



G-Cloud 15 Service Definition Document

**Microsoft Dynamics 365
Implementation & Support Service**



1. Scope

Red Kite provides Microsoft Dynamics 365 Implementation & Support Services to provide expertise in delivering agentic business applications on Dynamics 365 Sales, Customer Insights, Customer Service, Contact Centre, Field Service, Finance, Supply Chain Management, Business Central, and Marketing

We guide clients through every phase, from design to support, ensuring successful implementation. This comprehensive service includes designing, implementing, and adopting Power Platform solutions, through to providing ongoing support.

Scope of Products

- Dynamics 365 Sales: Provides AI-driven insights to manage relationships, track sales activities, and boost productivity.
- Dynamics 365 Customer Service: Offers omnichannel support, case management, and AI-powered insights to resolve customer issues.
- Dynamics 365 Marketing: Drives customer engagement through automation, email marketing, and event management.
- Dynamics 365 Field Service: Enables efficient on-site service with scheduling, dispatching, and IoT diagnostics.
- Dynamics 365 Customer Insights: Delivers a 360-degree view of customers by analysing data for actionable insights.
- Dynamics 365 Project Operations: Manages the full project lifecycle, from quoting and planning to resourcing and accounting.
- Dynamics 365 Human Resources: Manages employee lifecycle, benefits, compensation, and leave.
- Dynamics 365 Finance: Manages core accounting, general ledger, cash/bank management, budgeting, and financial reporting.

Scope of Delivery

- Discovery & Assessment: Technical reviews, user experience workshops, and "as-is" process analysis to align technology with organisational vision
- Design & Architecture: Defining the solution architecture, data models, and security governance frameworks
- Onboarding & Implementation: Development of rapid prototypes and production-ready solutions, including data migration and 3rd-party integrations
- Support & Maintenance: ongoing support and continuous improvement



2. Approach

- We take a user-centric approach, empowering users ensuring solutions are intuitive and drive immediate value.
- Following the GDS standards, Discovery, Alpha, Beta, and Live
 - Discovery: Collaborative workshops to identify personas, map user journeys, and clarify requirements to define high-level solution architecture
 - Alpha (Prototyping): Rapid UX/UI design to test concepts with stakeholders and ensure feasibility
 - Beta (Development): Iterative development sprints delivering functional features based on user stories, and the delivery of an MVP
 - Live: Comprehensive System Integration Testing (SIT) and User Acceptance Testing (UAT) before production launch
- Integrations: Utilising Salesforce APIs to connect seamlessly with existing back-office systems and automate cross-departmental workflows
- We utilise agile methodologies to ensure rapid and secure solutions
- Compliance & Standards: All services are designed to meet UK government security standards and accessibility requirements

3. Expected Outcomes

- Enhanced Operational Efficiency: Automation of routine, manual tasks can increase agency productivity
- Unified Citizen Engagement: Agencies gain a 360-degree view of citizen interactions, enabling faster case resolution and personalized communication. Implementing Self-Service Portals allows residents to track inquiries and apply for permits independently, reducing call volumes and wait times
- Data-Driven Decision Making: Real-time dashboards and Power BI integration provide actionable insights into service trends and departmental performance. This leads to smarter resource allocation and improved transparency for public oversight
- Fiscal Accountability and Cost Reduction: Financial tools streamline budget oversight, grant management, and auditing compliance. By consolidating siloed applications onto a single cloud platform, agencies can significantly reduce ongoing IT maintenance and physical storage costs
- Security and Regulatory Compliance: Implementation ensures alignment with rigorous standards such as GDPR and NCSC Cloud Security Principles. Role-based access controls (RBAC) ensure sensitive citizen data is only accessible to authorised personnel
- Scalability and Futureproofing: A modular approach allows agencies to deploy specific functions (e.g., Field Service) without a "big bang" replacement of all systems
- GDS & Accessibility Alignment, built to align with GDS standards and WCAG 2.1 AA accessibility requirements



4. Pricing

The Microsoft Dynamics 365 Implementation & Support Service can either be purchased on a Fixed Price basis on a daily rate as specified in the SFIA Rate Card.

5. Contact Information

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6. About Red Kite

Established in 2020, Red Kite is a SME (Small Medium Enterprise) IT Services organisation, headquartered in the UK.

It has a significant practice focussed on BOAT (Business Orchestration & Automation Technologies), Low-Code, CRM and Case Management platforms and an enviable Track record in delivering IT Services to UK Public Sector

Over the last 6 years, Red Kite has built Strategic relationships with leading SIs supporting a number of strategic engagements across multiple accounts.

In 2025, Red Kite opened its first off-shore delivery centre in Bangalore - India, providing cost effective delivery to customers.

As a business we also have the following Security Accreditations:

- ISO27001:2013
- Cyber Essentials Plus