

Microsoft Dynamics 365 Industry Operations Platform — Lot 2b Product Definition / Service Definition

Lot 2b – Software as a Service (SaaS)

Cloud Deployment Model: Public Cloud / Hybrid Cloud

Supplier Role: Reseller providing extra support (Microsoft services)

Short Summary Description:

A cloud-based operational management platform built on Dynamics 365, Azure IoT, Power Platform and Microsoft Cloud for Industry solutions, supporting production, grid, utilities, healthcare, defence and public-sector operations. The service enables organisations to optimise industrial processes, monitor real-time operations, automate workflows, coordinate teams, meet compliance obligations and deliver secure, efficient frontline services.

1) Service Overview

This service provides integrated operational management capabilities across production environments, utilities, grid networks, healthcare, education, defence, social care and wider public-sector services. Built on Microsoft Dynamics 365, Power Platform and Azure IoT, the service allows organisations to monitor real-time operational data, automate industry-specific workflows, coordinate cases and service requests, and ensure controlled, compliant delivery of essential services.

The platform supports real-time operational visibility, cross-department coordination, IoT-enabled situational awareness and structured case management. Organisations can streamline field operations, improve decision-making using analytics, and assure secure integration with enterprise and third-party systems.

2) Service Categories (Lot 2b Taxonomy)

Aligned to G-Cloud Lot 2b classification, this service fits within the following buyer-search categories:

- **Applications** – Production & Operations, Manufacturing, Grid Management, Public-Sector Case Management, Healthcare & Education Services.

- **Enterprise & Industry Operations** – Utilities, Public Safety, Defence, Social Care.
- **Analytics & Monitoring** – Real-time analytics, dashboards, IoT event monitoring.
- **Workflow & Process Automation** – Industry-specific automation powered by Power Platform.

3) Service Features & Benefits

Features

- Production and grid management with Dynamics Manufacturing and Azure IoT.
- Real-time monitoring using Azure Digital Twins for plants, grids and utilities.
- IoT security and threat detection via Azure Defender for IoT.
- Healthcare service-delivery modules from Microsoft Cloud for Healthcare.
- Case management for social care, healthcare, public services and public-sector operations.
- Education and training workflow management extensions.
- Capabilities to manage public order, policing, safety and defence operations.
- Industry-specific process automation using Power Platform and Dynamics 365.
- API integrations including Azure FHIR and other enterprise connectors.
- Role-based dashboards, analytics and reporting for operational visibility.

Benefits

- Real-time oversight of production and grid operations enabling rapid response.
- Improved healthcare and social-care outcomes through streamlined operations.
- Enhanced case-management efficiency for public sector, education and defence.
- Reduced manual workload and error risk through automated processes.
- Strengthened operational compliance and security in regulated sectors.
- Actionable insights via real-time analytics, dashboards and performance data.
- Improved coordination across diverse teams using integrated workflows.
- Secure enterprise and IoT systems integration for unified operations.
- Better resource allocation and operational efficiency across industries.
- Faster decision-making supported by role-based dashboards.

4) Scope, Add-ons & Extensions

The solution can be used as a standalone SaaS platform or as an extension to Microsoft's Dynamics 365, Power Platform and Azure services. It integrates seamlessly with Microsoft industry clouds and supports hybrid deployments.

Add-ons and optional extensions include additional modules for healthcare, manufacturing, compliance automation, and enhanced IoT integrations.

5) How Users Work With the Service

Users access the service via a web interface supporting Edge, Chrome, Firefox and Safari.

The desktop experience provides full functionality including analytics, operational dashboards, case management and industry workflows. Mobile access supports approvals, monitoring, case updates and situational insights with a simplified responsive interface. Advanced configuration and bulk operations are desktop-only.

The service interface comprises Dynamics 365 modules, Power Apps, and Power BI dashboards providing role-based access, alerts and reporting. Administrators manage configuration via dedicated admin centres.

