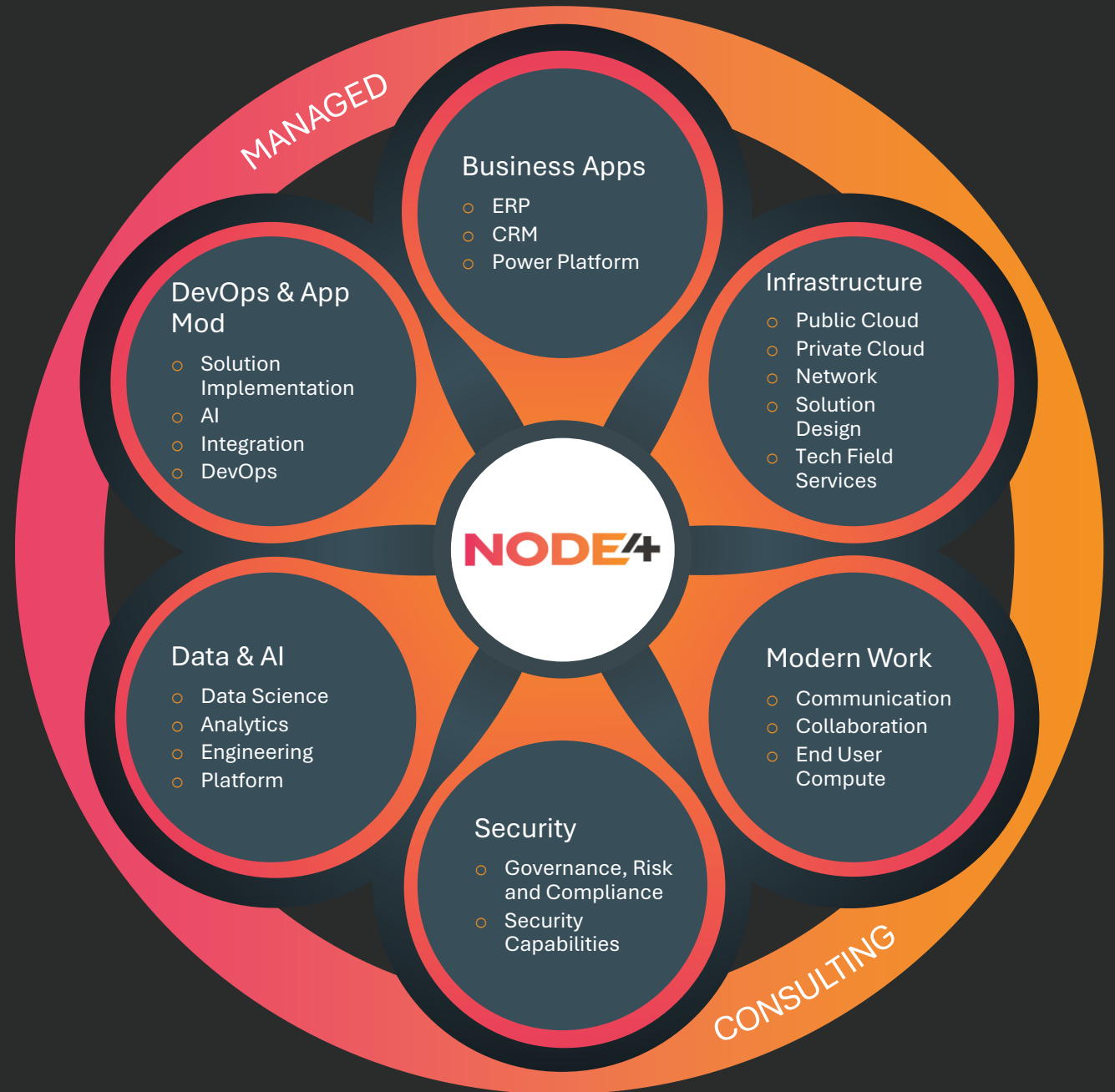
4



WE DELIVER

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

NODE4 CAPABILITIES



NODE4+