



G-Cloud 15 Service Definition

Accenture D365 ERP Cloud Services

Jan 2026

 **accenture**

Contents

1.0	Scope of our services	1
2.0	Pricing	6
3.0	Contacts	7
4.0	About Accenture	8

1.0 Scope of our services

This document provides an overview of Accenture's Microsoft Dynamics 365 Finance and Supply Chain Management (F&SCM) ERP Cloud Services and should be considered alongside the accompanying G-Cloud 15 Services materials.

Public sector organisations face mounting pressure to modernise their ERP landscapes due to several persistent challenges: outdated legacy systems that reduce organisational agility, disjointed data sources that prevent insight-driven decisions, and increasing expectations from citizens and employees for modern digital services. Combined with financial constraints and strict regulatory obligations, this creates a complex but essential transformation agenda.

As a leading Microsoft Dynamics 365 partner, Accenture brings extensive expertise in ERP modernisation and business transformation. Our proven delivery methods, industry-aligned accelerators, and global delivery capability help public sector bodies streamline operations, improve user experience, and realise the full value of cloud ERP. By working with Accenture, organisations gain access to innovative solutions and trusted guidance—helping them implement an AI-first ERP platform that underpins long-term transformation.

Accenture applies industry-leading experience to accelerate digital transformation and design solutions for organisations across multiple sectors worldwide. Many of our specialised offerings are available on Microsoft AppSource. When implemented with Accenture, Dynamics 365 F&SCM—integrated with Dynamics Customer Engagement—enables organisations to:

- Redefine customer and internal experience strategies
- Streamline and optimise business processes
- Identify, measure, and track the value generated through business applications

How Dynamics 365 F&SCM Supports Your Organisation

Microsoft Dynamics 365 F&SCM is a market-leading, AI-enabled, cloud-first ERP platform designed to support digital transformation across all areas of the organisation. Key functions include:

Financial Management & Budgeting

Dynamics 365 Finance strengthens accountability and transparency through real-time budget monitoring, automated statutory reporting, and tools that ensure compliance with financial regulations—demonstrating responsible stewardship of public funds.

Advanced Analytics & AI

Data-driven decision-making is essential for effective policymaking and operational efficiency. By leveraging embedded AI and Power BI, Dynamics 365 provides predictive insights, trend intelligence, and real-time dashboards to support informed leadership decisions.

Procurement & Sourcing

Dynamics 365 supports regulated procurement processes by automating requisitioning, supplier evaluation, workflow approvals, and contract lifecycle management—reducing risk and improving audit readiness.

Grant & Project Accounting

The solution enables controlled fund allocation, multi-year budgeting, and detailed grant compliance reporting, ensuring public programmes adhere to funding obligations.

Compliance & Regulatory Reporting

Dynamics 365 supports complex reporting standards such as UK GAAP, IFRS, and Making Tax Digital. Built-in audit trails, configurable reporting, and electronic submissions help maintain ongoing compliance.

Human Resources & Payroll

Dynamics 365 HR ensures accurate and compliant workforce administration across leave management, payroll processes, benefits, and employment governance.

Supply Chain & Asset Management

For organisations managing infrastructure and operational assets, Dynamics 365 Supply Chain Management offers real-time visibility, predictive maintenance, and optimised resource utilisation to reduce waste and improve service performance.

Citizen Engagement & Case Management

Through integrated Dynamics CE capabilities, organisations can improve citizen services with case management tools, digital self-service, and communication channels that reduce response times and increase satisfaction.

Services

Accenture's implementation of Dynamics 365 F&SCM follows a structured, stage-based methodology governed by the Accenture Delivery Framework (ADF). This approach includes discovery, fit-gap assessment, robust solution design, integration planning, and environment architecture.

Delivery includes configuration, iterative development and testing cycles, data migration through a "data factory" model, and wave-based deployment with hypercare. Azure DevOps and Logic Apps underpin integration processes. After go-live, Accenture provides managed services focused on continuous improvement, SLA-backed support, and automation-driven optimisation.

Organisational Change Management is integrated throughout the programme, with a proven model that fosters stakeholder alignment, persona-based learning, and adoption measurement. Governance structures—such as stage gates, steering committees, and clear RACI models—ensure compliance, quality, and benefits realisation.

AI-Led Delivery Approach

Accenture's AI-first implementation method combines our mature delivery framework with advanced generative AI and intelligent automation to speed time-to-value, reduce project risk, and enhance user experience. Using Azure OpenAI and Copilot Studio, AI is embedded throughout the project

lifecycle—from solution design through configuration, testing, data migration, and continuous optimisation.

This approach uses intelligent agents, automated workflows, and predictive analytics to enhance delivery quality and efficiency. Factory models, reusable templates, and responsible AI controls ensure consistency and repeatability. By uniting AI-driven capabilities with the full Microsoft ecosystem, Accenture helps organisations shift from basic automation to innovation—resulting in faster deployments, stronger adoption, and meaningful business outcomes.

An Experienced Partner You Can Rely On

Accenture, in partnership with Microsoft and Avanade—the “Power of 3”—offers unmatched product expertise, global delivery scale, and proven industry accelerators, making us one of the most trusted partners in delivering Dynamics ERP transformation.

