

NODE4

G-Cloud 15 Service Description

**Nurture: Dynamics 365
Relationship
Management for
Growth Hubs and
LEPs**



CHANGE CLIENTS CAN FEEL AT EVERY LEVEL

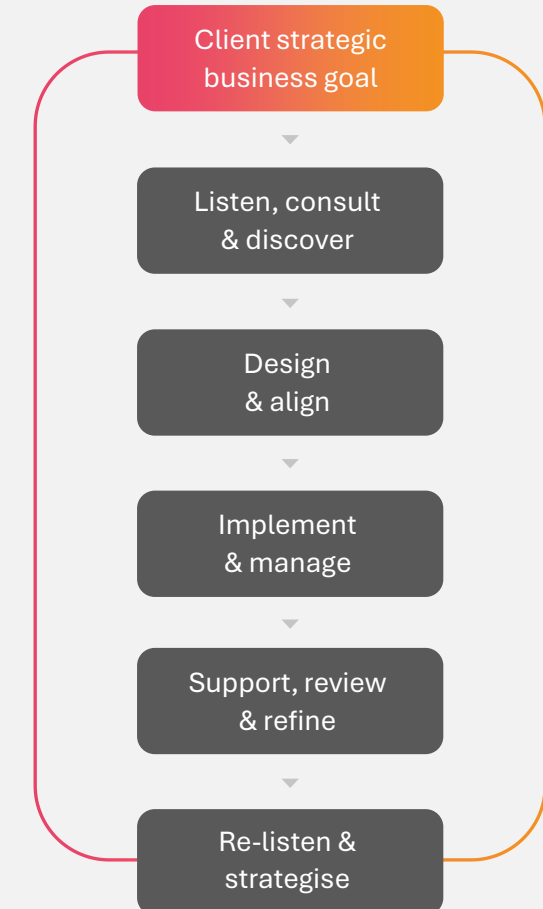
ABOUT THE SERVICE

Nurture utilises Microsoft Dynamics 365 and Power Apps to provide growth hubs and Local Enterprise Partnerships (LEPs) with a configurable CRM platform. This platform is designed to streamline relationship and funding management, offering flexible interaction capabilities and a centralised information source. It enhances engagement and operational efficiency, thereby fostering regional economic development and supporting business growth.

The service offers a configurable CRM framework specifically tailored for the needs of growth hubs and LEPs, built on the reliable and scalable Microsoft Dynamics 365 platform. It incorporates Power Apps to allow for enhanced customisation and flexibility. The core of the service is a centralised database that facilitates comprehensive management of customer and stakeholder relationships. It streamlines the funding application and management processes, enables efficient tracking and reporting of interactions and outcomes, and supports user interactions through both web and mobile platforms. Integration with existing systems ensures seamless information flow, while advanced analytics and dashboards provide real-time insights. Additionally, the service complies with data protection and security standards to maintain user trust.

The benefits of using Nurture are considerable: It accelerates CRM deployment with a pre-configured solution that can be used immediately, enhancing stakeholder engagement through centralised communication tools. It improves decision-making with real-time data and analytics on partnerships and reduces operational costs through streamlined processes and automation. The service increases funding management efficiency, which is vital for supporting economic growth initiatives, and offers scalability to meet the evolving needs of growth hubs and LEPs. Data security and compliance with GDPR and other regulations are ensured, facilitating collaboration and information sharing among regional economic stakeholders. The platform is customisable to specific requirements, providing flexibility and adaptability, and offers a comprehensive view of relationships and funding for strategic planning.

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.

