

**Kick**

## Kick for Non-Profit on 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 for Non-Profit is a cloud-based Enterprise Resource Planning (ERP) solution designed specifically for charities, non-profit organisations, and membership bodies. Built on Microsoft Dynamics 365 Business Central, the service provides an integrated platform for financial management, budgeting, compliance, reporting, and operational control. It incorporates sector-specific enhancements to address the regulatory, funding, and reporting requirements unique to non-profit organisations.

### Objectives:

The service is designed to improve financial transparency, strengthen governance, and reduce administrative overhead within non-profit organisations. Key objectives include enabling accurate financial control, supporting compliance with statutory and funder requirements, improving budget management, and providing real-time insight to support informed decision-making.

### Scope of Service:

The scope includes the implementation, configuration, and ongoing support of Microsoft Dynamics 365 Business Central, enhanced with non-profit-specific functionality. This includes financial management, commitment accounting, enhanced budgeting, partial VAT and VAT shelter support, reporting, and Microsoft 365 integration. The service does not include non-Microsoft third-party fundraising platforms unless explicitly agreed.

## 2. Service Components

### Microsoft Dynamics 365 Business Central Core ERP

Provides a unified financial management platform covering general ledger, accounts payable and receivable, cash management, fixed assets, and financial reporting. The cloud-based architecture ensures availability, scalability, and resilience.

### Commitment Accounting

Enables organisations to record and monitor future financial commitments such as contracts, grants, and planned expenditure. This functionality improves forecasting accuracy, prevents over-commitment of funds, and supports transparent reporting to trustees, funders, and regulators.

### Enhanced Budget Management

Supports the creation and management of detailed budgets across funds, projects, programmes, and departments. Real-time budget versus actual tracking enables early identification of variances and supports improved financial control.

### Reporting, Analytics, and KPIs

Delivers real-time dashboards, standard financial reports, and configurable KPIs using Business Central and Power BI. Reporting supports board-level oversight, grant reporting, and statutory compliance.

### Microsoft 365 Integration

Seamless integration with Microsoft Excel, Outlook, Word, Teams, and Power Platform enables efficient collaboration, familiar user experiences, and improved adoption across finance and operational teams.

## 3. Service Delivery and Approach

The service is delivered through a tailored implementation and configuration model aligned to the organisation's size, structure, and regulatory environment. Delivery typically includes discovery and requirements validation, system configuration, data migration, testing, user training, and go-live support.

Ongoing service delivery includes managed support, system optimisation, and access to specialist Dynamics consultants. Training materials and knowledge transfer are provided to ensure effective system adoption and long-term value.

## 4. Performance and Service Levels

Service performance is managed through defined KPIs and Service Level Agreements (SLAs). These include system availability, incident response times, issue resolution targets, and service request handling. Microsoft-hosted infrastructure provides enterprise-grade uptime, resilience, and disaster recovery.

Service performance is monitored continuously, with regular reviews to ensure service quality, compliance, and alignment with organisational requirements.

## 5. Pricing Model

Pricing is based on a subscription model aligned to Microsoft Dynamics 365 Business Central licensing, with additional costs for non-profit-specific enhancements and support services where applicable. Pricing is scalable

and allows organisations to add or remove users and functionality as requirements change.

Implementation and consultancy services are priced separately based on scope and complexity. Transparent pricing is provided via the G-Cloud Digital Marketplace.

## 6. Data Protection and Privacy

The service complies with UK GDPR and the Data Protection Act 2018. Data is hosted within Microsoft Azure UK or EU data centres, subject to customer requirements. Security controls include role-based access, encryption in transit and at rest, audit logging, and secure authentication.

Kick ICT operates in line with ISO 27001-aligned information security practices and Cyber Essentials Plus principles to ensure data confidentiality, integrity, and availability.

## 7. Engagement Process

The engagement process is designed to guide organisations through each stage of service adoption. This includes initial consultation, requirements assessment, solution design, implementation, training, and transition to live service. Ongoing account management and support ensure continued alignment with organisational objectives and regulatory requirements.

## 8. Ordering and Invoicing Process

The service can be ordered directly through the G-Cloud Digital Marketplace or via a direct order with Kick ICT following agreed terms. Invoicing is typically provided monthly or quarterly in arrears, with standard public sector payment terms. All ordering and invoicing processes are transparent and documented.

## 9. Service Constraints

The service is dependent on internet connectivity and supported web browsers. Scheduled maintenance is undertaken outside normal business hours where possible to minimise disruption. Customisation is delivered within the supported framework of Microsoft Dynamics 365 Business Central to ensure system stability and upgrade compatibility.

## 10. Further Information

For additional details or to arrange a consultation:

Contact Information: 01698 844 600

[ask@kickict.co.uk](mailto: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<sub>years</sub>

Combined  
experience

## 1000<sub>s</sub>

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'**