

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft Dynamics 365 Reporting and Analytics

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's Microsoft Dynamics 365 Reporting and Analytics service leverages an advanced suite of analytical tools, including Microsoft Power BI, Jet Reports and Analytics, as well as Infor and Qlik solutions, designed to transform raw data into insightful, actionable business intelligence. This service enables organisations to access customised, detailed reporting and analytics, enhancing strategic decision-making across all levels of the organisation.

Objectives:

The primary objectives of this service are to provide robust, dynamic reporting and analytical capabilities that support enhanced business performance. It aims to facilitate precise, data-driven decision-making, streamline financial operations, improve transparency, and foster a culture of continuous improvement through detailed analytics.

Scope of Service:

This comprehensive service encompasses the development, customisation, integration, deployment, and ongoing support of a tailored reporting and analytics framework within Microsoft Dynamics 365. It is designed for a diverse clientele, including sectors from public administration to corporate enterprises, ensuring flexibility and scalability in its application.

2. Service Components

Integrated Analytical Solutions:

Utilises industry-leading tools such as Microsoft Power BI, Jet Reports and Analytics, and Qlik to provide a wide array of reporting and analytical functionalities. These tools are seamlessly integrated into Microsoft Dynamics 365, enabling sophisticated financial reporting, operational analytics, and performance management.

Customisable Visual Dashboards:

Features highly interactive, customisable dashboards that visualise key performance indicators, financial summaries, and operational statistics, facilitating quick insights and fostering an intuitive understanding of complex data sets.

Dynamic Data Interaction:

Allows users to explore data through an interactive interface, where they can drill down into metrics, adjust variables, and view real-time outcomes, empowering users to understand the nuances of business operations.

Excel-Based Reporting Integration:

Incorporates flexible, powerful Excel integration, enabling users to perform advanced data manipulation and reporting directly within a familiar tool, optimised for Dynamics NAV and Business Central environments.

Automated Data Workflows and Notifications:

Automates critical data processes and workflows, enhancing efficiency and accuracy in financial and operational reporting. This includes automated alerts and notifications to keep relevant stakeholders informed of key metrics and anomalies.

Multi-Device Accessibility:

Ensures that reports and dashboards are accessible on a variety of devices, including desktops, tablets, and smartphones, facilitating decision-making from the office, home, or in the field.

3. Service Delivery and Approach

Tailored Implementation and Configuration:

Bespoke implementation strategies are developed for each client, ensuring that the integration of reporting tools aligns with specific business processes, data structures, and strategic goals.

Proactive System Management and Evolution:

Continual system monitoring and regular updates are provided to adapt to evolving business requirements, technological advancements, and changes in regulatory environments.

Comprehensive Training and Continuous Support:

Extensive training programmes are tailored to different user roles within the organisation, complemented by ongoing support and consultancy to maximise the effectiveness and utility of the deployed solutions.

4. Performance and Service Levels

Expansive Key Performance Indicators (KPIs):

A comprehensive set of KPIs is established to measure everything from user engagement and system responsiveness to data accuracy and reporting timeliness, underpinning continuous service enhancement.

Detailed Service Level Agreements (SLAs):

SLAs meticulously outline service expectations, including specifics on data integrity, system uptime, support response times, and resolution procedures, ensuring consistent and reliable service delivery.

5. Pricing Model

Scalable Subscription Models:

Pricing structures are designed to be scalable, based on usage, number of users, and specific functionalities deployed, offering flexibility to grow with organisational needs.

6. Data Protection and Privacy

Adheres to rigorous data protection standards and utilises state-of-the-art security measures to ensure that all data is handled securely, maintaining compliance with GDPR and other relevant legislation.

7. Comprehensive Engagement Process

The engagement process is detailed and methodical, guiding clients from the initial consultation through system customisation, implementation, user training, and into post-deployment support, ensuring a smooth transition and optimised operational impact.

8. Detailed Ordering and Invoicing Process

Provides clear and detailed procedures for ordering and invoicing, ensuring that all financial transactions are handled with transparency and accuracy.

9. 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

Our key performance indicators



£28.7m

Turnover
10% growth ▲

£20.4m

Recurring revenue
5% increase ▲

£4.6m

EBITDA
39% increase ▲

£12.5m

Net Debt
(3.48% leverage)

74%

Employee Engagement
(FY 2023: 73%)

4.9/5

Customer Support
(FY 2023: 4.9/5)

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'