

NODE4

G-Cloud 15

Service Description

Microsoft Dynamics Business Central Support

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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

ABOUT THE SERVICE

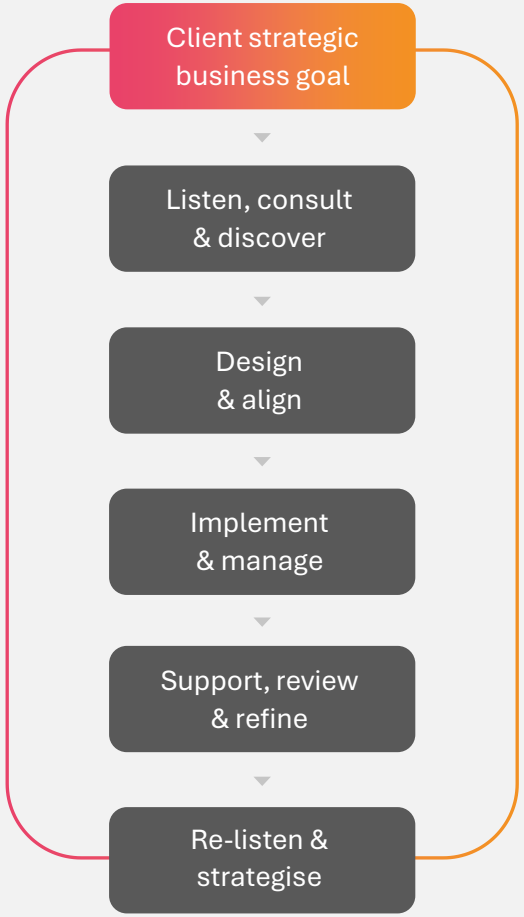
Microsoft Dynamics Business Central (BC) Support Services offer extensive support tailored specifically for post go-live and ongoing third-line support needs of BC implementations. This service provides a comprehensive omnichannel, SLA-backed support framework that adheres to ITIL Service Management best practices, ensuring a seamless transition and integration for users through a proven design, planning, and onboarding approach.

The service is designed to offer continuous 'business as usual' support for Business Central, facilitating smooth transitions with tailored support solutions to meet diverse business requirements. The SLA-backed nature of the service guarantees consistent, high-quality support, while adherence to ITIL frameworks ensures service excellence across all interactions.

Expert onboarding processes enable efficient integration of BC into existing business systems, with continuous system monitoring and proactive issue resolution to minimize downtime and maintain operational efficiency. Regular updates and maintenance are part of the service offering, ensuring that Dynamics BC systems remain up-to-date and continue to function optimally.

Customisable support plans are available to cater to specific operational requirements of businesses, enhancing their ability to support strategic goals and business continuity. The tailored support solutions provided by Microsoft Dynamics BC Support Services not only ensure high-quality support following the initial implementation but also enhance overall business operations, support growth, and provide comprehensive coverage through omnichannel support options.

ON A JOURNEY TO CHANGE, WITH YOU



WORKING TOGETHER TO ACHIEVE YOUR GOALS

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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

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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

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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

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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

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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

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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

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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

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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.

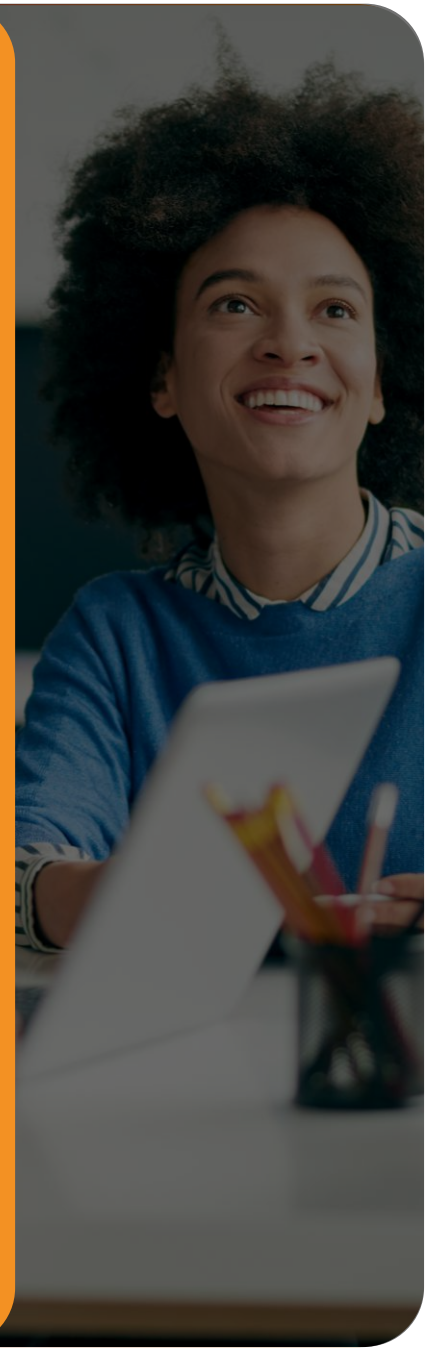
Ongoing monitoring - Monthly reviews are scheduled between both organisations to discuss the results of the services and upcoming projects.

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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.