“

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

”



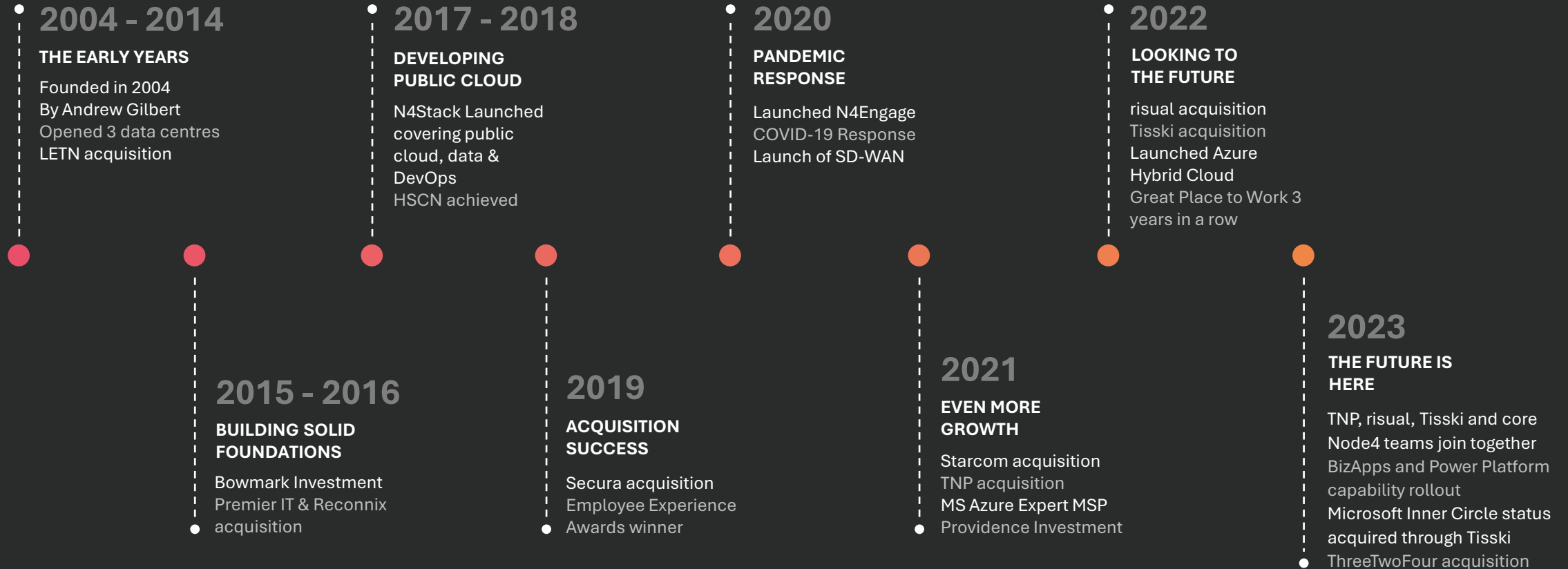
CHANGE THAT MATTERS

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

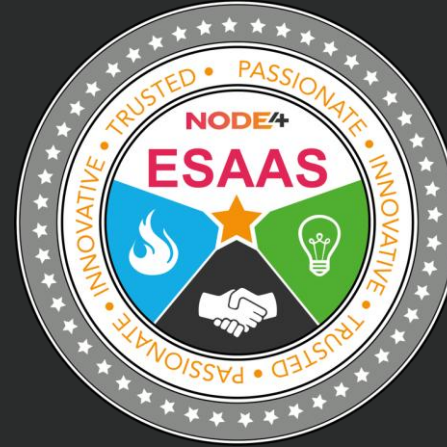
Harnessing our knowledge, passion and talent we help our clients reach their full potential.

