

Microsoft Dynamics 365 Services G-Cloud 15





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1 Service Overview

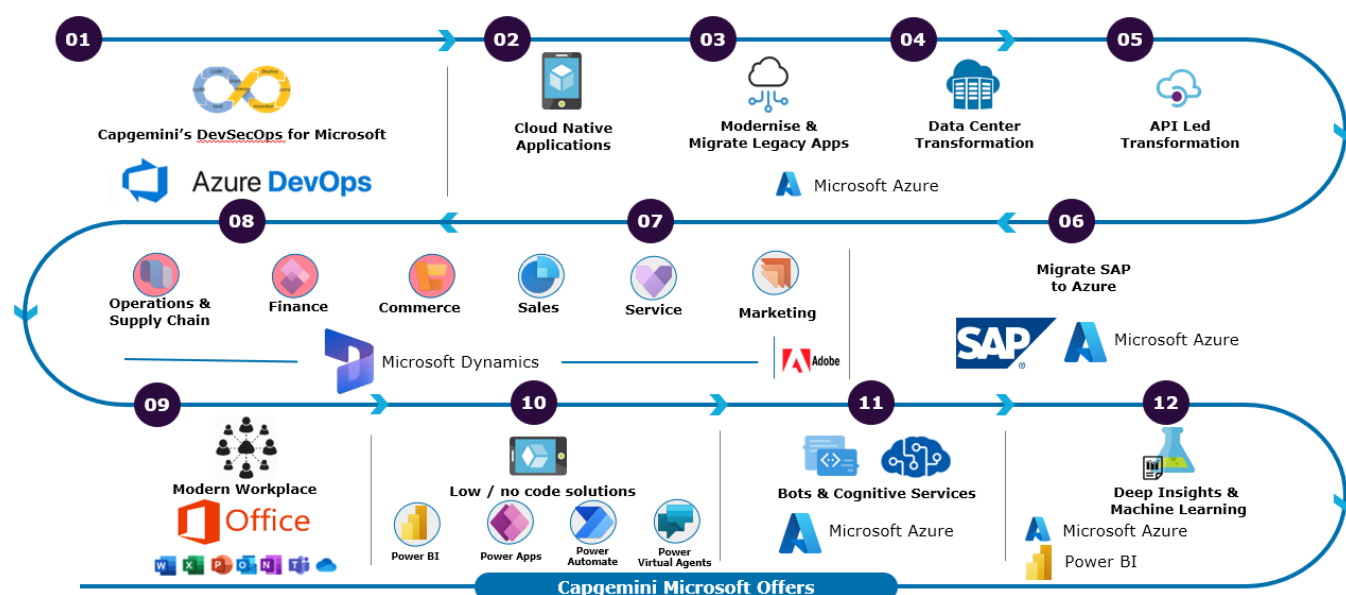
As a Tier-One Global Systems Integrator, **Microsoft managed partner**, **Cloud Solution Provider (CSP)**, **Managed Service Provider (MSP)** and **Inner Circle for Business Application member**, Capgemini has a market leading Microsoft Business Applications capability, including Dynamics 365 Customer Engagement and Finance and Operations (previously Dynamics CRM and AX), covering advisory services, business change, architecture, information management, build, run, hosting and upgrade/migration. Capgemini has proven its' Dynamics experience at enterprise scale across various **Copilot Studio** sectors, including the UK Public Sector.

Capgemini's Microsoft Dynamics 365 delivery approach offers customers an industrialised capability to rapidly deliver cost-effective Business Applications that also leverage Azure, Microsoft 365 and the Microsoft Power Platform (Power Apps, Power Automate, and Power BI). In addition, Capgemini's 'configuration before customization' approach can ensure a robust solution built to high standards and proven practices.

Capgemini's Microsoft Dynamics 365 Service provides Functional Consulting, Legacy to Cloud Rationalisation/Migration, Development, Low/No-Code Solutions, Testing, Design/Consultation, DevOps/DevSecOps, AI, and Data and Service Management in support of the design and implementation of Cloud-based services.

Capgemini has technical and functional experience across sales, service, marketing and customer insights, field services, **AI & copilot** and remote assistance, portals, supply chain, manufacturing, finance and HR.

This service supports Cloud-based projects and services.



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2 Why Capgemini

2.1 Capgemini and Microsoft – an Established Global Partnership

Since 1997, Capgemini and Microsoft have maintained what Microsoft describes as *"a strategic partnership that integrates unsurpassed consulting experience with world-class technology."* Capgemini and Microsoft's longstanding partnership is founded on joint collaboration and innovation.



Capgemini enjoys Microsoft Gold Certification in eighteen competencies and has received numerous awards recognizing Capgemini's track record in the implementation of Microsoft Solutions. Capgemini has twice been named Microsoft Enterprise Partner of the Year and Microsoft Services Partner of the Year by Microsoft themselves, and has received several awards specifically for Capgemini work in the UK Public Sector. Specifically relating to Dynamics, Capgemini holds the Cloud Customer Relationship Management and Enterprise Resource Planning Gold competencies, is a **Inner Circle for Business Application member** and holds an advanced specialization in Low Code Application Development from Microsoft.

