



G-Cloud 15

Lot 3 – Cloud Support Services (Additional Services)

Avanade Microsoft Dynamics 365 ERP
Cloud Implementation Services



Table of Contents

- 1. Scope of our services1
- 2. Approach.....4
- 3. Assets and tools and Accelerators5
- 4. Pricing.....5
- 5. Contacts.....5
- 6. About Avanade6

1. Scope of our services

This document describes Avanade's Microsoft Dynamics 365 Finance and Supply Chain Management (F&SCM) ERP Cloud Services and should be read in conjunction with the associated G-Cloud 15 Services documentation.

Public Sector organisations are under increasing pressure to modernise their ERP systems due to several key challenges: ageing legacy platforms that hinder agility, fragmented data silos limiting insight-driven decision-making, and rising expectations for digital services from citizens and employees alike. These factors, combined with budget constraints and compliance requirements, make transformation both urgent and complex. Avanade, as a leading Microsoft Dynamics 365 partner, brings deep expertise in ERP modernisation and business transformation. Our proven methodologies, industry accelerators, and global delivery capability enable public service organisations to streamline operations, enhance user experience, and unlock the full potential of cloud-based ERP solutions. By partnering with Avanade, you gain access to innovative solutions and a trusted advisor committed to measurable value and helping you deliver an AI first ERP solution that supports your business transformation journey.

Avanade uses our industry-leading expertise to accelerate digital transformation and develop and deliver solutions in industry sectors across the globe. Many of our unique solutions are featured on Microsoft AppSource. With Avanade, Dynamics 365 F&SCM, integrated with Dynamics Customer Engagement, you can:

- Reinvent your customer and user experience strategy
- Optimise your business processes
- Define and track the value you create with your business applications

How Dynamics 365 F&SCM can help your business

Microsoft Dynamics 365 F&SCM is an industry leading, AI lead cloud first ERP solution that will support your digital transformation project in many ways, some of the key functions are detailed below.

Financial Management & Budgeting

Providing strict fiscal accountability and transparency, Dynamics 365 Finance provides real-time budget tracking, automated financial reporting, and compliance tools to meet statutory obligations and demonstrate responsible use of taxpayer funds.

Advanced Analytics & AI

Data-driven decision-making is critical for policy planning and operational efficiency. Dynamics 365 F&SCM leverages Power BI and AI to provide predictive insights, trend analysis, and real-time dashboards for informed governance.

Procurement & Sourcing

Government agencies must adhere to regulated procurement processes and ensure fairness and transparency. Dynamics 365 streamlines requisitioning, bidding, and contract management workflows, reducing manual errors and improving auditability.

Grant & Project Accounting

Dynamics 365 enables automated fund allocation, multi-year budgeting, and detailed reporting to ensure compliance with grant conditions and program guidelines.

Compliance & Regulatory Reporting

Public sector ERP solutions must support complex reporting standards (e.g., UK GAAP, IFRS, Making Tax Digital). Dynamics 365 offers built-in audit trails, electronic tax filing, and configurable compliance features to meet evolving regulations.

Human Resources & Payroll

Workforce management in government requires adherence to employment laws and accurate payroll processing. Dynamics 365 HR integrates leave management, benefits, and compliance workflows, ensuring efficiency and legal conformity.

Supply Chain & Asset Management

Public agencies manage infrastructure, equipment, and inventory. Dynamics 365 Supply Chain Management provides real-time visibility, predictive maintenance, and optimised resource allocation to reduce waste and improve service delivery.

Citizen Engagement & Case Management

Improving citizen services is a top priority. Dynamics 365 F&SCM has embedded integration with Dynamics CE capabilities for case management, self-service portals, and communication tools, enabling faster responses and better public satisfaction.

Services

Avanade's Dynamics 365 F&SCM implementation services follow a structured, stage-gated delivery model built on the Avanade Delivery Framework (ADF), combining discovery and fit-gap analysis with robust design, integration planning, and environment strategy. Implementation spans configuration, iterative build and testing, data migration via a "data factory" approach, and wave-based cutover with hypercare, supported by Azure DevOps and Logic Apps for integration. Post go-live, managed services offer continuous improvement, SLA-backed support, and automation accelerators. Organisational Change Management is embedded throughout, leveraging a proven framework that supports project success through stakeholder engagement, persona-based training, and adoption metrics, while governance ensures quality, compliance, and benefits realisation through steering committees, stage gates, and clear RACI structures.

