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# G-Cloud 15

## Service Description

## Dynamics 365 Customer Service Design & Planning



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CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

# ABOUT THE SERVICE

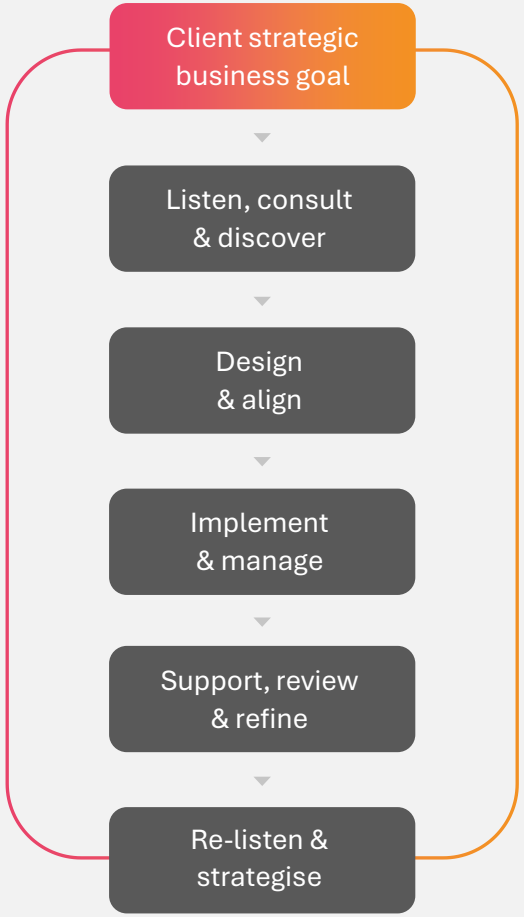
The Dynamics 365 Customer Service Design & Planning service is specifically designed to understand and cater to client business needs, with a focus on refining future processes using Dynamics 365. This project initiates with the development of a 'Day In The Life' prototype for client review, setting the stage for tailored configuration and development work in the subsequent main project phase.

Key features include a thorough analysis of customer experience and business requirements, bespoke solution proposals based on these needs, the use of Dynamics 365 to standardise customer experience processes, and the creation and playback of detailed scenarios for client feedback and iterative development. The service aims to personalise Dynamics 365 to enhance customer engagement strategies effectively, laying a robust foundation for the comprehensive implementation of customer experience projects and ensuring alignment with UK government customer service technology standards.

Benefits of this service include solutions tailored to improve client interaction and satisfaction, addressing unique business challenges in customer experience, streamlining processes for consistency, providing practical demonstrations of potential solutions, fostering client involvement in the development process, enabling precise project scoping for efficient execution, optimising Dynamics 365 for customer engagement, and facilitating informed decision-making in subsequent project phases.

However, the service's effectiveness depends on gaining a detailed understanding of client-specific customer experience and business needs, necessitating active client engagement, particularly during prototype development and feedback stages. Limitations may arise from the requirement to comply with UK government standards and Dynamics 365's inherent functionalities, potentially affecting the extent of customisation. Moreover, the project's scope and the degree of personalisation can be influenced by the complexity of client requirements and the adaptability of business processes to standardisation efforts.

**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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# 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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# 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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East Sussex Fire & Rescue Service

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.

> "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.**

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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

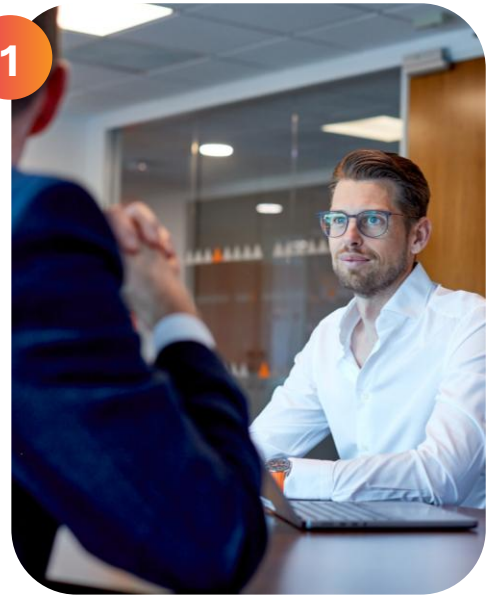
Best Workplaces™ Large Organisations Great Place To Work. UK 2022

