

848

Connected Business Operations

Service Definition

Efficient Business

Version 0.6 | September 2026



Driven by **people.**



Powered by **intelligence.**



Value chain **led.**

1. Service Overview

Operational work runs more smoothly when transactions and responsibilities connect across teams. Re-entering information between finance, supply chain and project systems creates delay and weakens visibility. Connected Business Operations aligns selected business processes to standard Microsoft application capabilities so people can follow clearer workflows and work from consistent information.

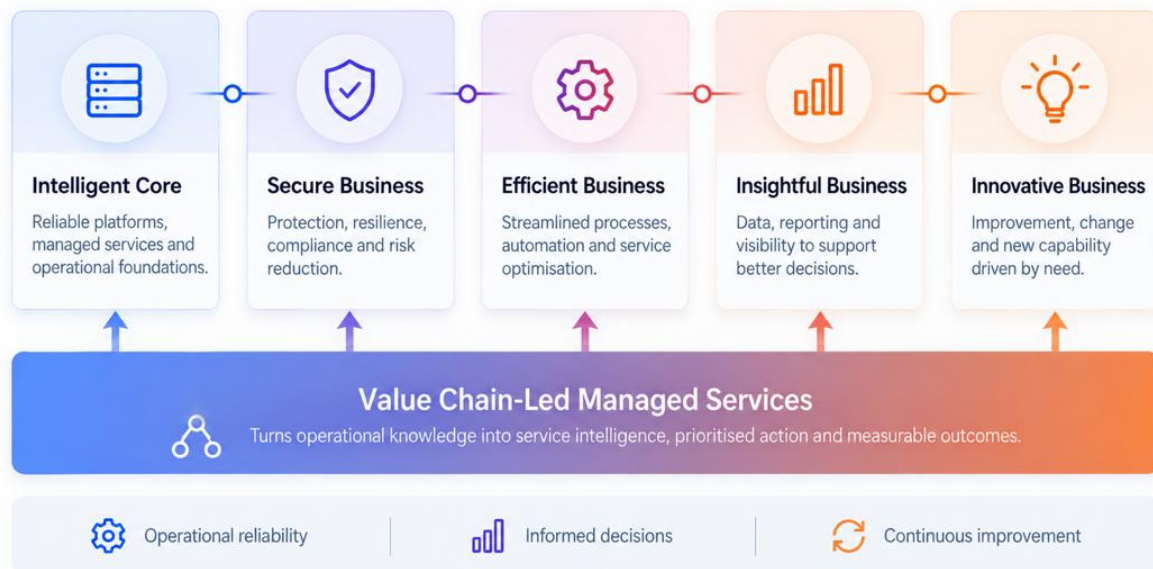
Connected Business Operations sits within The Efficient Business, part of 848's Intelligent Business Framework. The framework connects technology investment to the way the organisation operates, makes decisions and delivers services. Each engagement addresses the selected outcome while considering its place in the wider customer environment.



Powered by **Intelligence** | Driven by **People** | Focused on **Outcomes**

848 Intelligent Business Framework

A framework that aligns service delivery, security, insight and improvement to business outcomes.



From business need to usable capability

The service relates system configuration to the organisation's operational footprint. Business owners define how work should progress, and selected modules or integrations support that process. The resulting configuration and guidance help customer teams manage routine activity and understand the boundaries of their application environment.

Process Automation and Optimisation can address supporting manual tasks, while Customer and Service Experience connects customer-facing activity. Data and analytics services can provide further insight where needed. Connected Business Operations supplies the operational application context for those improvements within The Efficient Business.

2. Scope and Service Boundaries

Customers select the elements that support their intended outcome. The scope identifies what 848 will deliver and the work retained by customer teams or suppliers.