6) Technical Requirements & Dependencies

- Microsoft 365 tenant with DataVerse/Dynamics 365 industry licences.
- Supported browsers: Edge, Chrome, Firefox, Safari.
- Reliable connectivity for real-time operations.
- Windows 10/11 or macOS 10.15+.
- Microsoft Entra ID authentication.
- Power Platform licences for workflow/analytics.
- Endpoint security and anti-malware per organisational standards.
- Mobile device support for Power Apps, Dynamics 365 and Teams.

Service Constraints

Performance depends on Microsoft 365, Dynamics 365 and Azure platform availability. Some functions require specific industry module licences. Network, tenant

configuration or high transaction volumes may affect performance. IoT and third-party integrations may require additional setup. Role-based access may restrict certain features. Extended support or migrations may incur extra charges.

7) Onboarding & Offboarding

Onboarding includes configuration guidance, workflow alignment, module setup, online documentation, tutorials and reference workflows. Optional instructor-led training is available. Users receive templates for dashboards, workflows and reporting.

Offboarding supports data extraction using Microsoft 365, Dynamics 365 and Azure tools, including exports via admin centres, PowerShell and Microsoft Graph. Structured documentation and handover are provided. Extended support or large migrations may incur costs.

8) Metrics, Reporting & Tagging

Usage metrics include licensing, utilisation, active users, subscription status, workload adoption, security activity and optimisation insights. Reports are available regularly or on request. FOCUS resource tagging is supported.

9) Support Model

Support is provided via email, ticketing and optional phone and web-chat channels. Coverage is Monday–Friday, 09:00–17:00 UK time. Support tiers include T1 triage, T2 technical configuration, T3 specialist engineering, and T4 vendor liaison with Microsoft. Onsite support is optional. All support interfaces meet WCAG 2.2 AA.

10) Security, Governance & Compliance

The service uses Microsoft's cloud security, including TLS 1.2+, IPsec/TLS VPN, encrypted data at rest, and multi-tenant isolation. Data may be stored in the UK, EEA or other Microsoft-declared regions with buyer control.

Governance includes Cyber Essentials Plus, defined ISMS practices aligned to ISO 27001 and UK Government expectations. Regular penetration testing (every 6 months), protective monitoring, configuration and change control, vulnerability management and incident response are in place. MFA and RBAC secure administrative access.

11) Service Levels, Availability & Resilience

Availability aligns to Microsoft's SaaS SLAs (typically 99.9% uptime). Service resilience is supported through Microsoft's distributed, redundant architecture with automated failover, multi-datacentre replication and 24×7 monitoring. Outage updates are provided via Microsoft 365 Service Health Dashboard.

12) Public-Sector Considerations

The service runs on Microsoft's multi-tenant platform ensuring isolation of resources and consistent performance across tenants. There is no PSN connectivity requirement.

13) Pricing Summary (High-Level)

Pricing is based on per-user, per-device or per-tenant licensing depending on the Dynamics 365 modules required. Costs follow Microsoft list prices minus framework discount mechanisms defined in the Pricing Schedule. Trials of up to 30 days may be available. Education discounts apply where eligible.

14) Training & Documentation

Documentation is provided as WCAG 2.2 AA-compliant PDFs. Optional training includes onboarding workshops, role-based learning, webinars and knowledge-base resources.

15) Trials & Education Discounts

Some Microsoft modules include 30-day trial options. Education pricing discounts are available for eligible organisations.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier responsibilities:

- Provide operational support, onboarding, workflow configuration guidance and integration assistance.
- Maintain service governance, incident response and escalation to Microsoft.
- Ensure secure operation within the boundaries of Microsoft SaaS platforms.

Buyer responsibilities:

- Maintain tenant configuration, identity management and user provisioning.
- Ensure appropriate licensing for required modules.
- Manage internal data policies, retention and access control.
- Conduct exports or migrations at exit using standard Microsoft tools.

17) Compliance with Lot 2b Product Definition Spec

This document includes all required sections for SaaS services under Lot 2b, including service overview, categories, features, scope, onboarding/offboarding, technical dependencies, constraints, support, SLAs, security, public-sector considerations, pricing summary, training and responsibilities. Structured using the same style, hierarchy and tone as the example Product Definition document.