



Power Platform & Dynamics 365 Envisioning and Business Value Assessment

Business Applications | Service Definition

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1. Introduction

The ANS Power Platform & Dynamics 365 Catalyst Envisioning and Business Value Assessment is an “ANS Navigator” which is a complimentary or Microsoft funded engagement that provides you with the resources and information needed to realise your long-term strategic vision and steer your digital transformation journey.

ANS align with, and are a trusted partner of, the Microsoft Catalyst framework programme. The Microsoft Catalyst framework draws influence from the ideology of ‘IDEA’, that is Inspire, Design, Empower, and Achieve. Specifically, the Catalyst programme enables clients to execute the first two stages - Inspire through the Envisaging workshop, Design through the Business Value Assessment, and further through the Solution Assessment.

To enable digital transformation within an organisation, ANS will use the Microsoft next generation of cloud-based intelligent business applications based on the Microsoft Power platform including Microsoft Dynamics 365, PowerApps, PowerAutomate, PowerBI, Power RPA and Power Virtual Agents. This solution suite is designed to empower your people to make smarter business decisions faster, enable collaboration across your organisation, and deliver deep insights that help drive your digital strategy.

The added benefit for clients is that Power platform & Dynamics 365 are built on the Microsoft Business Application platform allowing extensibility and creation of line of specific Client business applications as well as out of the box connectivity to Microsoft Office 365, Outlook, Excel, Word, OneNote and SharePoint productivity tools and Azure services such as Service Bus, Landing zones, Azure Data Analytics. This strategic approach enables both IT and business users and maximises the investment you have already made and fully enables you to meet your key programme principles.

Power Platform & Microsoft Dynamics 365 as a technology platform, provides the tools and capabilities needed to create and maintain a clear picture of every single customer interaction from first contact through to purchase and post-sale. Through the three core pillars of marketing, sales, and service Power Platform & D365, can help reduce costs and increase profitability by organising and automating business processes that nurture customer satisfaction and loyalty.

The Microsoft Power Platform & Dynamics 365 Solution is a market leading solution as recognised by top Industry experts such as Forrester and Gartner with 97% of the Fortune 500 using the Power Platform with over 500,000 customers in 60+ countries and in 40 languages. In addition to being the leader with respect to vision and execution in the marketplace, the Microsoft and ANS combination offer one of the most competitive cost of ownership levels leading to faster payback and return on investment. ANS is committed to ensuring that each and every Power Platform & Dynamics 365 engagement we take on has a clear path to success including objective metrics that can be examined after the first year in order to ensure return.



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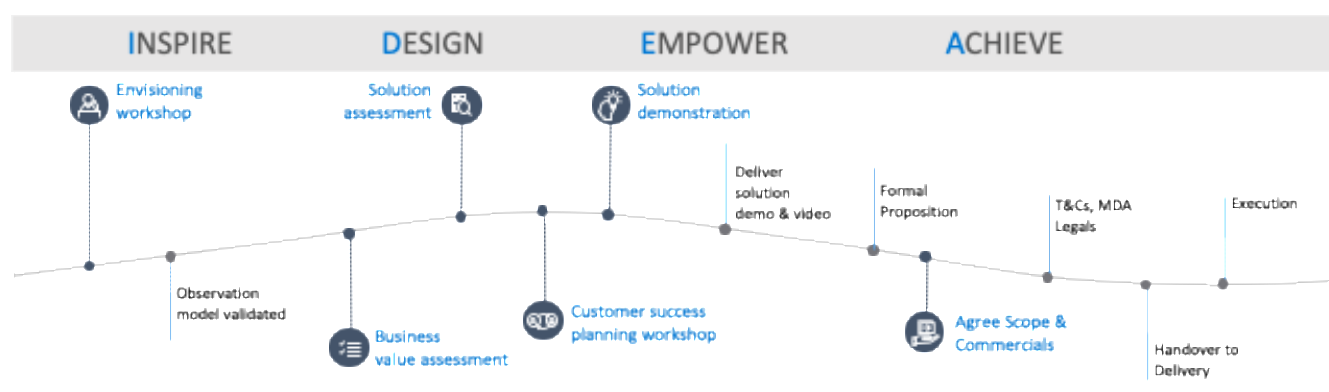
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ANS (Business Applications) has deployed the Power Platform & Dynamics 365 in well over 125 UK clients making us the UK leader for Power Platform & Microsoft Dynamics 365 implementations. Our objective is to deliver projects, on time and on budget with little scope change and no surprises. Our ability to not only rapidly deploy solutions for clients, but also to stand by these solutions for the first 36 months with the ANS Managed Services is the best in the industry.

