the results company

Crown Commercial Service Supplier

# Security and Compliance for Microsoft Dynamics365 Customer Engagement

G-Cloud 15 | Turn your Microsoft investments into better resident outcomes

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# Technology enables when the right partner delivers.

## *trust your project with the right people and processes*

**HSO is a transformation partner with deep Public Sector expertise,** that uses Microsoft technology to enable you to deliver the connected services that *make a positive difference to people's lives*.

We help Public Sector organisations modernise operations, adopt intelligent automation, deliver real-time performance insights and connect systems – accelerating the impact of digital change.

Founded in 1987, HSO is one of the world's top business solution and implementation partners, large enough to serve, small enough to care.

**We are HSO - the results company**

**Our people make the difference.** HSO's award-winning team is our secret weapon. We invest in attracting and developing the industry's brightest minds. So you don't have to.

**Our expertise delivers success.** Three decades of delivering Microsoft projects have taught us what works. We've built tools and methods that save time and cut risk. Every project you run with us benefits from hundreds we've done before.

Michael Lonnon

HSO, Head of Public Sector

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# HSO Security and Compliance for Microsoft Dynamics365 Customer Engagement *features*

## The HSO approach

Microsoft's D365 Customer Engagement is a Software as a Service.

While Microsoft hosts the software and data, your organization retains data ownership but shares some application control.

This means security, compliance, privacy and data protection are a joint responsibility. Each customer can configure security features to meet your specific regulations.

## What you get

- Compliancy Services
- Experienced technicians configure according to specifications relevant to your organisation.
- Role Based Access Control (RBAC) security check & authorisations.
- Full auditability of access and activity
- Management of security, compliance, privacy, and data protection.
- Service support options: 24/7 or office hours
- Pro-active system amendments of Microsoft updates
- Automatic alert notification when agreed security alerts are critical.

# HSO Security and Compliance for Microsoft Dynamics365 Customer Engagement *benefits*

Microsoft Solutions Partner

## Solutions for *you*

HSO configures security features to meet your specific regulations as your shared responsibility partner. We implement Role-Based Access Control, conduct proactive monitoring, and manage security, compliance, privacy, and data protection.

Automatic critical alerts, 24/7 optional support, and proactive advice ensure environments meet Microsoft's latest security guidelines and regulatory requirements.

## Benefits

- Updates scheduled with the calendar of your organisation.
- RBAC ensures users only access data they are permitted to.
- Proactive monitoring of security controls.
- Automatic alert notification when certain security alerts are critical.
- Solve security-related incidents (office hours) optional 24/7 with SOC services
- Proactive monitoring ensures your environment meets Microsoft's latest security guidelines.
- Proactive advice to control the your Azure & D365 platform.
- Compliance with Data Protection act and UKGDPR.
- Delivered by a Microsoft Inner Circle Partner with ISO27001 accreditation

# Guarantee Microsoft technology success with HSO's

## Security and Compliance for Microsoft Dynamics365 Customer Engagement

Your dedicated team won't stop at project launch. They'll continue to work side-by-side with you to maintain momentum and drive adoption by knowing your setup inside and out and how it relates to your operation. *This frees you from 3 worries*:

Microsoft Solutions Partner
Microsoft Cloud

Microsoft Partner
Azure Expert MSP
Microsoft

**1.** *You stay current*. Your HSO team constantly updates you on new developments that benefit your operation and your residents.

**2.** *Knowledge stays in-house*. When staff change, your technology expertise remains as we preserve every connection and insight.

**3.** *Problems get solved fast*. HSO offices across the UK provide 24/7 support to resolve any issues immediately.

**The result? Faster ROI, higher adoption, zero disruption.**

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# Social value

# HSO **social values**

HSO weaves social value into its mission: leading in Microsoft solutions while boosting opportunities and wider economic benefits. Three pillars guide our approach, supporting government's levelling up and Net Zero goals.

Carbon Neutral Organisation

## People
Equality, diversity, and inclusion

Inclusion underpins HSOs culture. We've created a safe environment where individuals feel empowered to share their unique ideas and perspectives. Through our actions, we ensure everyone feels respected and valued, regardless of background.

