

NODE4

# G-Cloud 15

## Service Description

## Microsoft Dynamics Navision Support Services

NODE4 © 2026

CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

# ABOUT THE SERVICE

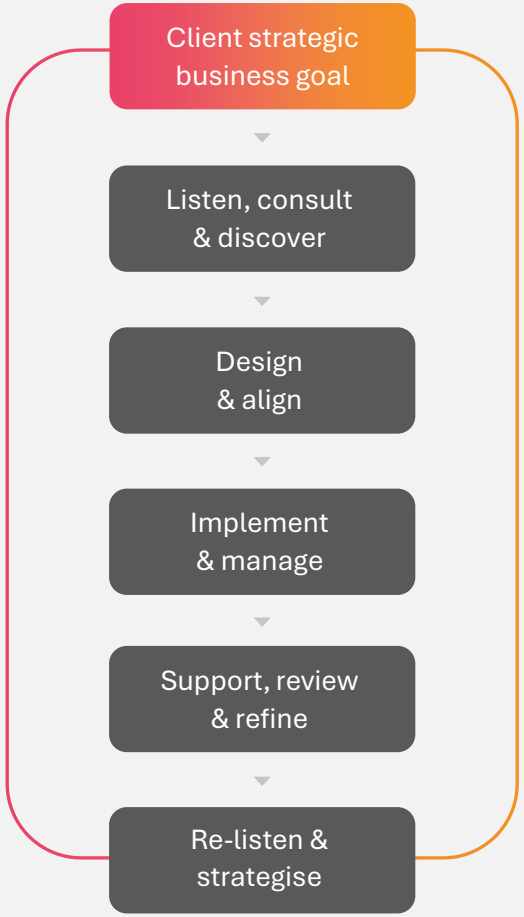
Microsoft Dynamics Navision (NAV) Support Services deliver extensive support tailored for the post go-live and ongoing third-line support needs of NAV implementations. These services provide an omnichannel, SLA-backed support framework that adheres to ITIL Service Management best practices, designed to ensure a seamless transition and efficient integration through a proven design, planning, and onboarding approach.

The support coverage includes comprehensive post go-live support for Dynamics NAV, offering continuous 'business as usual' third-line support. The service's proven planning and design approach facilitate a seamless service transition, tailored to meet the diverse needs of businesses through omnichannel support solutions. The service's commitment to high-quality support is underscored by its SLA-backed framework and strict adherence to ITIL best practices, ensuring excellence in service management.

Expert onboarding ensures efficient integration of NAV into existing business processes, complemented by continuous system monitoring and proactive issue resolution to minimize disruptions and downtime. Regular updates and maintenance are also part of the service, keeping Dynamics NAV systems up-to-date and operational.

Customisable support plans are available to address specific operational requirements of each business, enhancing operational efficiency and supporting business continuity and growth. These plans are designed to fit unique business needs and ensure smooth transition and integration for Dynamics NAV users, delivering high-quality support and facilitating seamless omnichannel service coverage. This comprehensive approach not only enhances the NAV user experience but also supports strategic business objectives with tailored support solutions.

**ON A JOURNEY TO CHANGE, WITH YOU**




**WORKING TOGETHER TO ACHIEVE YOUR GOALS**

NODE4 © 2026

# 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 | S | P | I | R | E |
|---|---|---|---|---|---|
| Assessments & Advisory | Strategy & Business Case | Design & Planning | Implementation, Testing & Go Live | Handover to Run | Service Evolution & CI/CD |

**One Transformation Journey – Many Pathways to Discover**

NODE4 © 2026

# 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

NODE4 © 2026

# 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

NODE4 © 2026

# 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

NODE4 © 2026

# 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

NODE4 © 2026

# 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 I 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

NODE4 © 2026

# 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

West Mercia Police

Leicestershire Police
Protecting our communities

Cheshire East Council

West Midlands Combined Authority

Care Quality Commission

Locala
Health & Wellbeing

Ofsted
raising standards
improving lives

HS2

HM Land Registry

acas
working for everyone

NODE4 © 2026

CAJA

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.

