

**Kick**

SERVICE DEFINITION DOCUMENT

Microsoft Dynamics 365 Subscription Billing

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 Subscription Billing is a cutting-edge service specifically designed to support businesses that operate on subscription-based models. This service integrates seamlessly with Microsoft Dynamics 365 Business Central to facilitate efficient and accurate billing cycles, essential for companies with recurring revenue models. The solution is ideal for sectors such as telecommunications, utilities, software as a service (SaaS), membership organisations, and any other industry that requires regular billing interactions with customers.

Objectives:

The service aims to transform how businesses handle subscription management and billing, enhancing efficiency, reducing manual input, and improving financial accuracy through automation. It is designed to handle complex billing scenarios, including multi-currency transactions, variable pricing structures, and custom contract terms, thus supporting global business operations with diverse billing needs.

Scope of Service:

The comprehensive service includes the customisation, deployment, management, and enhancement of subscription billing systems within Dynamics 365 Business Central. It covers everything from initial system setup and integration to ongoing maintenance and support, ensuring that businesses can efficiently manage their subscription models without disrupting their core operations.

2. Service Components

Robust Contract Management:

Supports the creation and management of an unlimited number of subscription contracts, accommodating various billing frequencies (e.g., weekly, monthly, annually) and allowing for both fixed-term and open-ended contract durations.

Dynamic Invoice Generation and Management:

Advanced invoicing capabilities allow for the generation of invoices in advance for future periods, enhancing billing preparedness. Includes sophisticated filtering options to manage invoices by customer, period, or specific billing requirements, supporting bespoke billing arrangements.

Multi-Currency Support and Financial Integration:

Enables businesses to bill and receive payments in multiple currencies, supporting international operations and financial transactions. Integrates with existing financial systems to ensure accurate financial reporting and compliance.

Direct Debit and SEPA Capabilities:

Facilitates efficient payment collections by integrating Direct Debit and SEPA mandate management, including the generation of bank-ready collection files, which streamline the payment process and improve cash flow management.

Flexible and Customisable Billing Features:

Supports the addition of ad-hoc or variable pricing lines to contracts, allowing businesses to offer customised pricing and promotions. Also enables grouping of individual subscription lines into a single invoice, simplifying the billing process and enhancing customer satisfaction.

Comprehensive Reporting and Analytics:

Employs Microsoft Dynamics 365's robust analytics tools to provide detailed insights into subscription metrics, financial performance, and customer behaviour, enabling strategic decision-making based on real-time data.

3. Service Delivery and Approach

Tailored Implementation Strategy:

Each implementation is specifically tailored to meet the unique needs of the client, ensuring that the subscription billing system integrates flawlessly with their operational workflows and existing ERP systems.

Proactive System Management:

Includes regular system reviews, updates, and enhancements to adapt to new business requirements, regulatory changes, and advances in technology, ensuring the system remains efficient and compliant.

Expert Training and Continuous Support:

Comprehensive training programmes are designed to ensure that all relevant staff are proficient in using the new systems. Ongoing support is provided to address any system issues or user queries, ensuring continuous operational efficiency.

4. Performance and Service Levels

Detailed Key Performance Indicators (KPIs):

Extensive KPIs are monitored, including billing accuracy, transaction processing times, customer satisfaction rates, and system uptime, to continually refine service quality.

Comprehensive Service Level Agreements (SLAs):

SLAs are crafted to ensure high service standards, detailing expectations for system performance, data security, user support response times, and issue resolution processes.

5. Pricing Model

Scalable Subscription-Based Pricing:

Offers a scalable subscription pricing model that is determined by the number of users, transaction volume, and specific service features used, providing flexibility to adapt to business growth and change.

6. Data Protection and Privacy

Complies with stringent data protection laws, including GDPR, ensuring all customer and transaction data 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

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'