

G-Cloud 15 Service Definitions

1. Core business systems
2. Cloud migration and support
3. Cyber security

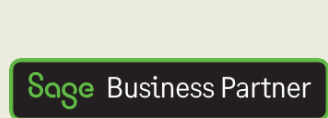


We are Thinc.

We amplify the power of your people.

Thinc helps public-sector organisations and suppliers to unlock greater efficiency, productivity and scalability, all through the intelligent use of technology.

- Holistic, end-to-end consultancy and services
- Proven, customer-centred transformation model
- 30+ years' business technology experience
- Independent, impartial advice guaranteed

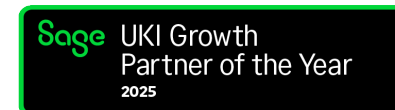


Microsoft
Partner



Crown
Commercial
Service
Supplier

thinc*



Holistic, full-stack services

Thinc provides more than just solutions.

We provide the full stack of technical consultancy and managed services that public-sector bodies and suppliers need to scale strategically, sustainably and securely.

Our independence means we can proactively research, select and refine the tools that we believe will deliver the best value for your organisation.

We never recommend a solution unless it's perfect for your requirements.



Core Business Systems

Streamline operations and improve decision-making.

Sage 200 | SAP Business One | Sage Intacct | Microsoft Dynamics 365 BC | Multi-Entity Finance and Accounting Planning | Warehouse Management | Fleet and Hire Management



Integration and Development

Eliminate manual processes and drive automation.

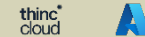
System Integration | Business Process Automation | Business Intelligence | Third-Party Logistics | Bespoke Development



Cloud

Scale flexibly and reduce IT overheads.

Private Cloud | Public Cloud Migrations | Backup



Managed Services

Always-on IT expertise that evolves with you.

IT Services | Global Managed Services | Infrastructure | Backup and Storage | Communications Modern Workplace | Reporting | Bespoke Development



Cyber Security

Protect your business and maintain compliance.

Endpoint Protection | Managed Firewall Vulnerability Assessment | Emergency Response | Business Resilience | Cyber Essentials | Cyber Essentials Plus | Penetration Testing | Training



Our customer focus

We combine global reach with a close customer focus, allowing us to build trusted, long-term partnerships with clients throughout the UK and Canada.

Wherever you are, our friendly support is always just a phone call or email away.

400+

customers

99%

satisfaction

95%

retention year on year

The team at Thinc have put us at ease as they display a culture of customer care up and down their business.

CFO, Linkage Community Trust



Who chooses Thinc?



200% increase in order volume



30% sales growth



Threefold growth supported by scalable systems



Order changes cut from minutes to seconds



Month-end processes complete a week earlier



Warehouse operations two weeks ahead of schedule



ERP system implemented in eight weeks



Stock level updates cut from days to 15 minutes

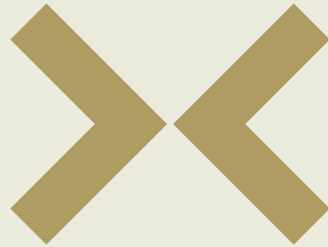
Approach

Achieve more with Amplify™

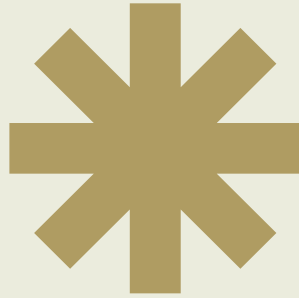
Our proven **Amplify™ transformation model** simplifies technology and amplifies its impact, empowering your people to do and be more.



We Connect



We Collaborate



We Amplify

First, we **connect** to get to know your organisation's needs. Then, we **collaborate** to design a solution that's the perfect fit. With these foundations in place, we will **amplify** the power of your people with our honest, proactive support, services and strategic account management.

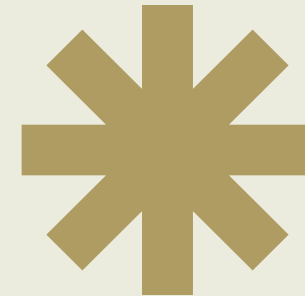
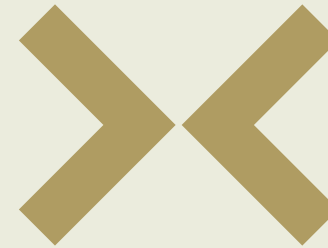
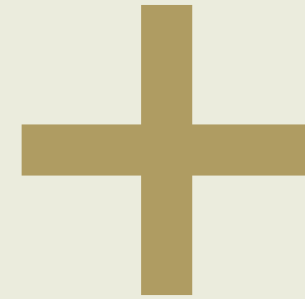
thinc*