AI-led Delivery approach

Avanade's AI-led approach to implementing Dynamics 365 combines its proven delivery framework with advanced generative AI and automation to accelerate time-to-value, reduce risk, and enhance user experience. Leveraging Azure OpenAI and Copilot Studio, Avanade embeds AI into every stage of the lifecycle—from solution design and configuration to testing, migration, and ongoing optimisation—using intelligent agents, automated workflows, and predictive analytics to streamline processes and improve quality. This approach emphasises repeatability through factory models, pre-built templates, and responsible AI tooling, while enabling personalised experiences and real-time insights for business users. By integrating AI-first capabilities with Dynamics 365 and the broader Microsoft ecosystem, Avanade helps organizations move beyond automation to innovation, ensuring faster deployments, improved adoption, and measurable business outcomes.

An experienced partner you can trust

Avanade, together with Microsoft and Accenture—the “Power of 3”—combines deep product expertise, global delivery scale, and proven industry accelerators, making them the most trusted and capable systems integrator for delivering successful Dynamics ERP transformation projects. A summary of our capabilities and recognition is below:

Avanade are:

- One of the largest Microsoft Dynamics partners in the world
- With more than 5,000 Dynamics professionals globally
- We have delivered more than 1,400 CRM and ERP implementations
- And hold over 5,000+ certifications

Microsoft Global & Dynamics Awards

- **Microsoft Global SI Partner of the Year** (2025)– 19-time winner, reaffirming leadership across ERP and CRM
- **Copilot Business Transformation Award** (2025) – Inaugural winner for AI-driven innovation in Dynamics 365 implementations
- **Dynamics 365 Partner of the Year** (2025)– Multiple category wins and finalist positions:
 - Finance (Finalist)
 - Supply Chain (Finalist)
 - Sales & Customer Insights (Winner)
 - Service (Finalist)
 - Low Code Application Development (Finalist)

Industry & Public Sector Recognition

- **Global Industry Awards** (2025):
 - Winner: Retail & Consumer Goods, Media & Telco, Mobility
 - Finalist: Defence & Intelligence – highlighting Avanade’s credibility in secure, regulated environments
- **Government & Public Services** (2025):
 - Recognised for delivering Dynamics 365 ERP and citizen service solutions under UK Government frameworks
 - Proven track record with public sector clients such as Church of England Central Services and other government bodies

Analyst Leadership

- Forrester Wave™: Leader in Microsoft Business Application Services (Q1 2024).
- Everest Group PEAK Matrix®: Leader for Microsoft Dynamics 365 Services (2023).
- IDC MarketScape: Leader for Worldwide Microsoft Dynamics 365 Implementation Services (2023).
- Gartner Magic Quadrant: Cloud ERP Services for Service-Centric Enterprises (2023)

Scale & Credentials

- #1 Worldwide in Dynamics Certifications – Largest pool of certified Dynamics 365 professionals
- 70+ Delivery Centers and 24/7 Managed Services Network, supporting both enterprise and public sector clients

2. Approach

Our approach is based on the field-tested Avanade Delivery Framework (ADF). ADF includes a series of toolkits and templates for all phases of the project, developed, tested and refined with clients in a wide range of industries.

Avanade delivers Dynamics 365 implementations using Agile, traditional Waterfall, iterative delivery, or a hybrid approach. The most appropriate approach will be agreed upon for each individual project based on customer readiness, complexity, and duration.

Avanade's Agile for Dynamics 365 methodology has been designed specifically to deliver Microsoft Dynamics 365 projects in an Agile method. Our extensive experience with both Agile and business transformation programs has led us to develop this approach which combines Agile methodology with a structured release approach to provide the necessary levels of surety, integration testing and user training/adoption necessary when delivering business transformation programs.

Avanade Delivery Framework

The Avanade Delivery Framework for Business Applications is a predictable, configurable and repeatable implementation framework supporting Agile and Traditional delivery approaches. Our proven methodology is used during all phases of our engagement, from early solutioning through delivery. This reduces the risk for our project and increases the outcomes in a transparent, confident way.