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

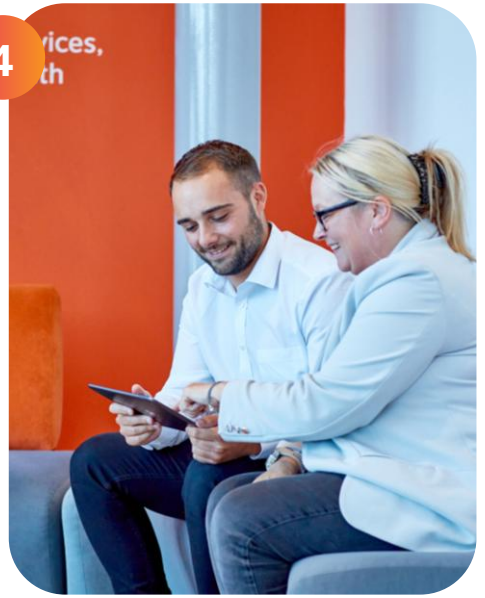
3



## SCALE & AGILITY

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

4

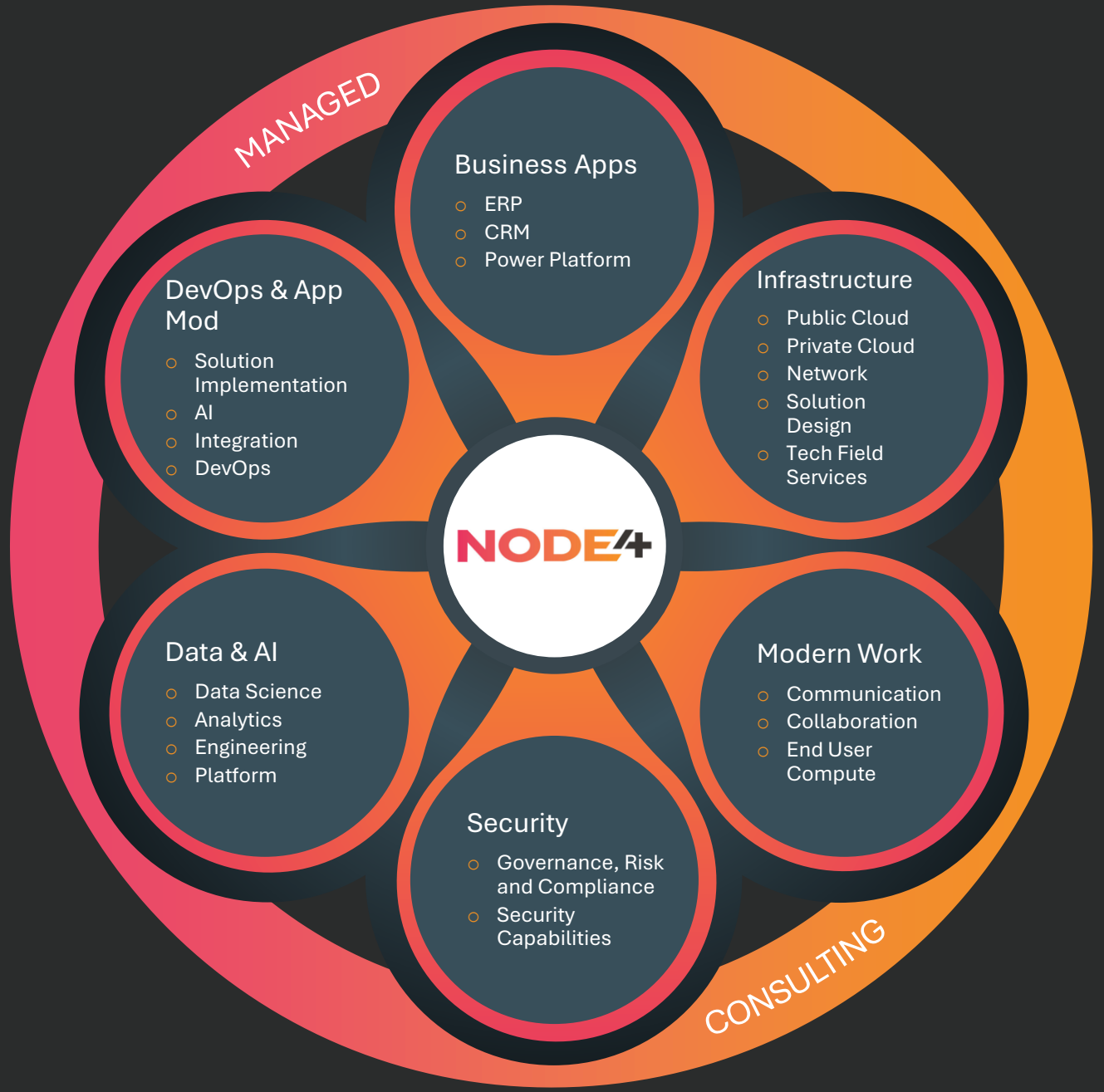


## WE DELIVER

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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