Service	Outcome
Business Central implementation	Selected standard modules are configured for the agreed operational footprint. Custom AL development, enterprise transformation and large historical migrations are separate.
Business Central modernisation	A selected transition from legacy or on-premises ERP aligns the environment to standard cloud capability. Recreating legacy customisations and full transaction history migration are outside scope.
Project Operations	Standard project structures and resource or billing settings support agreed delivery processes. Custom development and wider project management operating model redesign are separate.
Financial management	Business Central financial structures and standard reporting support routine control and transactions. Historical ledger migration and advanced Power BI modelling are separate.
Supply chain and inventory	Standard purchasing and inventory configuration supports agreed stock and fulfilment processes. Advanced warehouse systems and demand planning are separate.
Process standardisation	Existing processes are reviewed and aligned to standard Business Central behaviour. Enterprise transformation and extending the ERP to preserve legacy practices are separate.
Operational integration	Power Automate or Logic Apps use standard supported connectors for selected information flows. Bespoke middleware and custom APIs are outside this element.
Power Platform extensions	Targeted low-code components support tasks alongside Business Central using standard interfaces. AL changes, new Dataverse tables and advanced analytical platforms are separate.
Operational performance review	Available reports and metrics reveal bottlenecks and manual work. Findings guide improvement, with custom reporting and process redesign separately commissioned.
Business Central support	Selected business-hours application support addresses functional issues and minor configuration. Out-of-hours coverage and SLA-bound response commitments are outside this element.

Dependencies and exclusions

Delivery uses the selected standard application capabilities and defined organisational footprint. The service does not automatically include custom development, large-scale historical data migration or an enterprise operating model transformation. Supported interfaces and retained supplier work must be identified. A separate application support element does not imply the coverage or commitments of VCLMS.

3. How 848 Delivers the Service

Delivery follows the selected scope, using the customer's operating context to guide the work. The sequence below explains how evidence and decisions progress towards the agreed outputs. Customer review and knowledge transfer form part of that progression.

Understand the operational flow

848 reviews current transactions and hand-offs with process owners. Workshops establish where information or responsibilities become unclear. The customer confirms the selected business processes and how they should be supported by standard capability.

Design the application configuration

848 relates those requirements to the selected modules and integration patterns. Customer specialists review the proposed design and identify any gap needing separate scope. Data preparation and customer activities are confirmed before build.

Configure and validate the selected processes

848 implements the agreed configuration or connector flows. Representative transactions and scenarios test whether the system supports the intended process. Customer owners review the results and resolve business decisions affecting acceptance.

Prepare teams for routine use

848 explains the configured processes and provides the relevant operational material. Train-the-trainer activity is used where included in the selected element. The receiving team reviews handover, with ongoing application support separately confirmed.

4. Service Delivery and Management

4.1. Deliverables and Outcomes

The outputs give the customer a usable record of the work and the information needed to act on it. The selected elements determine which deliverables apply; findings and limitations remain visible alongside the results.

Deliverable	Use for the customer
Process and configuration records	Explains the agreed operational model and selected application settings.
Configured applications and connections	Provides the commissioned standard modules or integration flows.
Validation and operational guidance	Shows scenario findings and equips the receiving team to use the configuration.

4.2. Working with 848

Finance and operational owners approve process requirements. Application specialists provide existing configuration and data context. The customer assigns users to validate representative transactions and receives the operational handover.

Participant	Responsibility
848 delivery team	Performs the selected work, explains findings and documents the relevant outputs. Coordinates review and knowledge transfer with the customer.
Customer service owner	Confirms the intended outcome and scope. Makes customer decisions and identifies who can resolve dependencies or approve changes.
Customer specialists and suppliers	Provide relevant information and agreed access. Complete retained activity and participate in review or validation where their systems or processes are involved.
Receiving team	Reviews the relevant outputs and takes ownership of the activities that continue after handover.

4.3. Service Assurance

Validation follows the selected processes and representative transactions. Customer owners check configuration and outputs against agreed requirements. Any remaining data or process issue is recorded with the responsible party.

