

G-Cloud 15 – Lot 3

# Microsoft Dynamics 365 Managed Support Service (Managed Cloud)

we commit. we deliver.

# Delaware public sector cloud services

Delaware delivers outcome-led cloud services across the **Microsoft and SAP ecosystems**, with the assurance, governance and delivery discipline public sector organisations expect. Whether you need stable BAU support, a safe migration, or a change programme to unlock value, we provide a consistent, repeatable approach designed to reduce delivery risk and improve service performance over time.

With **5,000 professionals across 38 offices in 20 countries**, our **UK & Ireland teams** combine local delivery confidence with global capability for scale and specialist reach.



## At a glance



**Assurance-led cloud services** across Microsoft and SAP, shaped for public sector governance and audit needs.



**Menu-style Managed Services and cloud support:** choose what you need (from break/fix to proactive improvement), with coverage scalable as requirements change (including extended hours/ out-of-hours by agreement).



**Delivery and change services** across the lifecycle: discovery, design, implementation, migration, integration, testing, training, adoption and optimisation.



**Responsible AI by design:** where AI-enabled capabilities are introduced, governance and controls are treated as essential foundations (not optional extras).



**UK delivery, with data residency options where supported** by the underlying cloud service and buyer policy (for example, UK-hosted environments and UK-based operational processes where in scope).

## How buyers engage with us

We support both **direct award** and **competitive selection**, depending on your requirement and the route you choose on G-Cloud. Services can be bought as discrete “outcome packages” or combined into an end-to-end plan → deliver → run → improve engagement.

# Why Delaware



**UK & Ireland delivery capability**, backed by global delivery centres for resilience, continuity and specialist reach.



**Deep SAP heritage**, including being one of only **11 Global Platinum SAP Partners** and **RISE with SAP recognition** for cloud migration and modernisation pathways.



**Microsoft credentials that support public sector assurance**, including all six **Microsoft solution designations**, participation in the **Microsoft Portfolio FastTrack programme**, and recognition as an **Azure Expert MSP**.



**Advanced Microsoft specialisations** spanning areas such as Adoption & Change Management, Teams Calling, Azure Virtual Desktop, Analytics on Azure, AI, and SAP on Azure.



**A consistent delivery method (PROMAR)** that makes governance, risk management and quality controls repeatable across projects and Managed Services — giving buyers early visibility, clear decision points and a controlled path into BAU.



**Always ahead of the crowd:** we are one of the first UK organisations to achieve the new **ISO 42001 (AI Management Systems)**



# Why Delaware

## Managed Services: choose what you need

Delaware provides tailor-made Managed Services. Buyers can select only the components they require and **scale coverage as needs change** -helping avoid paying for unused capability while retaining a clear path to expand support as services become more critical.

## Sustainability and social value

We align delivery to the Social Value Model and embed sustainability into how we work — including remote-first delivery by default and practical “green IT” improvements (for example, right-sizing non-production environments and retention/data lifecycle controls). Contract-specific commitments are agreed at mobilisation and reported through governance.



## Assurance, security and responsible AI

We operate with an assurance-first mindset, with governance and evidence built into how we deliver and run services. Typical measures include security monitoring and logging aligned to platform tooling (where in scope), BCDR planning with tested runbooks, and responsible AI governance for any AI-assisted delivery.

## Pricing and value for money

We aim for transparent, auditable pricing that maps clearly to roles and outcomes, with explicit assumptions and change control to prevent unplanned cost growth. Menu-style service design helps avoid paying for unnecessary coverage, and we use automation and repeatable accelerators to improve consistency and reduce BAU effort where possible.