2. The Catalyst and Business Value Assessment

2.1. Overview

ANS align, and are a trusted partner of, the Microsoft Catalyst framework programme. The Microsoft Catalyst framework draws influence from the ideology of 'IDEA', that is Inspire, Design, Empower, and Achieve. Specifically, the Catalyst programme enables clients to execute the first two stages - Inspire through the Envisaging workshop, Design through the Business Value Assessment, and further through the Solution Assessment.



ANS' specialist Design team, accredited by Microsoft, work collaboratively with you to explore how the Microsoft Power Platform can help solve your key business problems. Whilst the Catalyst framework is a relatively new programme, ANS have been engaging with clients in this manner for many years, and as such are experts in discovery, gap analysis, solution ideation & design, and establishing robust business cases, through measurable business outcomes.

ANS' Catalyst engagement follows a series of one day workshops, with follow up review and feedback sessions, taking your business from identifying a challenge, to a solution idea, through to an executable business initiative, with strong commercial viability evidence.



Organisations can leverage Microsoft funding for this engagement (by application), which can cover three different implementations of the Catalyst programme; ANS will work closely with you to determine the right approach for your business.

01 Envisioning + Solution Assessment

02 Business Value + Solution Assessment

Option one focuses on early Ideation, followed by producing a Solution Design, for your business to take forward and leverage financial support Independently.

03 Envisioning + Business Value + Solution Assessment (optional)

Option two is a great starting point for businesses who already have a defined idea as to how the Power Platform / Dynamics365 is able to support their business, and as such, this engagement focuses on deriving Business Value measures, and providing a Solution Design.

Option three encompasses all three elements of the Catalyst programme; working with you to discuss, consolidate, and prioritise Business Challenges and ideas, before then building upon the high priority ideas to produce Business Value measures, and provide a Solution Design.

2.2. Catalyst Approach

2.2.1. Envisioning Workshop

The Envisioning phase is intended to create scenarios that serve as the blueprint for the next steps in the process. Envisioning workshop facilitators will use design thinking concepts to help business decision makers establish the primary goal for the project using an approach that encourages them to think beyond simply making existing processes is more efficient:

- ANS will conduct interviews to understand current state, identify business challenges, opportunities for improvement and observe end users in understanding the user experience.
- ANS will engage with key business stakeholders to agree on North star / Vision in order to determine “how might we” topics to identify business opportunities and list initiatives to pursue to address the customer's vision.
- ANS will create high priority transformation scenarios to help customers, employees, operations, and products achieve ongoing innovation within the customer's environment.
- ANS will capture business findings and recommendations on the required Workshop Execution Output document.



The deliverables of the Envisioning Workshop will be:

- Understanding of your objectives, business challenges, and opportunities for improvement
- Prioritisation of initiatives for Digital Transformation
- Agreement on top initiatives to pursue.

