

**Kick**

SERVICE DEFINITION DOCUMENT

Subscribe360

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:

Subscribe360 is a cloud-based Membership Relationship Management (MRM) solution developed by Kick ICT. Built on the Microsoft Power Platform, the service is designed specifically for membership organisations, professional bodies, and not-for-profit organisations that require robust, scalable tools to manage members, subscriptions, events, finances, and engagement. Subscribe360 combines process automation, integrated data management, and advanced reporting to streamline day-to-day operations and improve member experience.

Objectives:

The primary objectives of Subscribe360 are to simplify and automate membership management processes, reduce administrative overheads, and enhance engagement with members. The service is designed to improve operational efficiency, support high-quality customer service, and provide accurate, real-time insights that enable informed decision-making across membership-based organisations.

Scope of Service:

The service covers the provision, configuration, and ongoing support of the Subscribe360 platform, including membership management, subscription billing, events and fundraising, financial processing, reporting, and member self-service via an online portal. Subscribe360 is delivered as a configurable solution that can be tailored to organisational requirements, with clear boundaries defined through agreed implementation scope and supported Microsoft Power Platform capabilities.

2. Service Components

Membership and Subscription Management

Provides end-to-end management of memberships, including onboarding, renewals, accreditations, and annual services. Automated invoicing, renewal reminders, membership documentation, and certificate generation are supported as standard, significantly reducing manual effort and administrative burden.

Events and Conference Management

Delivers comprehensive tools to plan, manage, and deliver events and conferences. This includes event scheduling, delegate management, online booking, branded event pages, and integrated payment processing to support both in-person and virtual events.

Financial Management and Billing

Supports automated invoicing and payment management. The service integrates with leading payment gateways and accountancy systems, ensuring accurate financial processing and compliance with organisational financial controls.

Gift Aid and Donation Management

Provides dedicated functionality for not-for-profit organisations, supporting online donations, gift aid processing, fund management, and pledge tracking to ensure transparent and efficient fundraising operations.

Group and Committee Management

Enables structured management of committees, working groups, and member networks. Features include secure collaboration spaces, controlled access to group content, and managed application and approval processes.

Member Self-Service Portal (Power Pages)

Delivers an out-of-the-box online member portal built on Microsoft Power Pages. Members can join online, pay invoices, update personal and organisational details, access directories and secure content, book events, and make donations through a secure, integrated interface.

Automation and Workflow (Power Automate)

Automates key business processes such as renewals, notifications, approvals, and data updates, ensuring consistency, reducing manual intervention, and improving service responsiveness.

Reporting and Business Intelligence (Power BI)

Provides best-in-class reporting and analytics through Power BI and Power Apps, delivering real-time dashboards and insights across membership, finance, engagement, and operational performance.

Dataverse Data Platform

Uses Microsoft Dataverse as the underlying data layer, providing a secure, extensible, and fully featured database that ensures data integrity, scalability, and seamless integration across the Power Platform.

3. Service Delivery and Approach

Subscribe360 is delivered through a tailored implementation and configuration model aligned to each customer's operational and strategic requirements. Delivery includes requirements analysis, solution design, configuration, data migration, and integration with existing systems.

The service is supported by accredited Microsoft specialists with extensive experience in membership organisations and Dynamics 365.

Comprehensive training and skills transfer programmes are provided,

focusing on user adoption, effective change management, and long-term sustainability. Ongoing support and optimisation ensure the solution continues to meet organisational needs as requirements evolve.

4. Performance and Service Levels

Service performance is monitored through defined Key Performance Indicators (KPIs), including system availability, transaction accuracy, process completion times, and user adoption metrics.

Service Level Agreements (SLAs) define uptime targets, support response times, and issue resolution priorities. Performance is monitored continuously, with regular reporting provided to customers to ensure transparency and accountability.

5. Pricing Model

Pricing for Subscribe360 is modular and subscription-based, allowing organisations to select and pay only for the components and user volumes they require. The model supports scalability, enabling additional users, modules, or capacity to be added as organisational needs change. Volume-based pricing and longer-term contract options are available.

6. Data Protection and Privacy

Maintains the highest standards of data security and compliance with stringent international data protection regulations, ensuring that all customer and transaction data is handled securely and with the utmost confidentiality.

7. Engagement Process

The engagement process is designed to guide customers through every stage of service adoption. This includes initial consultation and needs analysis, solution design and proposal, implementation and configuration, training and go-live support, and ongoing account management. Dedicated consultants and support teams ensure continuity, clear communication, and consistent service delivery throughout the engagement lifecycle.

8. Ordering and Invoicing Process

Subscribe360 can be ordered through the G-Cloud Digital Marketplace or directly via Kick ICT in line with CCS framework rules. Orders are confirmed through agreed documentation outlining scope, pricing, and service terms.

Invoicing is typically issued on a monthly or annual basis in arrears, with payment terms agreed at contract award. All invoicing processes are transparent and aligned with public sector procurement requirements.

9. Service Constraints

To ensure platform stability and security, scheduled maintenance is carried out outside normal business hours where possible. The service requires an active internet connection and compatible user devices.

While Subscribe360 is highly configurable, certain customisations may be constrained by Microsoft Power Platform capabilities and supported service scope, which are agreed during implementation.

10. 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'