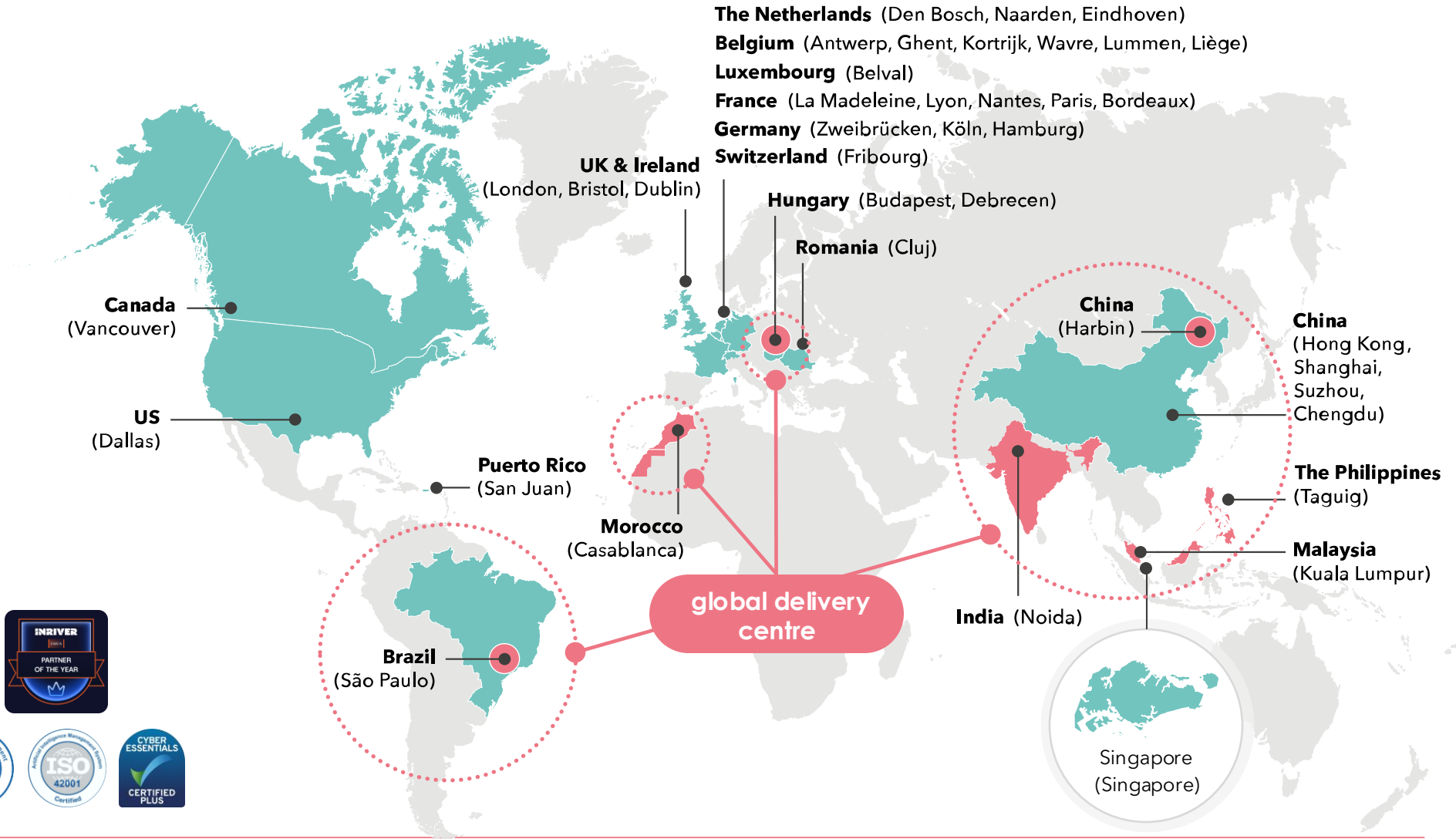
# About Delaware

5,000 professionals

38 offices in  
20 countries

£500M+  
revenue

## Our partner ecosystem



# Delaware D365 Application Managed Services

Delaware D365 Application Managed Services provide reliable, ongoing operational support for cloud applications and platforms, helping public sector organisations keep services stable, secure, and up to date.

Our managed service model is designed to be:

- **Predictable and reliable:** clear service processes for incidents, requests, releases and reporting.
- **Proactive:** continuous improvement, health checks, and insight-led recommendations to reduce repeat issues over time.
- **Scalable:** service hours can be aligned to operational needs, from standard business hours through to extended and out-of-hours coverage (by agreement).
- **Cost-effective:** a menu-style approach so buyers can select the support activities they need, rather than paying for unused capacity.