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

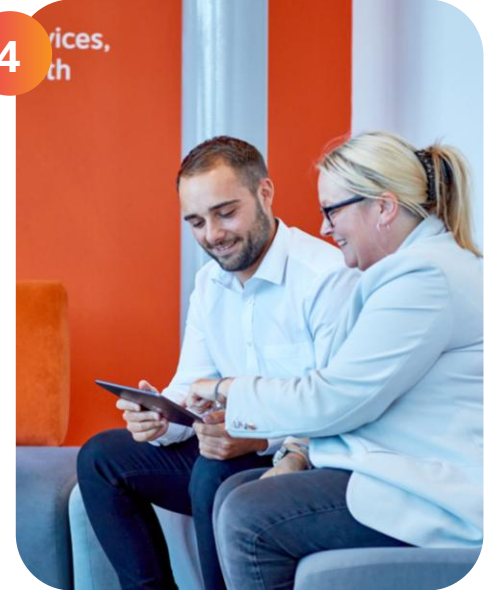
3



SCALE & AGILITY

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

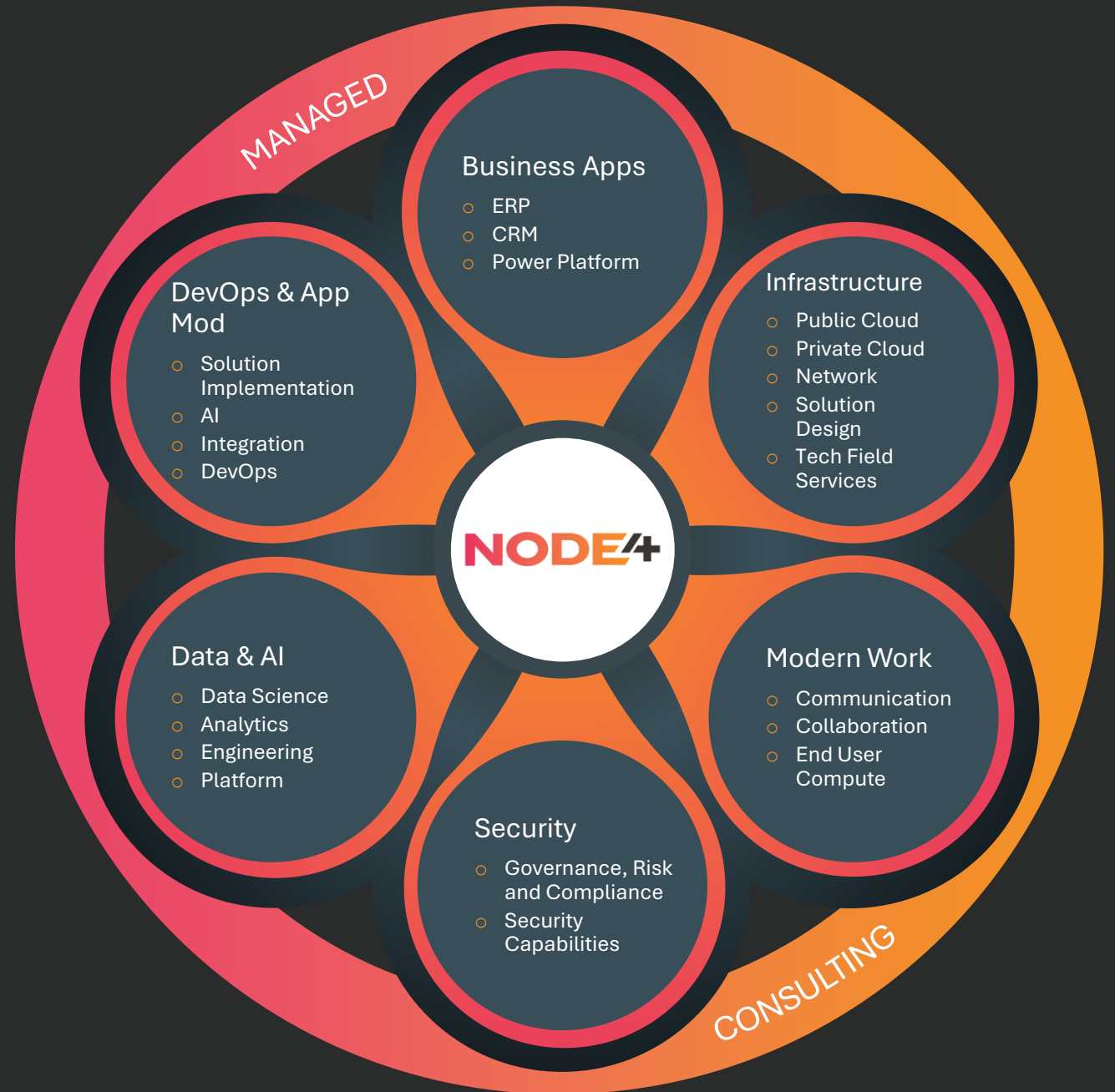
4



WE DELIVER

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

NODE4 CAPABILITIES



NODE4+