How our Amplify™ methodology works

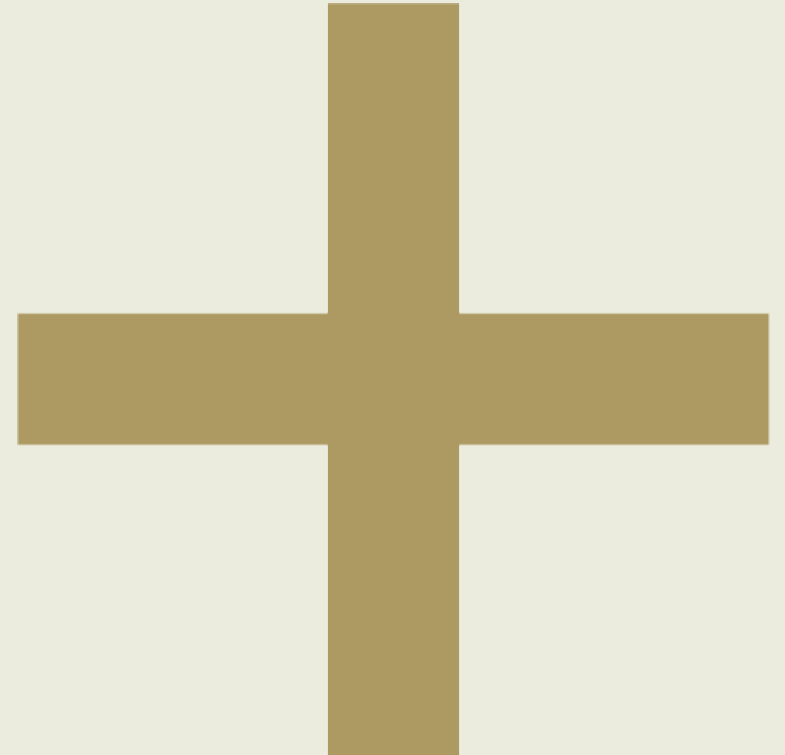
All projects or pieces of work are managed using a Thinc proprietary method, based on the Industry standard PRINCE 2, AIP and PMP delivery methods, and aligned to the ITIL Service Management Approach.

Thinc follow a standard three-stage life cycle for managing all deployment projects. Each stage has a defined milestone or handover point between the Thinc teams to ensure quality and a continuous level of service.



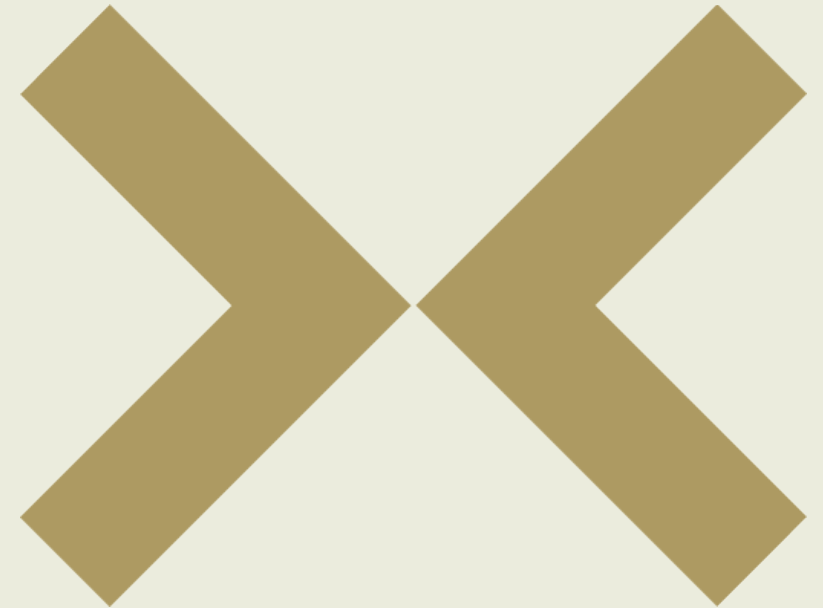
1. We Connect (Service Delivery)

- The Service Design phase includes the design of new services, as well as changes and improvements to existing ones.
- This phase covers the area from pre-sales through to the completion of the detailed design to be deployed.
- A key deliverable from this phase is the Service Brief. This is a living document defining the scope of work to be carried out, the processes that will be followed, through to detailing the solution deployed. It follows a piece of work throughout its lifecycle and acts as a key handover document between Thinc teams to ensure consistency and quality.
- This phase is led by the Business Development Team.



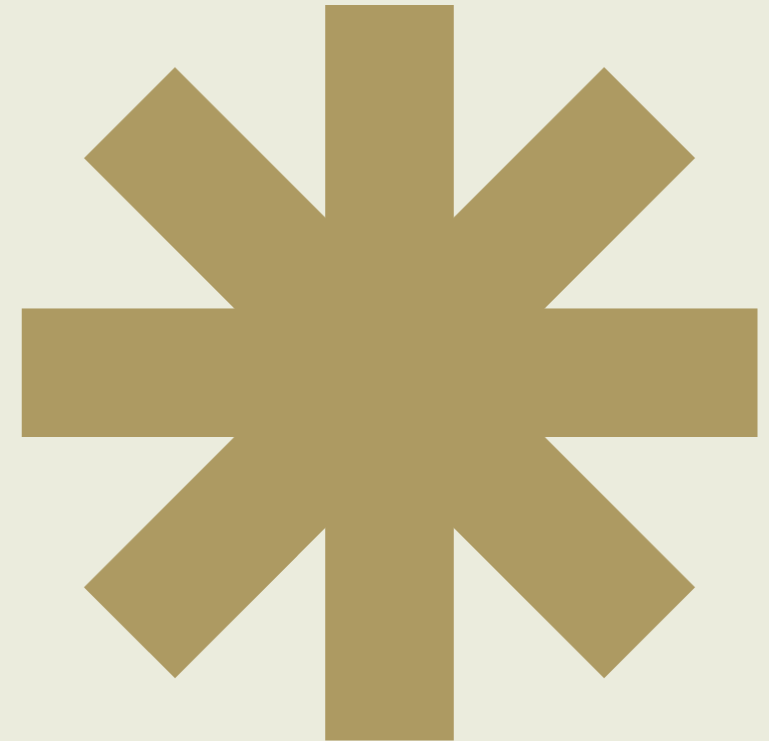
2. We Collaborate (Service Transition)

