

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft Dynamics 365 Power Platform

About Kick

Kick ICT Group are one of the UK's leading independent ICT services businesses, with a talented and highly skilled team that provide outstanding service and value to our clients. Our four divisions, Technical, Dynamics, Infor and Communications allow us to deliver tailored expertise to each client.

Founded in 2015, we've grown rapidly with **nine** acquisitions, combining over **40 years** of expertise and service from respected industry players Castle and Talon.

We pride ourselves on our commitment to providing outstanding IT solutions, services and support. Yet we believe that it's how we work with people that is most important to us.

You can trust in our expertise. *We're here to help.*

1. Service Description

Overview:

Kick ICT presents a sophisticated solution through the Microsoft Dynamics 365 Power Platform, designed to empower organisations by optimising business processes and accelerating digital transformation. This platform integrates powerful tools such as Power BI, Power Apps, Power Automate, and Copilot to enable rapid development, deployment, and management of custom business solutions. Aimed at enhancing productivity and decision-making capabilities, this service allows organisations to customise applications, automate workflows, and analyse data through a unified, user-friendly platform.

Objectives:

The service seeks to enable organisations to fully leverage integrated analytics and custom application development to streamline operations, enhance customer experiences, and foster an agile, data-driven culture. It aims to reduce operational complexities, facilitate seamless automation of routine tasks, and provide comprehensive business insights that drive strategic decisions and operational efficiencies.

Scope of Service:

This expansive service includes end-to-end management of the Dynamics 365 Power Platform, encompassing initial planning, bespoke configuration, integration, deployment, and ongoing enhancement and support. It caters to a wide range of industries, adapting to the unique needs of each business to maximise the benefits of the platform.

2. Service Components

Power BI:

Utilise this business analytics service to create dynamic, data-driven reports and dashboards. Power BI transforms vast amounts of data into rich visuals and interactive reports that facilitate instant insight into business operations, helping to identify trends and make informed decisions swiftly.

Power Apps:

Empower your team to build and deploy custom apps that solve business challenges without extensive coding. Power Apps enables quick app development to streamline processes, connect to existing data sources, and integrate with other apps, enhancing agility and innovation within your operations.

Power Automate:

Automate repetitive processes and tasks with advanced workflow automation capabilities. Power Automate helps to streamline business processes, reduce errors, and ensure consistency by automating routine tasks across various applications and services.

Copilot:

Develop and deploy powerful AI-driven chatbots that can engage conversationally with customers and employees. These agents provide automated responses to common inquiries and support requests, enhancing customer service and operational efficiency.

Comprehensive Development Support:

Access extensive developer and consultant expertise across the entire Power Platform. This includes strategic advice, best practice recommendations, and custom solution development to ensure that the implementations are robust, scalable, and aligned with business objectives.

Integration and Connectivity:

Achieve full integration across the Microsoft ecosystem, enhancing functionality and streamlining operations. The platform allows for seamless connectivity between Dynamics 365 applications and third-party systems, ensuring comprehensive data coherence and usability.

3. Service Delivery and Approach

Tailored Implementation and Customisation:

Implementations are carefully tailored to each organisation's specific requirements and existing IT environment to ensure seamless integration and minimal disruption to business operations.

Proactive System Management:

Continuous monitoring and proactive management of the Power Platform to ensure optimal performance, security, and up-to-date functionality, adapting to new business requirements and technological advancements.

Expert Training and Empowerment:

Conduct extensive training and development programmes, customised for different user levels within the organisation, to ensure all users can effectively utilise the platform. Ongoing support and guidance are provided to facilitate continuous learning and system mastery.

4. Performance and Service Levels

Extensive Key Performance Indicators (KPIs):

Track a comprehensive array of performance indicators such as application uptime, process automation efficiency, user adoption rates, and overall system performance to ensure continuous improvement and client satisfaction.

Detailed Service Level Agreements (SLAs):

SLAs are meticulously detailed to set clear performance benchmarks, including system availability, data integrity, support response times, and effective resolution of issues, ensuring reliable and effective service delivery.

5. Pricing Model

Scalable Subscription-Based Pricing:

Offers a flexible subscription-based pricing model that allows organisations to select and scale features based on their specific needs, ensuring cost efficiency and adaptability.

6. Data Protection and Privacy

Ensures strict compliance with GDPR and other applicable data protection regulations, employing robust security protocols to safeguard sensitive

business and customer data.

7. Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

ask@kickict.co.uk

Website: kickict.co.uk

Delivering a strong, sustainable financial performance

The efforts of our highly skilled and talented team have been demonstrated through our continued year-on-year growth. We are transparent in sharing our financial performance, detailed below, to provide customers and stakeholders with the continued assurance in the strength and sustainability of our business model and suitability of Kick as your IT partner of choice.

2024/2025 Financials



Why Kick for Dynamics?

30+

Skilled
Experts

300_{years}

Combined
experience

1000_s

Globally supported
users

Expertise

We are experts. From solution design to support, we deploy over 300 years of combined experience from our 30+ strong team of Dynamics experts.

Solutions

We work with the best. With bespoke Kick applications to meet specific business and industry demands and access to a series of partner products to enhance your Business Central and Dynamics set-up, we ensure your organisation benefits from Microsoft's immense capabilities.

Innovation

We provide next-generation services. Implementing the full Dynamics 365 ecosystem, bolstered by leading cloud-based and automation powered add-ons to transform your business' capabilities.

Accreditations

We have the badges. With multiple accreditations including Microsoft Solutions Partner and InsightSoftware Elite partner status, we continually invest in the product education of our team to ensure our customers remain at the forefront of the Dynamics and Power Platform revolution.

Strategy

We are here to help. Covering upgrades, migrations and a range of specific operational demands, our consultants and developers work collaboratively with customers to meet their Dynamics requirements today and to map their future.

Find out more by searching
'Kick Microsoft Dynamics'