Accenture Highlights

- Among the world’s largest Dynamics partners
- Over 5,000 Dynamics specialists globally
- More than 1,400 CRM and ERP implementations
- Over 5,000 certifications held

Microsoft Global & Dynamics Awards

- Microsoft Global SI Partner of the Year (2025) – 19-time winner
- Copilot Business Transformation Award (2025) – inaugural winner
- Dynamics 365 Partner of the Year 2025:
 - Finance (Finalist)
 - Supply Chain (Finalist)
 - Sales & Customer Insights (Winner)
 - Service (Finalist)
 - Low-Code Application Development (Finalist)

Industry & Public Sector Recognition

- Global Industry Awards (2025):
 - Winners: Retail & Consumer Goods, Media & Telco, Mobility
 - Finalist: Defence & Intelligence
- UK Government & Public Services recognition for delivering Dynamics 365 ERP and citizen service solutions under government frameworks
- Proven delivery experience with organisations such as Church of England Central Services and various government bodies

Analyst Acknowledgement

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

Scale & Credentials

- Largest global pool of certified Dynamics 365 professionals
- 70+ delivery centres with 24/7 managed services for enterprise and public sector clients

Approach

Our delivery approach is grounded in the proven Method One, a comprehensive collection of templates, tools, and best practices refined with clients across diverse industries.

Accenture delivers Dynamics 365 projects using Agile, Waterfall, iterative, or hybrid models. The selected approach is aligned with customer readiness, system complexity, and programme duration.

Our Agile for Dynamics methodology has been purpose-built for Microsoft Dynamics 365 projects. By merging Agile principles with structured release cycles, it ensures the appropriate level of control, robust integration testing, and effective user training required for complex transformation initiatives.

Method One

Method One is a predictable, customisable, and repeatable delivery framework that supports both Agile and Traditional approaches. It is used throughout the entire engagement—from early solutioning through to deployment—ensuring reduced risk and more consistent delivery outcomes.

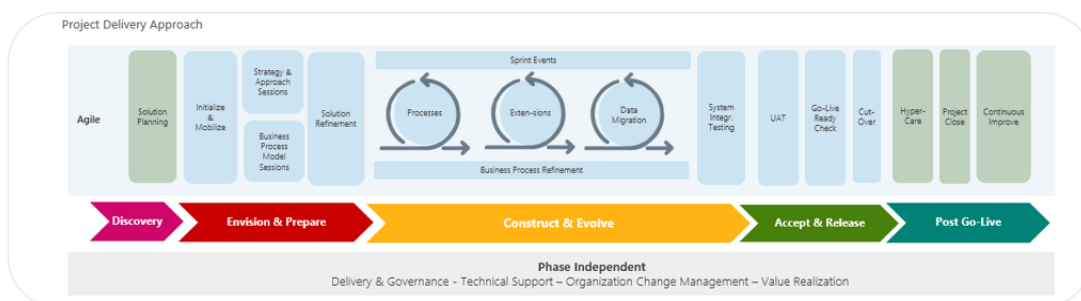


Figure 1
Indicative Accenture Agile Delivery – Scrum Framework

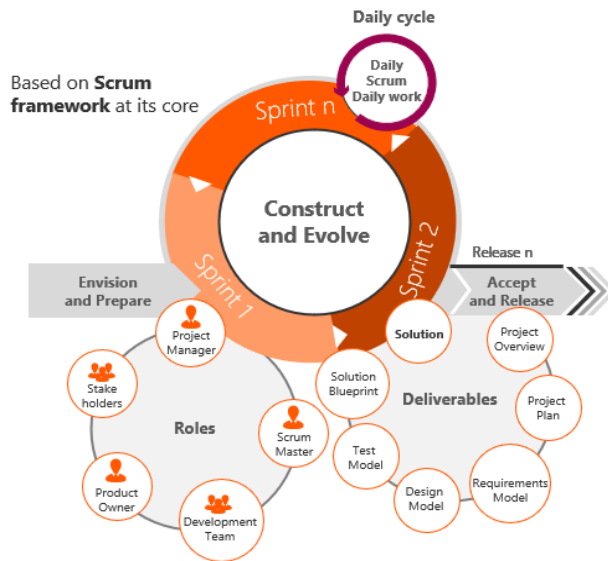


Figure 2
Accenture Delivery Framework Model

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

2.0 Pricing

Please refer to the associated pricing document/ rate card relevant for this service.

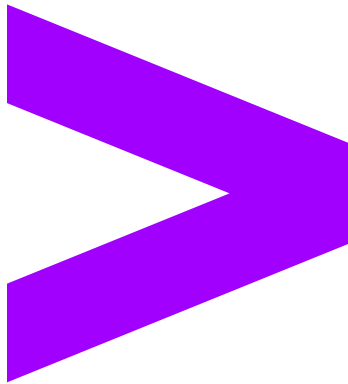
3.0 **Contacts**

Email: UK.TenderMonitoring@accenture.com

Telephone: +44 (0) 20 7844 4444

4.0 About Accenture

Accenture is a leading global professional services company that helps the world's leading businesses, governments and other organisations build their digital core, optimise their operations, accelerate revenue growth and enhance citizen services—creating tangible value at speed and scale. We are a talent- and innovation-led company with approximately 799,420 people serving clients in more than 120 countries. Technology is at the core of change today, and we are one of the world's leaders in helping drive that change, with strong ecosystem relationships. We combine our strength in technology and leadership in cloud, data and AI with unmatched industry experience, functional expertise and global delivery capability. We are uniquely able to deliver tangible outcomes because of our broad range of services, solutions and assets across Strategy & Consulting, Technology, Operations, Industry X and Song. These capabilities, together with our culture of shared success and commitment to creating 360° value, enable us to help our clients reinvent and build trusted, lasting relationships. We measure our success by the 360° value we create for our clients, each other, our shareholders, partners and communities



Copyright © 2026 Accenture
All rights reserved.
Accenture and its logo are trademarks of Accenture.