- This phase relates to the delivery of services required by a business into live/operational use, as specified in the Service Design phase.
- This can be thought of as the traditional Project Delivery phase of an implementation. This can be anything from deployment of a new system to delivery of specific services to an established or new service.
- This Phase is led by the Consulting / Delivery Team.



3. We Amplify (Service Operation)

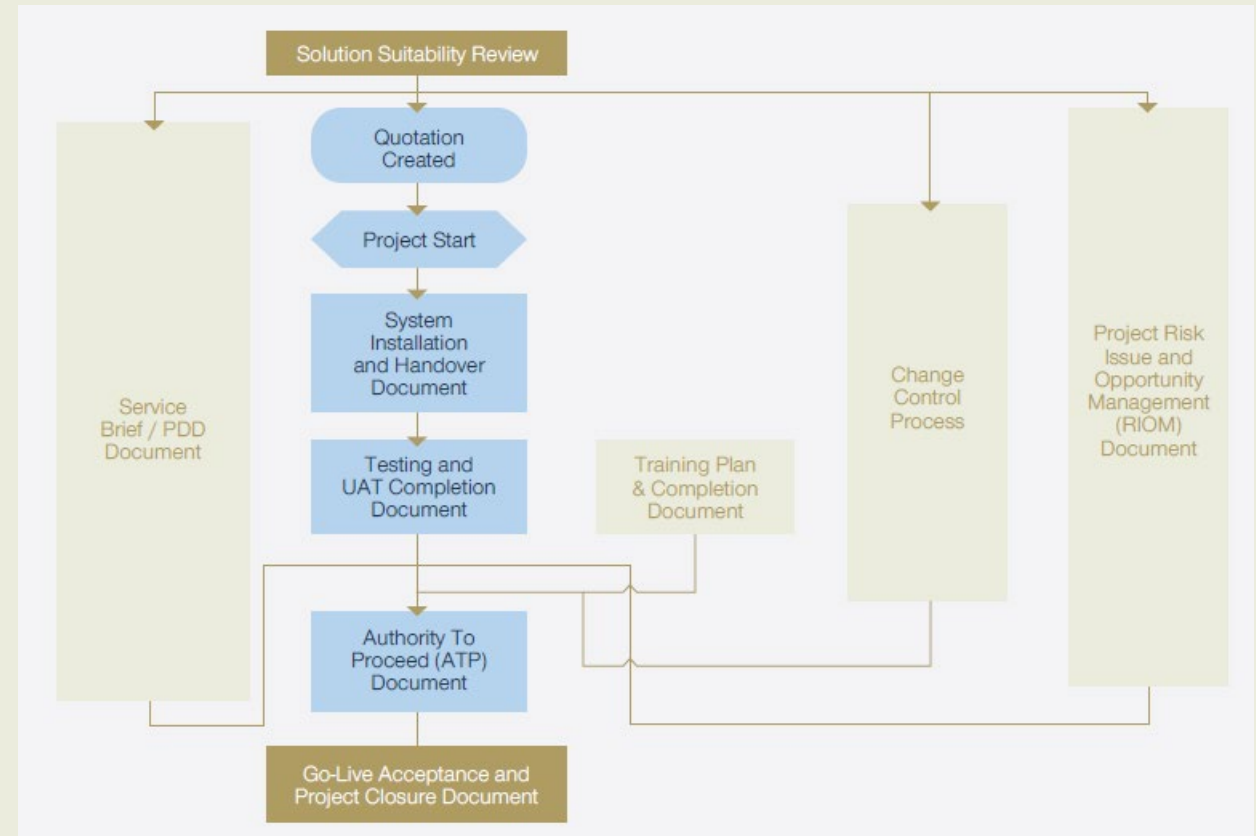
- This stage includes the fulfilling of user requests, resolving service failures, fixing problems, as well as carrying out routine operational tasks.
- This is the traditional Business as Usual (BAU) part of a live service, as defined in the Service Brief. Formal closure of the Transition Project happens during this phase and can also include Early Life Support (ELS) for certain deployments.
- This Phase is led by the Service Management / Support Team
- You will have regular reviews with an account manager to ensure you maximise the benefits of your system.



Thinc Delivery Toolkit

The Thinc Delivery Toolkit is comprised of a number of key documents that follow a Project or Piece of Work through the Delivery Process from Design to Live Service.