# Typical buyer needs and use cases

Buyers typically engage Managed Services when they need ongoing support that complements in-house teams and delivery partners, including:



BAU operational support for business-critical cloud applications, i.e. Microsoft Dynamics 365 and related services.



Incident management and service restoration, including escalation to third parties (including Microsoft) where required.



Service requests and small changes to keep services running smoothly (configuration updates, access changes, minor enhancements).



Release and update management to reduce disruption from platform updates.



Integration support to maintain interfaces between core systems and other services.



Service reporting and governance, including regular service reviews and transparent operational metrics.

## Where to find us on G-Cloud 15

- **Delaware D365 Application Managed Services** are offered under Lot 3: Cloud Support Services as “**Microsoft Dynamics 365 Managed Support Service**”
- Lot 3 services can be bought separately and can support cloud services procured outside the framework.

# Delivery approach

Delaware D365 Application Managed Services are delivered through a structured operating model designed for service continuity and ongoing improvement:



## **Mobilisation:**

confirm scope, service hours, roles, access, escalation paths, and governance cadence.



## **Operate:**

ticket intake, triage / prioritisation, resolution and vendor escalation where required.



## **Change and releases:**

a structured release cadence that coordinates releases / updates, performs impact assessment and supports testing and deployment readiness (where in scope).



## **Governance:**

formal service reporting and review meetings producing clear actions and decisions.



## **Continuous improvement:**

a collaborative process to prioritise enhancements aligned to impact and budget.



# Differentiators buyers typically value



## **Dedicated UK support team**

backed up by Delaware's Global Development Centres



## **Menu-style service design:**

choose the service components needed (from monitoring and break / fix through to proactive improvements).



## **Flexible coverage model:**

extend service hours on the standard support agreement, or arrange out-of-hours cover for defined periods (by agreement).



## **Named service leadership:**

a Service Delivery Manager can oversee governance, reporting and continuous improvement. An SDM will always be assigned to a customer even if they are "light touch".

# How we support and operate your service

Delaware Managed Services use standard service-management tools and repeatable ways of working to support consistent outcomes, such as:



**Online ticketing / email intake** with **tickets reviewed and triaged by our support team** (rather than automated triage).



**Service reporting** to support governance, reviews, and continuous improvement discussions.



**Health checks and diagnostic activities** to support service stability and identify improvement opportunities (where in scope).



**Structured vendor escalation management** (for example, raising, tracking and managing escalations with Microsoft where required).

# Microsoft Dynamics 365 Managed Support Service

**Lot:** G-Cloud 15 — Lot 3: Cloud Support

**Service type:** Managed Cloud

**Platforms:** Microsoft Dynamics 365 (and related services where in scope)

## Service overview

Delaware provides **managed operational support** for Microsoft Dynamics 365. Buyers can select the components they need (**menu-style**), from **break/fix** through to **release/update support, health checks** and **continuous improvement**.

The service is delivered **remotely**, with clear **governance, reporting** and **vendor escalation management** (including Microsoft) where required.

## Buyer outcomes

- Improved service stability and faster restoration
- Reduced disruption from releases/updates via impact analysis and coordination
- Better visibility through reporting and formal review meetings
- Lower repeat incidents through structured problem/CI actions
- Reduced vendor management burden through managed escalation