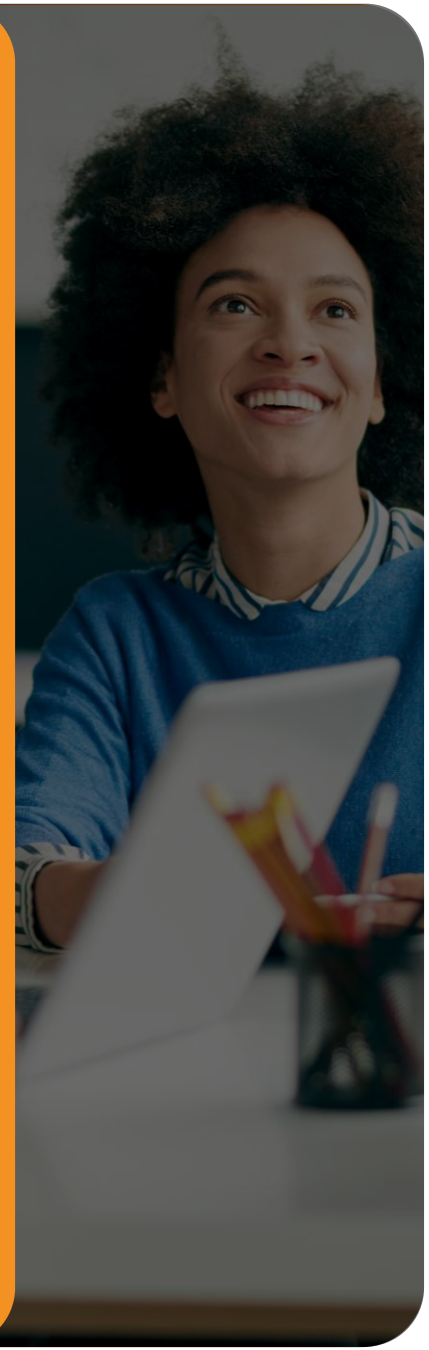
Ongoing monitoring - Monthly reviews are scheduled between both organisations to discuss the results of the services and upcoming projects.

NODE4 © 2026

"

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.**

NODE4 © 2026

# THE JOURNEY SO FAR...

## 2004 - 2014

**THE EARLY YEARS**

Founded in 2004
By Andrew Gilbert
Opened 3 data centres
LETN acquisition

## 2015 - 2016

**BUILDING SOLID FOUNDATIONS**

Bowmark Investment
Premier IT & Reconnix acquisition

## 2017 - 2018

**DEVELOPING PUBLIC CLOUD**

N4Stack Launched covering public cloud, data & DevOps
HSCN achieved

## 2019

**ACQUISITION SUCCESS**

Secura acquisition
Employee Experience Awards winner

## 2020

**PANDEMIC RESPONSE**

Launched N4Engage
COVID-19 Response
Launch of SD-WAN

## 2021

**EVEN MORE GROWTH**

Starcom acquisition
TNP acquisition
MS Azure Expert MSP
Providence Investment

## 2022

**LOOKING TO THE FUTURE**

risual acquisition
Tisski acquisition
Launched Azure Hybrid Cloud
Great Place to Work 3 years in a row

## 2023

**THE FUTURE IS HERE**

TNP, risual, Tisski and core Node4 teams join together
BizApps and Power Platform capability rollout
Microsoft Inner Circle status acquired through Tisski
ThreeTwoFour acquisition

NODE4 © 2026

# 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.



Best Workplaces™ Medium Organisations Great Place To Work. UK 2020

Best Workplaces™ Large Organisations Great Place To Work. UK 2021

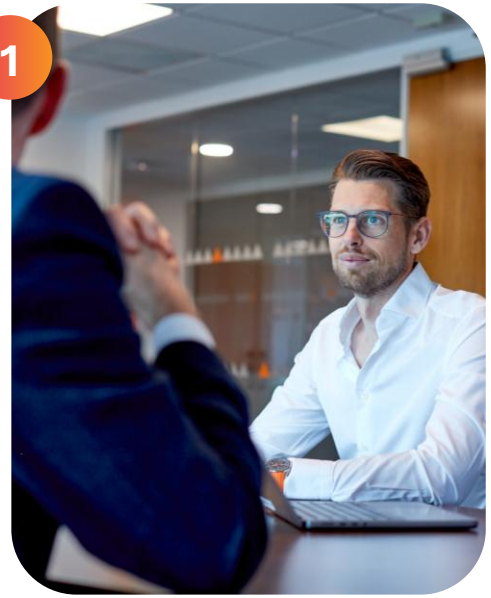
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

