

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft Dynamics 365 Business Central

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 Business Central service is a comprehensive enterprise resource planning (ERP) solution tailored for small to medium-sized enterprises (SMEs) seeking to unify and streamline their business operations across finance, sales, service, and supply chain management. This cloud-based platform integrates diverse business functions into a single cohesive system, fostering improved communication, data sharing, and operational efficiency.

Objectives:

To equip SMEs with a robust, integrated business management solution that simplifies complex operations, enhances financial and operational visibility, and drives efficiency through automation and advanced analytics. The service aims to transform business processes, enabling better decision-making and strategic planning through real-time insights and data-driven intelligence.

Scope of Service:

This extensive service encompasses end-to-end management of Microsoft Dynamics 365 Business Central, including initial system evaluation, bespoke configuration, full-scale deployment, comprehensive training, and continuous support and enhancement. It covers a vast array of business functionalities designed to meet the intricate needs of various business sectors, enabling them to manage their entire enterprise from a unified platform.

2. Service Components

Integrated Business Functions:

Financial Management: Streamline financial operations with advanced accounting tools, budgeting, and financial reporting, ensuring compliance and financial clarity.

Project Management: Robust project management tools to oversee projects from initiation to completion, ensuring deliverables meet quality standards and are delivered on time.

Operations and Supply Chain Management: Optimise inventory, procurement, and logistics to reduce costs and improve service delivery.

Advanced Analytics and Reporting: Utilise Dynamics 365's powerful analytics and personalised reporting capabilities to gain insightful business intelligence that informs strategic decision-making.

Seamless Integration with Microsoft Products: Leverage seamless integration with other Microsoft products such as Office 365 and Outlook to enhance productivity and user experience. Facilitate direct actions such as quote and invoice generation through Outlook.

Cloud Based System: No need for hardware or SQL, Business Central is hosted by Microsoft in Azure and is accessible with just an internet connection and an internet enabled device.

Cross-Platform Accessibility: Access critical business functionalities on a variety of devices, ensuring flexibility and accessibility for users in different locations, enhancing remote work capabilities.

3. Service Delivery and Approach

Tailored Implementation Plan:

Develop a bespoke implementation strategy that meticulously aligns with each business's unique processes and operational needs, ensuring minimal disruption during system integration.

Proactive System Management:

Regularly review and optimise the system's performance to adapt to evolving business demands, technological advancements, and regulatory changes.

Comprehensive User Training and Ongoing Support:

Deliver extensive training sessions tailored to different user roles within the organisation to ensure all employees can effectively utilise the system's full capabilities. Provide ongoing technical support and consultancy to address any operational issues and to facilitate continuous improvement.

4. Performance and Service Levels

Robust Key Performance Indicators (KPIs):

Measure a broad range of performance metrics including operational efficiency, financial accuracy, user adoption rates, and overall system reliability to drive continuous service improvement.

Detailed Service Level Agreements (SLAs):

Establish clear and detailed SLAs that set forth expectations for service delivery, covering aspects such as system uptime, data security, response times, and resolution of issues, ensuring dependable and consistent service.

5. Pricing Model

Scalable Subscription Pricing Structure:

Business Central is priced on a subscription basis with a per user, per month model. Subscription costs include hosting, backups, security and automatic updates and users can be added as and when required to meet business needs.

6. Data Protection and Privacy

Maintain strict adherence to international data protection standards, including GDPR, ensuring all data within the system is handled with the highest levels of security and confidentiality.

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

1000s

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'