These key documents act as Milestones during the Delivery Process and are intended to ensure quality and control over delivery to all Thinc customers. The relationship between these key documents in the Delivery Lifecycle is shown here.



Service Delivery

Thinc provides technical support and product guidance for your software and complementary applications for the course of your contract, as well as product life-cycle support to maximise benefits from your systems.

- The service is delivered by a team of formally accredited technical professionals who are trained on their products.
- Normal operating hours are 8:30-17:00 Monday - Friday. Extended support is available by arrangement.
- The service offers email and telephone support with multiple options for remote connectivity and digital collaboration.
- A systematic and procedural approach to the investigation and diagnosis of issues.
- The creation of a specific case (support ticket) for all issues raised and all activity and time used is tracked and recorded.
- Proven methods to help deliver a faster, more responsive, and efficient support service.
- An assigned account manager to ensure you maximise the benefits of your system.
- Regular updates and training on new features.
- Help with your IT roadmap to identify features and third-party products aimed at getting more out of your environment.

Contact

Contact us

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thinc*

Our leadership team – key contacts



Dominic Ball
Managing Director



Richard Stathers
Operations Director and
Head of Managed Services



Anastasia Gwynne
Head of SAP Practice



Gary McKnight
Head of Sage Practice

Core business systems

1. SAP Business One
2. Sage 200
3. Sage Intacct

SAP Business One

SAP Business One

SAP Business One is a fully integrated ERP package covering all aspects of functionality required for a modern business.

With flexibility in mind, an SAP Business One solution from Thinc can be tailored to meet the needs of every business across a wide range of verticals and industries.



SAP Business One features



SAP Business One can be implemented on premise or in the cloud depending on your preference.

In combination with Thinc's managed service offering, we offer an end-to-end service removing the technical complexities of implementation and presenting a simple solution.