# What's included

## Run & support (BAU)

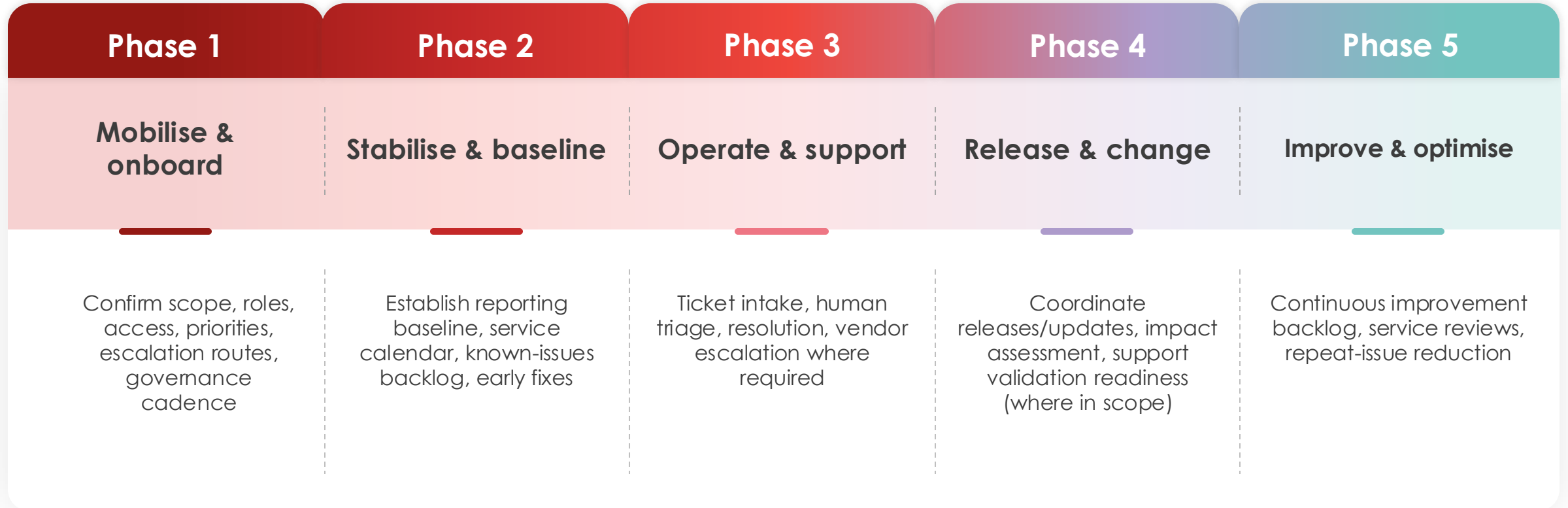
- Incident management (triage, investigation, resolution, comms)
- Service requests / small changes (as agreed)
- Release management and update coordination
- Update impact analysis (e.g., Microsoft changes)
- Integration support (existing interfaces where in scope)
- Managing Microsoft escalations
- Knowledge/runbook upkeep (where agreed)

## Improve, assure & optimise (optional modules)

- System health checks (periodic)
- Environment analytics / trend analysis
- Testing support for changes/updates (where agreed)
- Continuous improvement backlog management
- Service reporting and review meetings
- Risk/issues log and actions tracking (service governance)



# Delivery approach (indicative)



# Deliverables (typical)

- Support onboarding pack (scope, RACI, escalation routes, service calendar)
- Service reporting pack (KPIs/MI, trends, actions)
- Service review outputs (minutes, decisions, actions)
- Release/update notes + impact assessment outputs (where in scope)
- Health check outputs (where in scope)
- Continuous improvement backlog and status (where in scope)
- Vendor escalation log/status (where required)
- Knowledge transfer/runbook pack (where agreed)



# Support model and service levels



## Support channels and hours (baseline)

- **Online ticketing:**  
08:30–17:30 UK time, Monday to Friday
- **Phone support:**  
09:00–17:00 UK time, Monday to Friday



## Support levels (options)

- **Standard Support:** baseline hours and targets above (via online ticketing for service administration and tenant provisioning queries).
- **Extended hours / Out-of-hours support:** by agreement for defined periods or priority incidents only.



## Response targets (baseline)

- Ticket acknowledgement: **within 1 business hour** (during service hours)
- Initial response: **within 4 business hours** (during service hours)
- Tickets raised outside service hours are acknowledged by **08:30 UK time next business day**, unless enhanced/out-of-hours support is agreed.



## Governance

We provide a named **Service Delivery Manager (SDM)** to oversee service governance, reporting, escalation and continuous improvement.

If you have any questions,  
please contact:

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**delaware**  
we commit. we deliver.