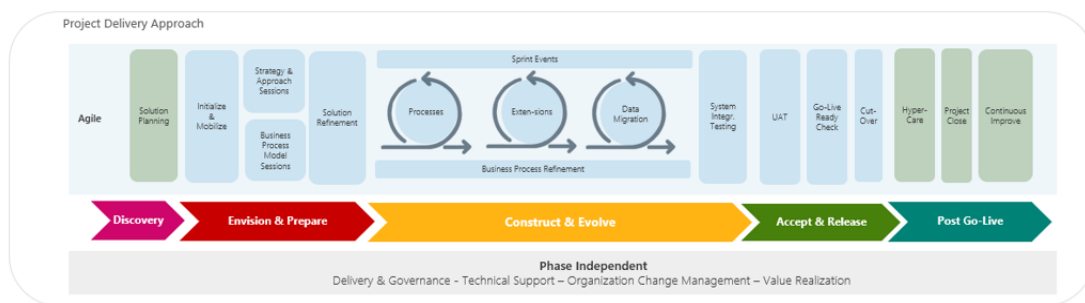


Figure 1

The Avanade Agile Delivery – Scrum Framework

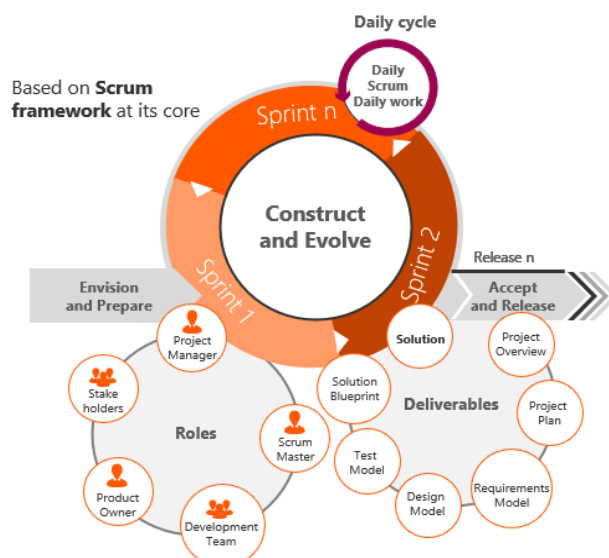


Figure 2

Agile Project Lifecycle:

- Envision & Prepare – Understand, refine the business needs and objectives of the project, develop a vision for the solution and agreed MVP scope.
- Construct & Evolve – Consists of multiple sprint lifecycles, early sprints to proof out solution architecture, future sprints build functionality. Sprint Lifecycle – 1 to 4 week sprints, timeboxed and continuous.
- Accept and Release - validate the solution with the stakeholders and obtain acceptance
- Required key roles to enforce process – Scrum Master, Product Owner, and Project Manager
- Deliverables – only document things with limited change or requested by the client

3. Assets and tools and Accelerators

Avanade has built the industry's leading set of proprietary IPs and tools and templates to facilitate Microsoft ERP solutions. Some examples of accelerators and resources are detailed below.

Avanade Intelligent Enterprise Solutions (AIES)

What is AIES?

AIES Program is a global team and investment strategy defined to fuse the products, assets, and knowledge of Accenture, Avanade, and the Microsoft ecosystem to deliver business process-driven digital transformation for our clients.

AIES Solutions are industry-specific configurations developed to help clients rapidly deploy **leading business practices** enabled by innovative digital technology.

AIES Methods and Tools are the disciplines and applications used to define value, create solutions, accelerate implementation, improve quality, and lower risk and cost to realize desired results.

Migration Assessment Tools

We provide Migration Assessment Tool to scan the client's application environment comprehensively. We analyse data points like degree of customization, complexity, coding standards used, etc., to present this report. Detailed Power BI report is produced, observations and recommendations are captured and estimation of effort to migrate.

ERP Add-ons and Accelerators

We have developed a suite of implementation accelerators and add-on functionality for Microsoft Dynamics 365 ERP solutions through our experience delivering Dynamics 365 across public sector organisations.

Avanade's GO Accelerators for Dynamics 365 ERP are pre-packaged, Microsoft-powered solutions designed to dramatically shorten implementation timelines and reduce complexity by combining industry-specific templates, proven methodologies, and automation tools. These accelerators leverage Avanade's Delivery Framework, MVP-based deployment approach, and proprietary assets such as preconfigured environments, DevOps templates, and data migration factories to enable rapid, high-quality rollouts tailored to region and industry. By embedding best practices and reusable components, GO Accelerators help clients move from idea to impact faster—delivering production-ready ERP capabilities in weeks, improving predictability, and lowering total cost of ownership while ensuring scalability and continuous evolution through Manage & Evolve services.

4. Pricing

Please refer to the associated Pricing Document relevant to this Service.

5. Contacts

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6. About Avanade

Avanade, a joint venture between Accenture and Microsoft, is a privately held company was founded in 2000 with the goal of delivering innovative services and solutions to enterprises worldwide using the Microsoft platform. Avanade's main business focus is to purely deliver innovative services and solutions to enterprises worldwide on Microsoft technology. Avanade is a global organisation with over 56,000+ professionals worldwide, serving our clients in major geographic business areas in 26 countries.

This vast network of highly skilled resources is further complemented by our network of delivery centres that we refer to as Advanced Technology Centres (ATCs). This complementary capability provides the agility, cost efficiency and diversity of skills that today's businesses demand. This construct underpins the results we generate for our clients and forms the foundation for our long-term relationships with them.