Review focus	What is checked
Scope alignment	The delivered work and outputs address the agreed requirements and selected service elements.
Evidence and validation	Findings or test results show the basis for conclusions, including known limitations and unresolved dependencies.

Review focus	What is checked
Customer acceptance	Relevant owners review the outputs and understand any open actions before accepting the commissioned work.

4.4. Onboarding

Onboarding establishes the conditions needed for useful delivery. The customer and 848 confirm what the engagement should achieve and check that the people and information needed for the selected work will be available.

Preparation	What needs to be established
Outcome and scope	Confirm the selected elements, boundaries and expected outputs, together with the customer's priorities.
Information and access	The selected licences and application environment must be ready. Customer teams provide agreed process information and prepared data, with owners available to review configuration and test results.
Participants and decisions	Identify the service owner, relevant specialists and receiving team. Confirm review participants and escalation routes.
Delivery readiness	Agree the applicable schedule and customer prerequisites. Confirm any operational constraints affecting access, validation or handover.

4.5. Operating and Improving

Operational reviews can identify further configuration or workflow opportunities. The customer prioritises changes within standard capability. Managed application support continues only where separately selected and within its stated coverage.

4.6. Handover and Exit

848 explains the delivered application footprint and relevant administration tasks. The customer confirms who owns routine processes and application support, including interfaces maintained by other providers.

Handover item	Purpose
Agreed outputs	Provide the final documents or configuration material relevant to the selected service.
Findings and open actions	Preserve the evidence, limitations and remaining work for the customer or receiving provider.
Knowledge and ownership	Explain how the outputs should be used and confirm who owns the next operational or improvement activity.

5. Why 848

848 helps organisations improve how technology supports the way they operate, make decisions and deliver services. Our focus is not on deploying technology for its own sake, but on connecting technology investment to measurable business outcomes.

Our services are aligned through The Intelligent Business Framework, which brings together five outcome areas: The Intelligent Core, The Secure Business, The Efficient Business, The Insightful Business and The Innovative Business. This provides a consistent way to move from technology foundations and security through to operational efficiency, data-led decision-making and innovation, without treating each requirement as an isolated project.

848 combines consulting, engineering and managed service capability within one UK-based team. That matters because the people who design and implement change understand how technology must operate once it enters live service. Architecture, cloud, security, data, Power Platform, Dynamics 365, Microsoft 365 and managed services can therefore be considered as connected parts of the customer environment rather than separate technical towers.

Our Microsoft capability is supported by established partner credentials and practical delivery experience across Microsoft Azure, Microsoft 365, Power Platform, Dynamics 365, Fabric, Sentinel, Defender, Intune, Entra ID and Purview. 848 is a Microsoft Solutions Partner for Security and a Microsoft Direct CSP, giving our teams direct access to Microsoft technologies, programmes and commercial capability.

Service quality and security are supported by recognised organisational standards. 848 holds ISO/IEC 27001, ISO 9001, Cyber Essentials and Cyber Essentials Plus, with security-cleared capability available where required. These controls sit behind the way we manage information, quality, access, risk and service delivery across customer engagements.

What differentiates 848 is the connection between delivery and improvement. Through Value Chain-Led Managed Services, service information is converted into practical intelligence about how technology and services perform across users, teams, suppliers, systems and hand-offs. Service Flow Analysis extends that view by identifying friction, delay, rework, unclear ownership and recurring service issues across end-to-end journeys. The result is a clear improvement backlog based on real operational evidence rather than assumption.

We also place a strong emphasis on internal capability. Knowledge transfer, clear ownership and practical handover are built into our services so that customers understand what has been delivered, how it works and how it should evolve. Where 848 remains involved, improvement continues through review, prioritisation and measurable service outcomes rather than static support.

For customers, the result is a partner able to move from strategy through design, implementation, validation, operation and improvement while maintaining a consistent view of the wider business outcome. 848 brings together the people, Microsoft capability and service intelligence needed to make technology easier to operate, easier to improve and more valuable over time.