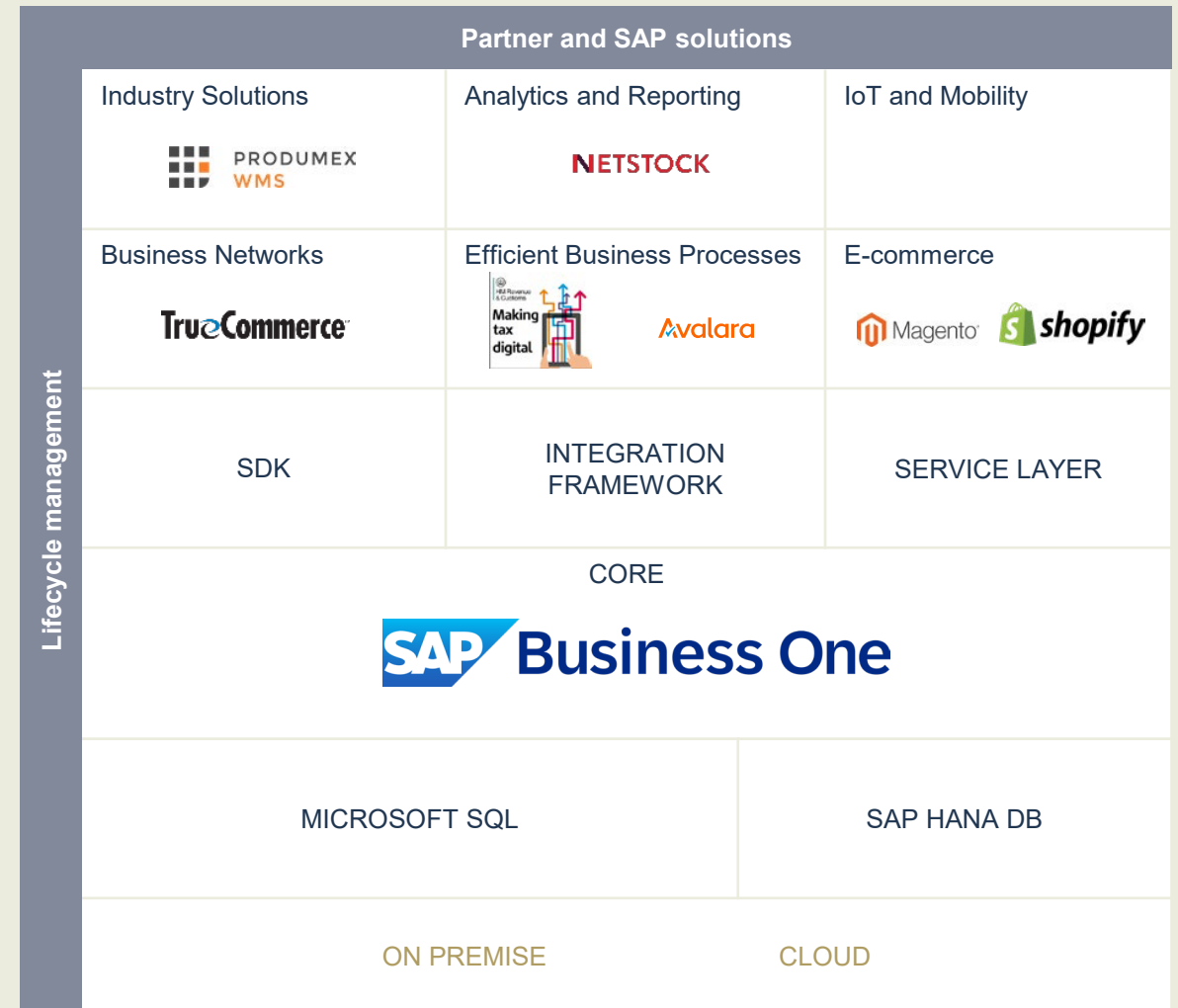
SAP Business One key functionality

Management & Administration	Accounting & Financials	Purchasing & Operations	Sales & Service	Inventory & Distribution	Production & MRP	Project & Resource Management	Solution Customising
- User administration - Authorisations - Multiple currencies - Exchange rates - Multiple posting periods - Multi-branch - Data import - Opening balances - Approval processes - Calendar - Microsoft 365 integration - Mobile interaction - Recurring transactions - Drop Ship - GDPR	- Chart of accounts - Journal entries - Posting templates - Recurring postings - Financial reports - Budget management - Cost accounting - Incoming payments - Outgoing payments - Payment run - Bank statement processing - Checks and credit cards - Deferred payments - Account reconciliation - DATEV / ELSTER (DE) - Fixed Assets	- Purchase request - Purchase quotations - Web-enabled RFQ - Purchase orders - Goods receipt POs - Goods returns - A/P Invoice - A/P reserve invoice - Down payment invoice - Down payment request - Cancel Marketing Documents - A/P credit memos - Landed costs - Intrastat - PEPPO L	- Opportunity and pipeline mgmt - CRM - Campaign mgmt - Blanket agreements - Quotations - Sales orders - Deliveries and returns invoices - Dunning and customer mgmt - Gross profit calculation - Service mgmt - Service planning - Customer interactions tracking - Equipment card handling - Service Dashboards - Service contracts - HR integration - Knowledge database - Service calendar - Service call processing	- Item management - Item lists - Price lists - Goods receipts - Goods issues - Inventory transactions - Transfers - Serial number mgmt - Batch number mgmt - Price lists in multiple currencies - Special prices - Period and volume discounts - Pick and pack - Recurring transactions - Inventory tracking - Bin location - Multiple measurements - Inventory counting	- Bills of material - Item sets - Production orders - Goods issues - Goods receipts - Production dashboards - GL account determination - Life-cycle mgmt - Item cost calculation - Forecasts - MRP - Make to order - Order recommendations - Production routing	- Project management - Project stages - Stage dependencies - Sub projects handling - Project time reporting - Internal project handling - Employee master data - Time sheet entries - Resource master data - Resource capacity planning - Gantt chart capacity viewing	- User defined fields creation - User defined tables creation - User define queries creation - SQL query generator - Form UI configurator - User defined alerts - Transaction notifications - Workflow designer - Business process checklist - User defined Cockpit - User defined workbench

Added features

In addition to the core SAP Business One offerings, Thinc work with a number of third-party solutions offering best-in-class functionality to enhance solutions to meet the needs of our customers. From dedicated handheld warehouse solutions to EDI integrations across supply chains, Thinc has complementary solutions to meet your needs.

- **Boyum IT** – warehouse and distribution addons, such as Produmex WMS and Produmex Scan
- **Avalara** – automating tax and compliance
- **Intercompany** from Walldorf – streamline and consolidate multiple entities
- **Netstock** – supply and demand software
- **FastBank** – automated bank transactions and reconciliation
- **TrueCommerce** – EDI integrations
- **Traild** – effortless and secure invoice automation



Accelerated Implementation Programme (AIP)

The Thinc AIP is a framework designed for the implementation of SAP Business One, shaped by our 30+ years’ experience. It mitigates against common pitfalls and ensures that your existing operations are considered and not put at risk during the implementation phase.

In parallel to the implementation programme, we run a formal risk and change process that allows the project to flex to any unforeseen shifts. We always do this in a way that ensures that impacts are fully understood and ultimate success is not undermined by any change in focus.

1. Project preparation	2. Blueprint	3. Realisation	4. Final preparation	5. Go-live and support
During our sales process, project goals and objectives are identified. Then, budgets are established, the project team is assembled and an initial project plan is developed.	We conduct a series of workshops with key stakeholders to gather requirements. The decisions made are then added to a detailed blueprint that outlines how processes will be configured in SAP B1.	Systems are configured according to the specifications, along with any required customisations. Initial data is migrated, and a test system is provided for User Acceptance Testing (UAT).	The rest of the business is now engaged with the implementation to ensure readiness for go live. End users are trained and any final data migration is performed.	The SAP B1 system moves into production and support is on hand for any issues. The consultancy and delivery team hands over to the support teams who will offer ongoing assistance.

Sage 200

Sage 200 is an end-to-end business solution that provides full visibility into every aspect of your business from a single, integrated system.

Its modular design means that no two systems are the same. This, coupled with individual module configurations and parameter settings, allows the solution to be tailored specifically to your business needs. Sage 200 also has a full development toolkit (SDK) and a publicly documented RESTful API. Furthermore, there are a plethora of industry and function-specific add-ons available through the [Sage 200 Marketplace](#).