VERY GOOD TO WORK FOR 2023 cert.b.co.uk

NODE4 © 2026

# 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

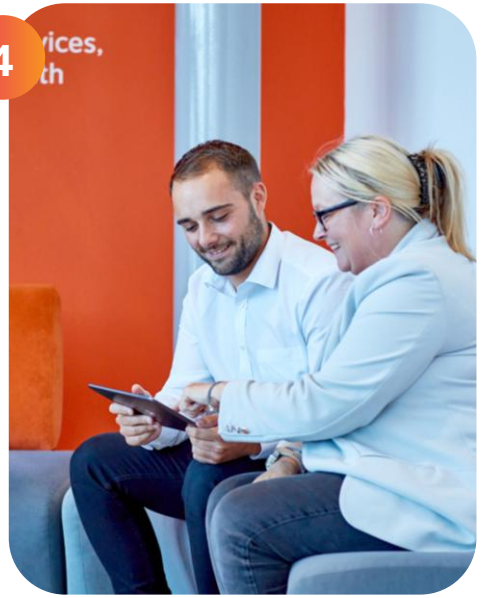
3



## SCALE & AGILITY

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

4

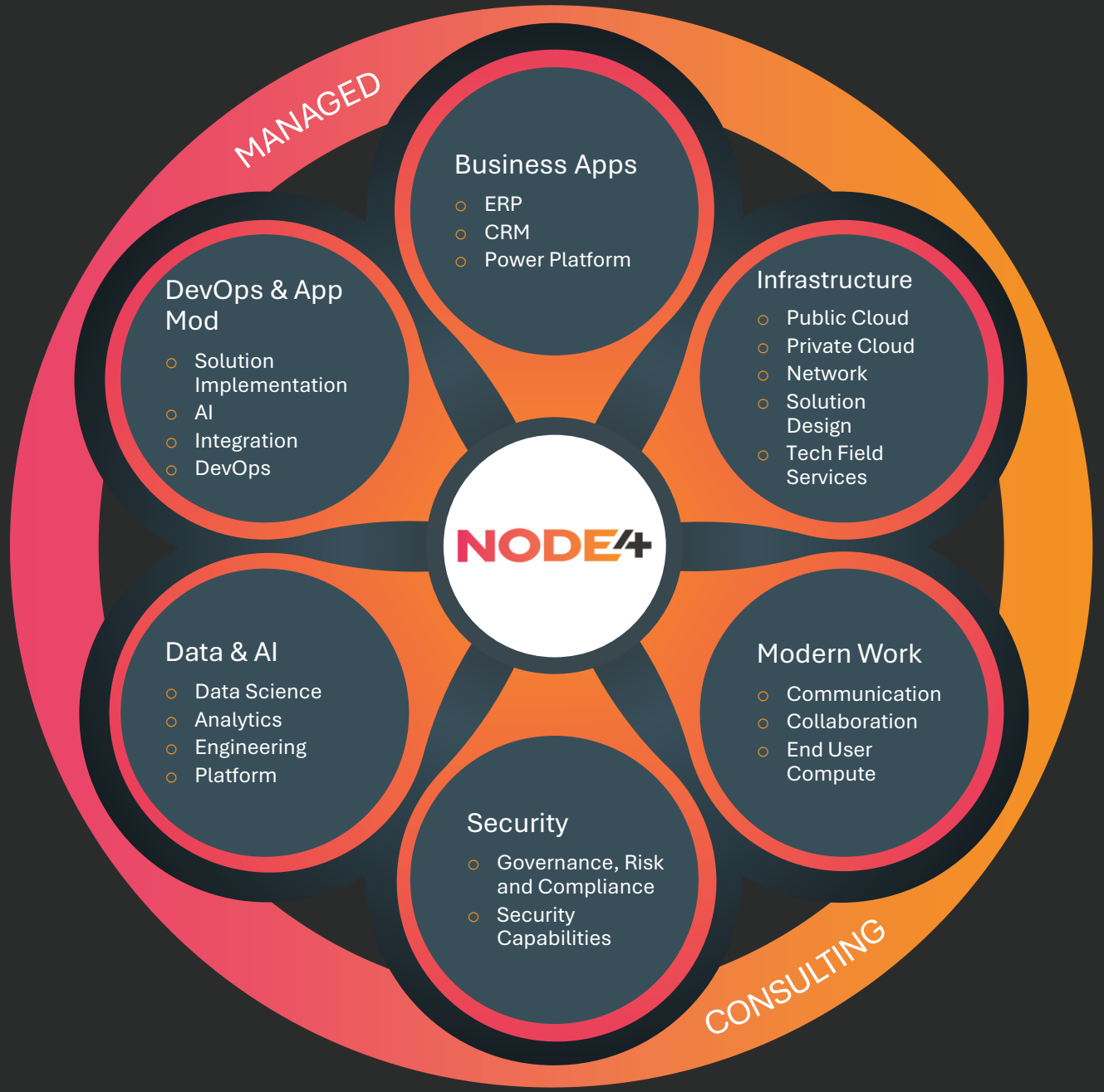


## WE DELIVER

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

NODE4 © 2026

# NODE4 CAPABILITIES




NODE4 © 2026


NODE4