2.2.2. Business Value Assessment

The design phase is a key component of the Catalyst framework, intended to create scenarios that serve as the blueprint for the next steps in the process. Business Value Assessment (BVA) workshop facilitators will use value selling concepts to help [CUSTOMER]'s business decision makers establish the primary goal for the project using an approach that encourages them to think beyond simply making existing processes more efficient. The outcome of the BVA workshop will be a primary goal and a roadmap for achieving it:

- ANS will conduct interviews with you to understand current state, identify business challenges, opportunities for improvement and observe end users to understand the user experience.
- ANS will engage with key business stakeholders to agree on business outcomes in order to answer key questions on WHY do anything and WHY do it now?
- ANS will create a high priority business case to help end customers, employees, operations, and new products achieve ongoing innovation with the customer's environment.
- ANS will capture findings and recommendations in the execution output report.



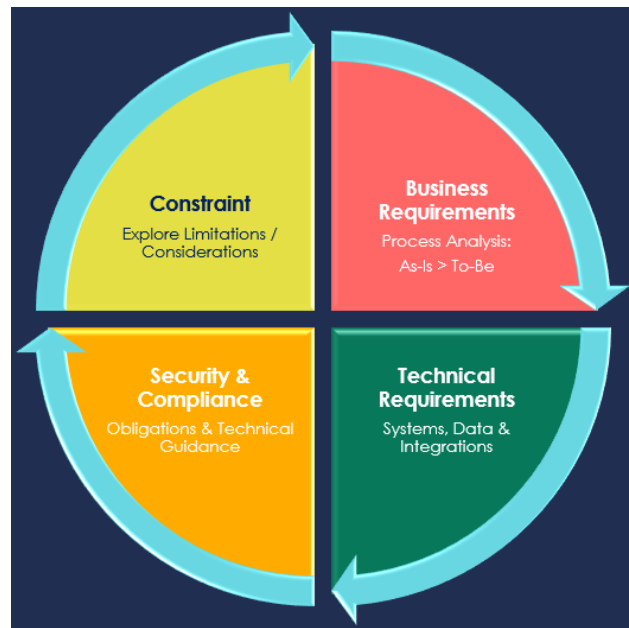
The deliverables of the Business Value Assessment will be:

- Identification of the customers objectives, business challenges, and opportunities for improvement
- Qualification of identified metrics.
- Agreement on financial improvement levers.

2.2.3. Solution Assessment

The Solution Assessment is a key component of the Catalyst framework intended to create a tailored solution roadmap for an organisation to realise their Digital Transformation goals. In a workshop format, Solution Assessment facilitators will engage proactively with your key stakeholders to determine functional and technical feasibility of the envisaged solution to accelerate identified business transformation goals:

- ANS will gather and review preparation materials including Envisioning workshop output, Business Value Assessment, and pre-workshop questionnaire to understand customers business and strategic objectives.
- ANS will facilitate a series of workshops with the customer and their stakeholders to understand strategic business goals, walk through current and future business processes, line of business (LOB) applications, and review both functional and technical operations, including system landscape and/or available requirements.
- ANS will capture and summarise findings to create Solution Assessment execution reports, which:
 - a) Outline current and future customer journeys defining the current challenges, changes needed, and benefits of the envisioned solutions future state.
 - b) Creates a plan of the incremental value goals to be realised with each timeline phase of the future solution vision.
 - c) Charts the approximate implementation timeline based on the first phase of solution roll out.
 - d) Produces a budgetary estimate for implementing your future solution dash compared costs of current versus future.



The deliverables of the Solution Assessment will be:

- a. Understanding of your business objectives, business and technical challenges, changes needed for improvement, and benefits of an envisioned future solution.
- b. Prioritise business value goals to be achieved in each phase of the solution roadmap.
- c. Timeline and budget for realisation of future solution
- d. Agreement on solution roadmap and associated business outcomes.

2.2.4. Scoping

This section defines the scope of this Catalyst Engagement, and any Catalyst phase not specifically detailed here is not within the scope of this SoW.

ANS have engaged with you through a Pre-Discovery, which has provided clear guidance as to the scope / requirements of this project. Furthermore, ANS have applied for applicable funding via Microsoft, based on the below indicated scope.

The Catalyst phases included in the Assessment could be:

- Envisioning Workshop
- Business Value Assessment
- Solution Assessment