Sage UKI Growth
Partner of the Year
2025



Sage 200 features

The diagram opposite shows the standard and professional functionality provided with Sage 200.

To further enhance that functionality, we also work with a series of leading independent vendors and vertical market solutions providers. These include:

- **Sicon** – a comprehensive suite of modules including financials, commercials, manufacturing and approvals
- **Quadient** – automating accounts payable and receivables
- **Avalara** – automating tax and compliance
- **Roveel** – smart reporting, analysis and dashboards
- **Accelerator** – manage fleets, plant hire and workshops
- **Netstock** – supply and demand software
- **TrueCommerce** – EDI integrations
- **Payhawk** – centralised company spending for corporate cards, expense tracking and invoices



Sage Intacct

Sage Intacct

Sage Intacct accounting software unleashes the full potential of your finance team. With best-in-class, AI-powered tools designed to scale with you, you'll cut time to close, streamline processes, and make smarter decisions.

For public-sector organisations, you can be assured of enterprise-grade security and controls built for accountability.



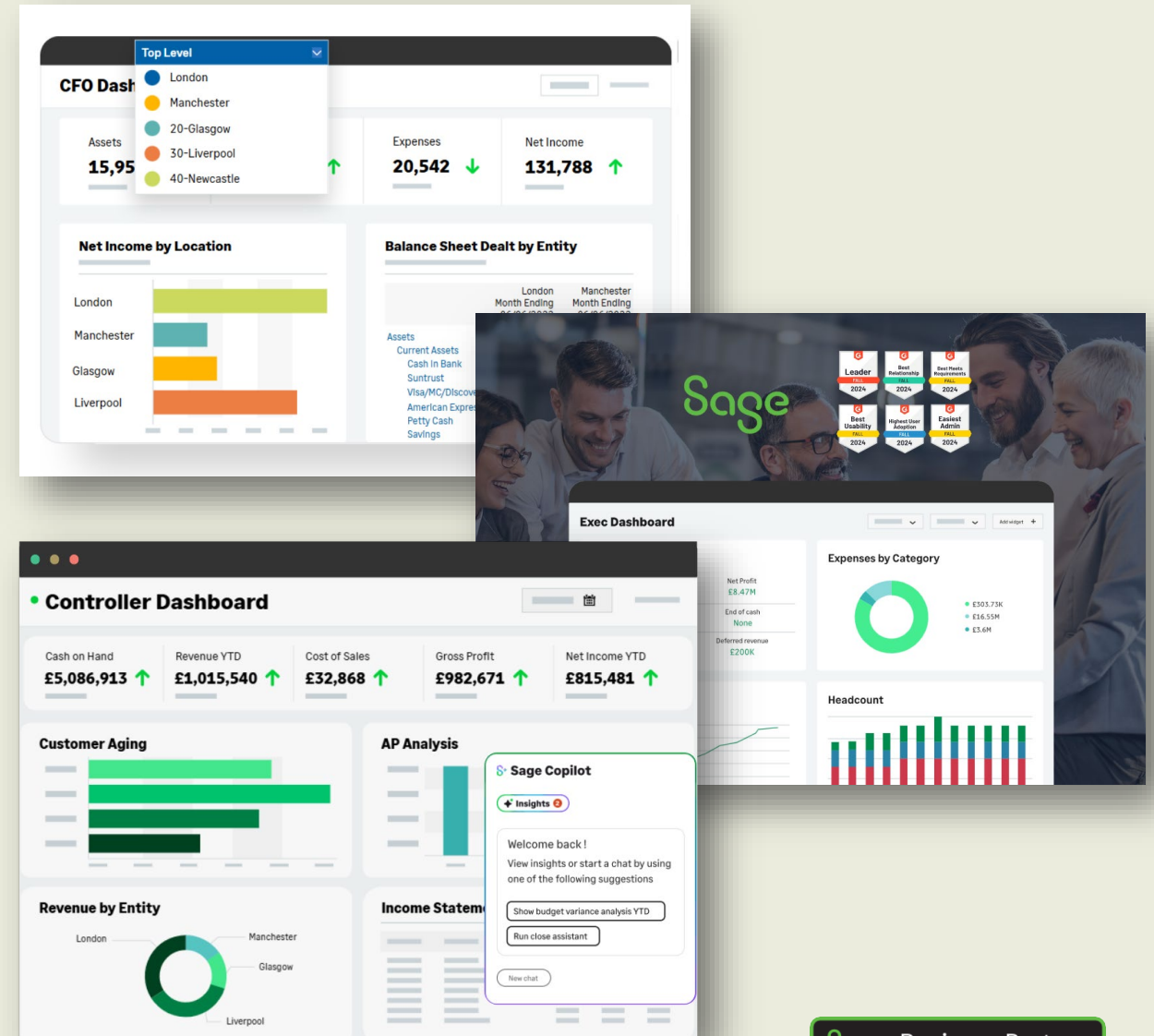
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Why Sage Intacct?

