

**Kick**

SERVICE DEFINITION DOCUMENT

Kick Housing Finance for Dynamics

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 Housing for Dynamics is a cloud-based financial and ERP solution built on Microsoft Dynamics 365 Business Central and specifically tailored for the UK housing sector. The service delivers a housing-focused version of Business Central Financials, enhanced with sector-specific functionality to meet the operational, regulatory, and reporting requirements of Registered Social Landlords (RSLs) and housing associations. The solution is fully integrated within the Microsoft ecosystem and delivered as a secure SaaS platform.

Objectives:

The service is designed to simplify and modernise housing finance operations by consolidating multiple disconnected systems into a single, integrated platform. Key objectives include improving financial control, increasing automation and efficiency, enhancing regulatory compliance, and providing real-time insight to support informed decision-making across finance and operational teams.

Scope of Service:

Kick Housing for Dynamics covers the implementation, configuration, and ongoing support of Business Central Financials with housing-specific enhancements. The scope includes core financial management, sectorspecific accounting requirements, purchase-to-pay processes, electronic invoicing, reporting, and full integration with housing management systems, payroll, and Microsoft Power Platform services.

2. Service Components

Housing-Specific Financial Enhancements

Includes enhanced budgeting, commitment accounting, fixed assets, Construction Industry Scheme (CIS), reverse VAT, partial VAT and VAT shelters, and enhanced loan management to reflect the financial complexity of housing organisations.

Purchase to Pay (P2P)

Provides end-to-end procurement functionality, from requisition and approval through to invoicing and payment, supporting strong financial governance and control.

Electronic Invoice Processing and OCR

Supports electronic invoicing and optical character recognition (OCR) to automate invoice capture, reduce manual processing, and improve

accuracy. OCR provided by Kick partners Continia or DCS P2P solutions which come at an additional cost.

Supplier Management Portal

Enables secure supplier interaction for invoice submission and communication, improving supplier engagement and processing efficiency.

Core Financial Management

Delivers out-of-the-box Business Central financial functionality, including general ledger, budgeting, fixed assets, bank account management, allocations, deferrals, consolidation, and unlimited dimensions.

Cash Management and Banking

Supports bank reconciliation, electronic payments, direct debits, ISO20022/SEPA file formats, multi-currency bank accounts, and automated reconciliation rules.

Advanced Reporting and Analytics

Provides account schedules, financial reporting, AI-driven cash flow forecasting, late payment prediction, and integration with Power BI and Excel for enhanced analysis.

Integration Framework

Fully integrates with housing management software, payroll solutions, Microsoft Dataverse, Power Platform, Power BI, Excel, and Office applications to ensure a single source of truth.

3. Service Delivery and Approach

The service is delivered through a tailored implementation approach aligned to housing sector requirements. This includes requirements analysis, configuration of housing-specific enhancements, data migration, integration with existing systems, and user training. Delivery is supported by experienced Dynamics consultants with extensive housing sector expertise.

Ongoing service delivery includes proactive system management, access to support services, and continuous optimisation. The cloud-based nature of the solution enables organisations to adopt functionality at their own pace and scale as requirements evolve.

4. Performance and Service Levels

Performance is measured through defined KPIs, including system availability, financial processing accuracy, reporting timeliness, and support responsiveness. The service benefits from Microsoft Azure

infrastructure availability targets underpinning Business Central SaaS. Service Level Agreements define support response and resolution times, incident management processes, and escalation routes. Performance monitoring and reporting ensure transparency and continuous improvement.

5. Pricing Model

Pricing is subscription-based and aligned to Microsoft Dynamics 365 Business Central licensing, with additional costs for housing-specific enhancements and optional modules. The pricing model is scalable, allowing organisations to start with required functionality and extend over time as needs grow.

6. Data Protection and Privacy

Maintains the highest standards of data security, adhering to stringent regulations such as GDPR, and employing advanced security measures to protect sensitive customer information and ensure privacy

7. Engagement Process

The engagement process guides clients from initial consultation through to live operation and ongoing support. This includes needs analysis, solution design, implementation, training, and post-go-live support. Account management and periodic service reviews ensure continued alignment with organisational objectives and regulatory requirements.

8. Ordering and Invoicing Process

The service can be ordered via the G-Cloud Digital Marketplace or directly from the supplier. Orders are confirmed through formal documentation detailing scope, pricing, and service terms. Invoicing is typically issued on a monthly basis in line with subscription arrangements, with standard public sector payment terms applied.

9. Service Constraints

The service requires an active Microsoft Dynamics 365 Business Central SaaS subscription and reliable internet connectivity. Some housingspecific integrations may require third-party systems or APIs. Scheduled maintenance is undertaken in line with Microsoft's published maintenance windows to minimise operational impact.

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'