## Prosperity
Skills, opportunities, and liberating lives

HSOs commitment to ethical business practices, fair trade, and responsible sourcing ensures our growth and success go hand in hand with the well-being of wider communities. To date, HSO has raised over £200,000 for nonprofit organisations.

## Planet
Sustainable, greener, and cleaner future

HSO is committed to environmental excellence and pollution prevention. Working to lessen impact on the local and global environment
by reducing waste, conserving energy, water, and other natural resources.

# **Social value** is not a tick box exercise

When you work with us, Social Value is discussed from the start as we know that the needs of your organisation are as unique as the service you provide to your community.

[>> Download HSOs 2025 – 2026 Social Value policy]

**HSOs commitment to you**: Your Public Sector Client Director will personally ensure delivery of the Social Value aspects of our engagement with you.

- **Celebrating neurodiversity**: Encouraging neurodiverse talent to thrive, as a member of the UK Disability Confident scheme.
- **Zero tolerance modern slavery**: HSO extends this policy throughout its supply-chain and partnerships.
- **Reducing the gender pay-gap**: Annual gender pay research ensures salary equality and equal employment opportunities.
- **Supporting local initiatives**: HSO supports local initiatives to enhance employability and fostering local talent for employers.

**Ensure your project is a success: *take the next step***

# Get expert guidance

## *from veterans in your industry*

Public Sector works differently, and your Microsoft partner needs to understand that. Without real industry knowledge, they'll set up systems that fight against how you work instead of supporting it.

That's why we put Public Sector veterans in charge of your project. We're talking former executives. People who've solved your exact challenges. They know the constraints, the workarounds, and what gets results.

*"HSO's implementation delivered a solution that reduced manual work and improved process efficiency while providing the capability for departmental groups to have insight into their cases addressing inadequate case management systems and effort duplication."*

*"The collaboration between Basildon and HSO is a prime example of how technology can drive meaningful change in the public sector. This project is setting a new standard for local government and inspiring others to follow suit."*

*"Over 1,500 homes across the city now have assistive technology. It provides reassurance for the families but also gives independence for the individual."*

# Proven success in Public Sector transformation

- Basildon Council launches **trailblazing AI initiative** as part of its Resident, Digital, and Transformation strategy
  - How HSO helped deliver this resident first AI project

- How Kent Council approach delivering the **best resident services** …
  … using the right technology approach

- Overcoming the **Local Government Reorganisation**
  - Don’t start with tech, start with outcomes

- How to make your Microsoft project a **guaranteed success**
  - Reduce the risk of your projects failing

- **A success story** with South Gloucestershire Council
  - Improving citizen service delivery by replacing inefficient legacy systems

# Back-office to front line

# Certified in all 6 Microsoft Solution Designation Areas

A business transformation partner with deep industry expertise and global reach using the entire Microsoft stack to transform how Public Sector works.

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INNER CIRCLE
FOR MICROSOFT AI BUSINESS SOLUTIONS

HSO sits in Microsoft's 'Inner Circle', a coveted standard just 1% of Microsoft partners meet. This ensures the brightest minds in technology support your success.

**Microsoft Solutions Partner**
Business Applications

Specialist
- Low Code Application Development
- Service
- Sales
- Intelligent Automation

Specialist
- Copilot

**Microsoft Solutions Partner**
Digital & App Innovation
Azure

Specialist
- AI Platform on Microsoft Azure
- Low Code Application Development
- Intelligent Automation
- Build AI Apps on Microsoft Azure

**Microsoft Solutions Partner**
Data & AI
Azure

Specialist
- Analytics
- AI Platform on Microsoft Azure
- Build AI Apps on Microsoft Azure

**Microsoft Solutions Partner**
Modern Work

Specialist
- Adoption and Change Management

**Microsoft Solutions Partner**
Security

Specialist
- Cloud Security

**Microsoft Solutions Partner**
Infrastructure
Azure

# Ensure your Microsoft project is a success

*take the next step with the right partner*

Talk to HSO Public Sector experts – no cost, no obligation

Email:
**HSO-UK-PublicSector@hso.com**

**Helping you get more value from your investments in Microsoft technology**