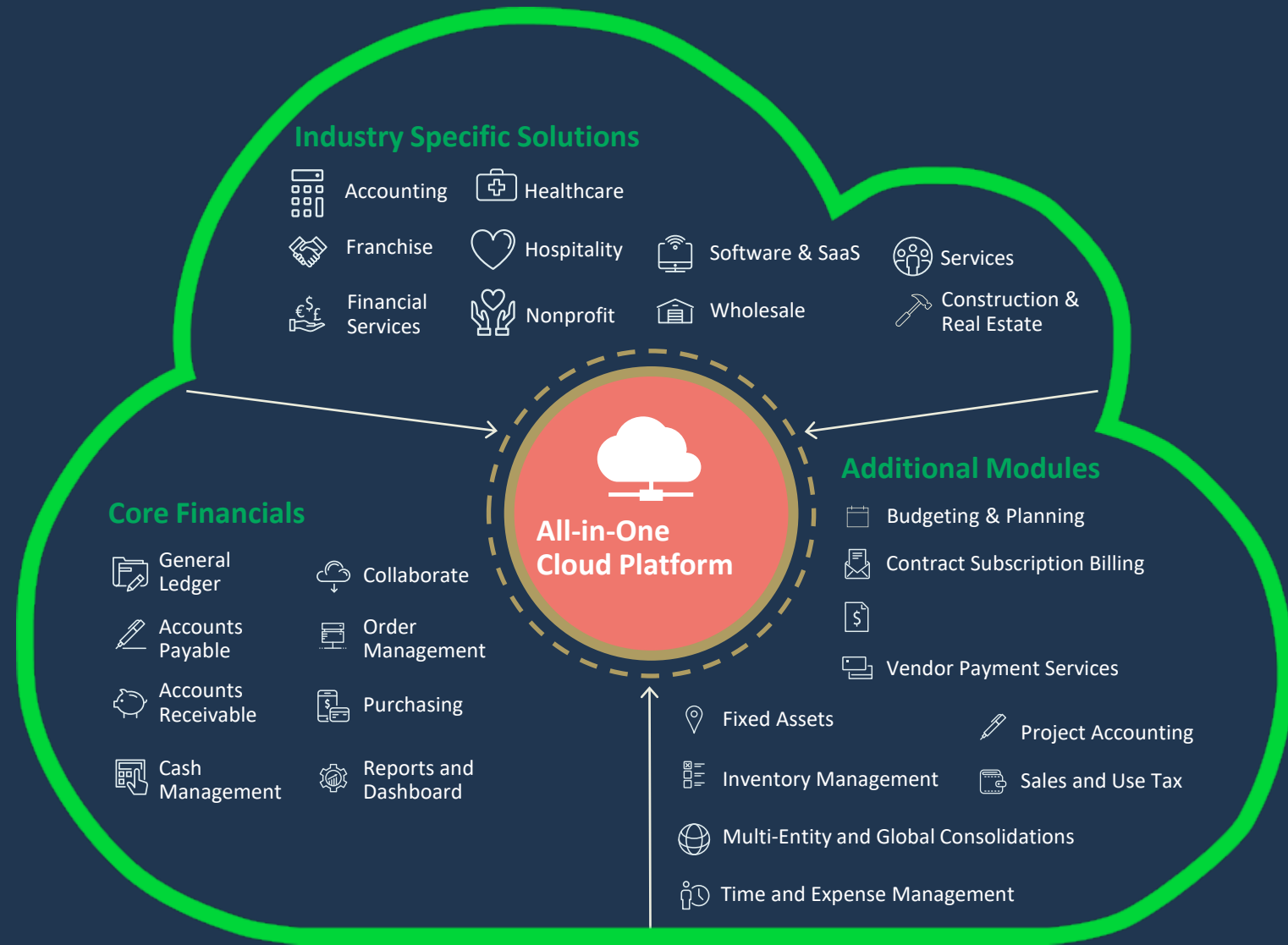
Public sector organisations choose Sage Intacct when finance needs to scale without slowing the organisation down. As complexity grows – more entities, more data, higher reporting expectations – Intacct gives finance teams real-time visibility, automation, and control that entry-level systems can't deliver.

- Trusted by over 24,000 organisations
- Number 1 for customer satisfaction (G2)
- The only finance management solution recommended by the AICPA
- Real-time financial insight without spreadsheet workarounds
- Built for multi-entity and complex reporting from day one
- Cloud-native platform that scales cleanly as you grow
- AI-powered and seamlessly connected



Sage Intacct features

- Native Cloud from the first line of code
- Deep multi-dimensional accounting and automation for efficient financial operations
- Sophisticated visibility for real-time decision making
- Best of breed, easy integration to other solutions
- Fresh & modern user interface
- Designed for CFOs and professional finance teams looking for a powerful solution



Security as standard

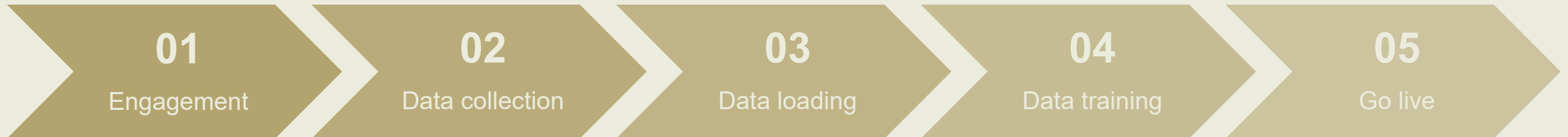
Sage maintains a broad portfolio of globally recognized security and privacy certifications, including ISO 27001, SOC 1 and SOC 2 Type II, PCI DSS, and GDPR compliance, all validated through independent third-party audits.

