



Crown
Commercial
Service
Supplier

Update service for Microsoft Dynamics 365 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



HSO Update service for Microsoft Dynamics 365 Customer Engagement *features*

The HSO approach

Stay up-to-date with Dynamics365 Customer Engagement & Power Platform.

Microsoft offers frequent updates with new features, functionalities and bug fixes.

Our service ensures automatic updates, keeping your system on the latest version for optimal performance and security. This eliminates expensive upgrades and maintains compatibility

What you get

- Management of Dynamics 365 tailored to your organisation's needs.
- System assessment and identification of areas for improvement.
- Change and Adoption support and management.
- Dynamics 365 functional support and training.
- Release and deployment Management.
- Azure DevOps automation.
- Application (App) Development.
- Focused implementation of Microsoft updates.
- Security and monitoring 24/7.
- Roadmap for D365 improvement tailored to your organisations strategic priorities

HSO Update service for Microsoft Dynamics 365 Customer Engagement *benefits*



Solutions for you

HSO manages automatic Dynamics 365 Customer Engagement and Power Platform updates, ensuring optimal performance, security, and compatibility.

We assess systems, support change adoption, provide functional training, and manage release deployment with Azure DevOps automation.

Focused implementation, 24/7 security monitoring, and tailored roadmaps aligned to strategic priorities deliver maximum ROI.

Benefits

- We ensure you're getting ROI on your Dynamics 365 investment.
- Review of your processes to provide clarity of purpose.
- Take the next step from "best endeavours".
- Best practice solutions delivered by Microsoft industry experts.
- First-line support delivered directly from the customer team.
- Faster issue resolution improves organisational effectiveness and user engagement.
- Proven support model decreases your risk.
- Customer engagement consultant as direct partner with your SME's.
- Ensure your Centre of Excellence (CoE) is fit for purpose.
- Delivered by a Microsoft Inner Circle Partner with ISO27001 accreditation

Guarantee Microsoft technology success with HSO's

Update service for Microsoft Dynamics 365 Customer Engagement services

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:*



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.



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.



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

*Finance &
Procurement*

Contact Center

*Loan
Management*

*Human Services
Case Management*



Data & AI

*Legal Matter &
Case Management*

*Information
Governance*

*Relationship
Intelligence*

Supply Chain

*ESG &
Sustainability*

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.



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.



the results company

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**



the results company