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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

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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

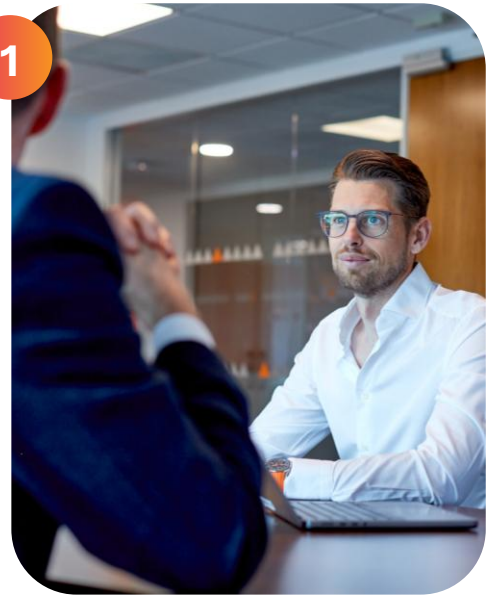
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

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

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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

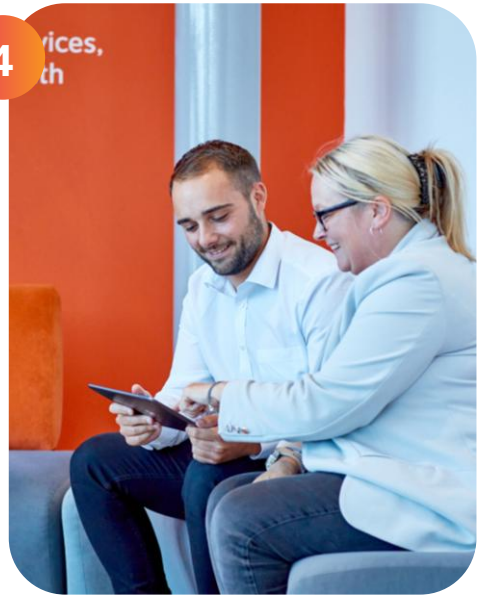
3



SCALE & AGILITY

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

4

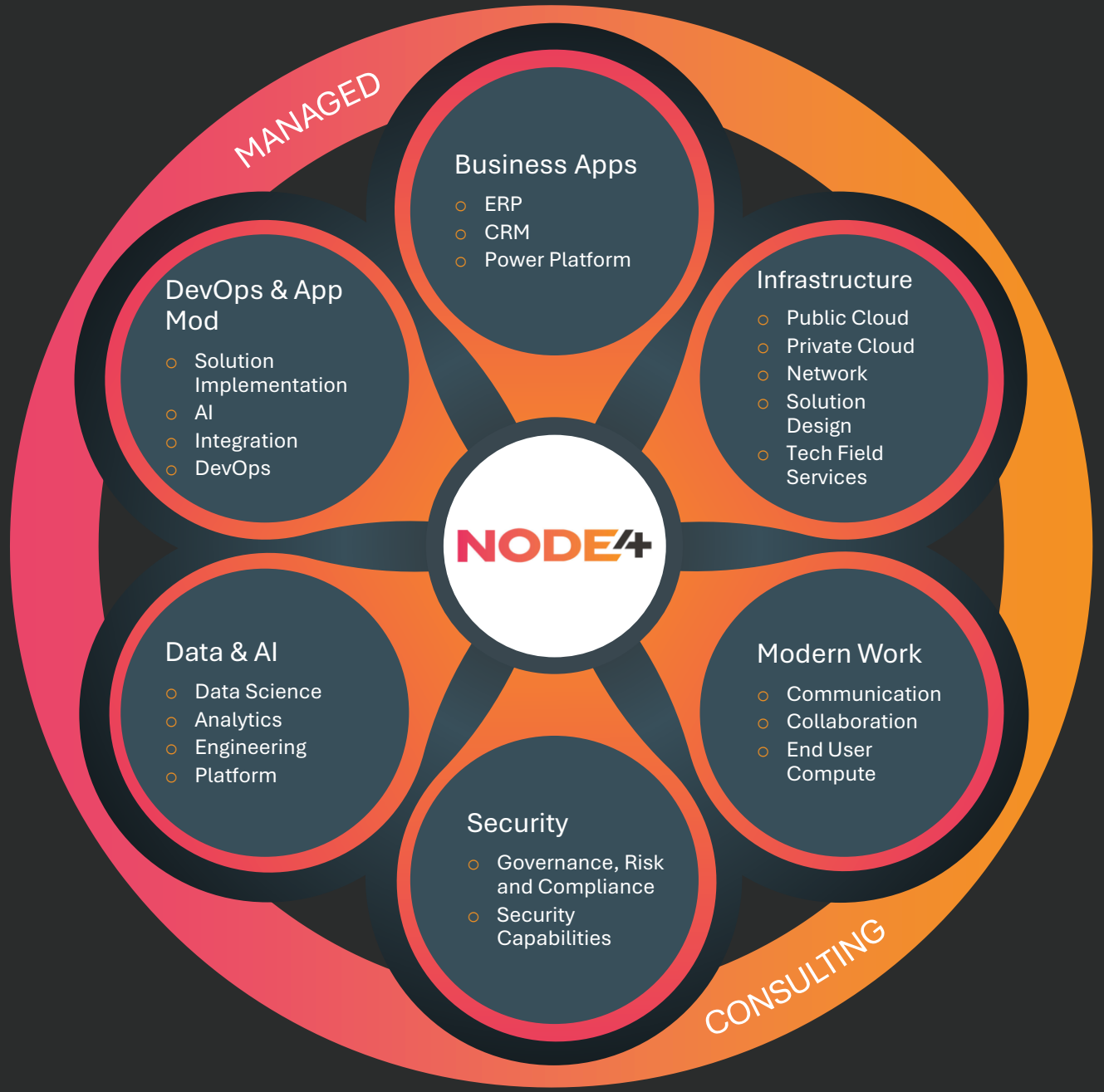


WE DELIVER

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

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NODE4 CAPABILITIES



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