Access management and user controls	Data encryption and protection	Continuous monitoring and threat detection	Security governance and independent validation	Secure cloud infrastructure
All user access is governed by role-based permissions, least-privilege principles, and mandatory multi-factor authentication (MFA).	Data is encrypted both in transit and at rest using industry-standard protocols.	Sage’s security operations team monitors the platform 24/7 using real-time dashboards and automated alerting systems.	Sage maintains a comprehensive security governance programme supported by regular third-party audits and global certifications.	Sage Intacct is deployed on either Amazon Web Services (AWS) or Microsoft Azure, or Thinc’s private cloud, giving the flexibility to choose the cloud environment that best aligns with your internal policies and IT standards.

Implementation: Fast Start or Configured

Fast Start projects aim to get you up and running with your solution in as little as 12-14 weeks. This fixed-scope approach is best if you're wanting to see the quickest time to value.

In a Configured project, we will build your solution to perfectly fit your processes. This is the best approach if you can afford a bit more time during setup, especially if your processes are complex and you need to flex the system accordingly.



Cloud migration and support

1. Microsoft Azure Cloud
Migration and Support

Microsoft Azure Cloud Migration and Support

Azure Cloud Migration and Support services take new or legacy applications and workloads from on premise to the cloud. Thinc has over 30 years' experience managing business IT systems and a proven methodology for consistent results.

Our approach is to assess the workload to be migrated and review its suitability for the cloud. We design the end-state architecture making best use of Azure cloud functionality. After testing, the workload is migrated. In the initial days after migration enhanced early-life support is provided as an added level of reassurance. Following migration business as usual support is provided as well as proactive monitoring and maintenance services.



Microsoft
Partner



Four phases of cloud migration

Having migrated more than 100 organisations' applications to the cloud, we understand that each has different requirements. In order to simplify the process, we can break cloud migration down into four sections.



During the preparation phase of your cloud migration, you need to look at the interworking of your applications and databases. By taking the time to establish the full connection between these components, you should also be able to see a clear system in which everything should be migrated.

You should use the planning stage to fully construct a cohesive migration strategy based on the information you gathered in the preparation stage. This includes rationalising the information you have against the seven Rs of migration: rehost, replatform, relocate, repurchase, refactor, retire and retain.

Once you have fully completed the planning and preparation for your IT cloud migration, it's time to begin migrating. During this phase, you should also start to test the functionality of your newly migrated systems to be sure that they can still work connectively.

Now that you have fully carried out your migration strategy, you can now start to optimise and customise your systems to fully cater to your organisation's specific needs. This includes finding best practices for monitoring, alerting and backups and ensuring that your cloud migration adheres to them.

Microsoft Azure

Service delivery

Thinc's Azure support provides technical support and proactive maintenance services to keep environments up to date and secure.

Ongoing product guidance for cloud contracted customers as well as product life-cycle support is given to maximise benefits from your system.

The service is delivered by a team of formally accredited (by Microsoft) technical professionals who are trained on Azure, business applications and many third-party add-ons.



Microsoft
Partner



Cyber security

1. SonicWall Firewall Installation and Support

SonicWall Firewall Installation and Support

Thinc's SonicWall firewall installation and support services provide on-premise and cloud based security and management solutions. Our experienced and certified engineers will assist you by determining the right solution for your specific need. Thinc has over 30 years' experience managing business IT systems and follow a proven methodology for consistent results.

Our approach is to identify your communication and security requirements and to design an end-state that makes best use of SonicWall's security features and management capabilities. Our standard approach following an implementation is to provide early-life support, providing an added level of reassurance after go-live. following migration, business as usual support is provided as well as proactive monitoring and maintenance services.



SONICWALL®



How SonicWall protects the public sector

SonicWall provides cybersecurity, specialising in providing network security solutions, including firewalls, VPNs (Virtual Private Networks), and other security appliances, to protect your organisation from cyber threats.

Advanced threat protection	SonicWall FireWall	Secure mobile access	Cloud security management	Email security
• Real-time threat detection • AI-driven insights • Proactive vulnerability management	• Powerful intrusion prevention • Granular application control • High-speed VPN access	• Remote access with SSL VPN • Centralised control • Compliance enforcement	• Unified security platform • Seamless cloud integration • Visibility and control	• Advanced spam filtering • Phishing protection • Data leak prevention

SonicWall

Service delivery

Thinc's Sonicwall firewall support provides technical support and proactive maintenance services to keep environments up to date and secure. Ongoing product guidance for contracted customers as well as product life-cycle support is given to maximise benefits from your system.

The service is delivered by a team of formally accredited (by SonicWall) technical professionals who are trained on their products.

thinc*



SONICWALL®



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