Capgemini has over a thousand Microsoft Dynamics certified professionals across the world, over a hundred experts in the UK working on complex projects with leading organizations.

2.2 Quality and Consistency through Repeatability

Capgemini can use appropriate tools in conjunction with in-house developed processes and procedures to deliver solutions in an industrialized manner while maintaining a focus on quality. Capgemini is investing in developing tools and accelerators which can improve the efficiency, repeatability and consistency of Capgemini's Microsoft Dynamics implementations across the project lifecycle and can enhance and extend the core product capabilities.

Typically, a selection of the tools and accelerators which support Capgemini's services are:

- **Microsoft Dynamics Estimation Tool:** provides accurate, consistent project estimation for Dynamics 365 implementations.
- **DevSecOps for Microsoft:** Capgemini has Microsoft recognised and market leading tooling to provide quality, repeatability and traceability through automation. Continuous integration and continuous deployment processes allow the implementation of complex scenarios with version control and automated solution deployment, security, testing and monitoring.
- **Development Hub for Power Apps:** streamlines integration and lifecycle management for low-code applications.
- **Test Framework:** integrated into the DevSecOps pipeline, Capgemini's test framework reduces the burden of manual testing and provides confidence to an "evergreen" environment given the regular updates pushed from Microsoft.
- **Data Migration Tool:** designed to import and export reference and transactional data between multiple Dynamics instances or other data sources. Can also be used for simple to mid complexity data migration scenarios.
- **Reusable Developer Framework:** this framework promotes reusability, abstracts logging and exception handling, promotes agility on upgrades and enforces the use of industry standards (e.g. SOLID principles).
- **Automated Code Quality Analyser:** this tool uses advanced rules and AI-driven checks to automatically validate code against Microsoft best practices, ensuring maintainability, security, and compliance for Dynamics and Power Platform solutions.
- **Government Self-Service-Portal accelerator:** Dynamics 365 portals accelerator for citizen self-service scenarios and aligned to Government Digital Service (GDS) principles.
- **SharePoint/Teams Integration:** can provide rich integration with SharePoint and/or Teams to enable unstructured content to be attached to structured content in Dynamics 365;
- **Proven Methodology for Microsoft Dynamics projects:** Capgemini UK has a proven configuration, development and delivery methodology based on Capgemini's experience in the delivery of complex Microsoft Dynamics projects.

3 The Capgemini Proposition



Whilst the industry is full of organisations claiming some degree of Microsoft Dynamics 365 capability, the demand for Dynamics skills currently far exceeds supply. This is particularly true when one considers suppliers with global implementation experience, an understanding of the related Microsoft stack and with the expertise and experience needed to deliver complex transformational projects with confidence. Moreover, there are many organisations with specialist Microsoft Dynamics 365 offers, but few have the same breadth of resources and credentials as Capgemini or the ability to offer a fully managed range of services. This offer supports Cloud services.

Capgemini offers a comprehensive capability spanning every aspect of successful Dynamics 365 and Power Platform implementation, enhanced by Copilot AI, predictive analytics, and automation frameworks:

- **Enterprise Architects** with an understanding of how Dynamics 365 can assist an organisation deliver against the more holistic strategic goals the platform now facilitates, and who understand the complexities of multiple incumbent environments and the challenges of a complex supplier ecosystem;
- **Solution Architects** with experience of designing, implementing and integrating Dynamics 365, Azure and AI services and Power Platform solutions at scale and into complex and hybrid ecosystems;
- **Infrastructure Architects** with experience of planning, designing and implementing large, distributed topologies (cloud, hybrid and on-premise);
- **Developers** who can configure customise and integrate Dynamics 365 with other systems as well as leveraging the Microsoft Power Platform (Power Apps, Power Automate, , Power BI and Copilot Studio);
- **DevOps Engineers** who can manage and automate the delivery pipeline for an entire end-to-end solution with enduring security and monitoring built-in;
- **Support Engineers** who have extensive experience in quickly diagnosing and resolving issues;
- **Functional Consultants** with experience in driving out requirements and maximising the Dynamics 365, Power Platform and Office 365 feature set to achieve these objectives with AI-driven quality checks;
- **Testers** who understand the product and can strike a balance in testing effort to enable delivery of a quality solution (manual and automated);
- **Specialist resources** such as Release Managers, Accessibility Compliance specialists, Security Architects, GDS assessors and GDPR specialists to name a few. These are often missed by Capgemini's competitors and only considered when the project is failing.

4 Business Need

Organisations continue to engage with other businesses and individuals; ensuring that the customer experience is the best it can require systems and tools enabled for rapid change, simple process and allow innovative use of data.

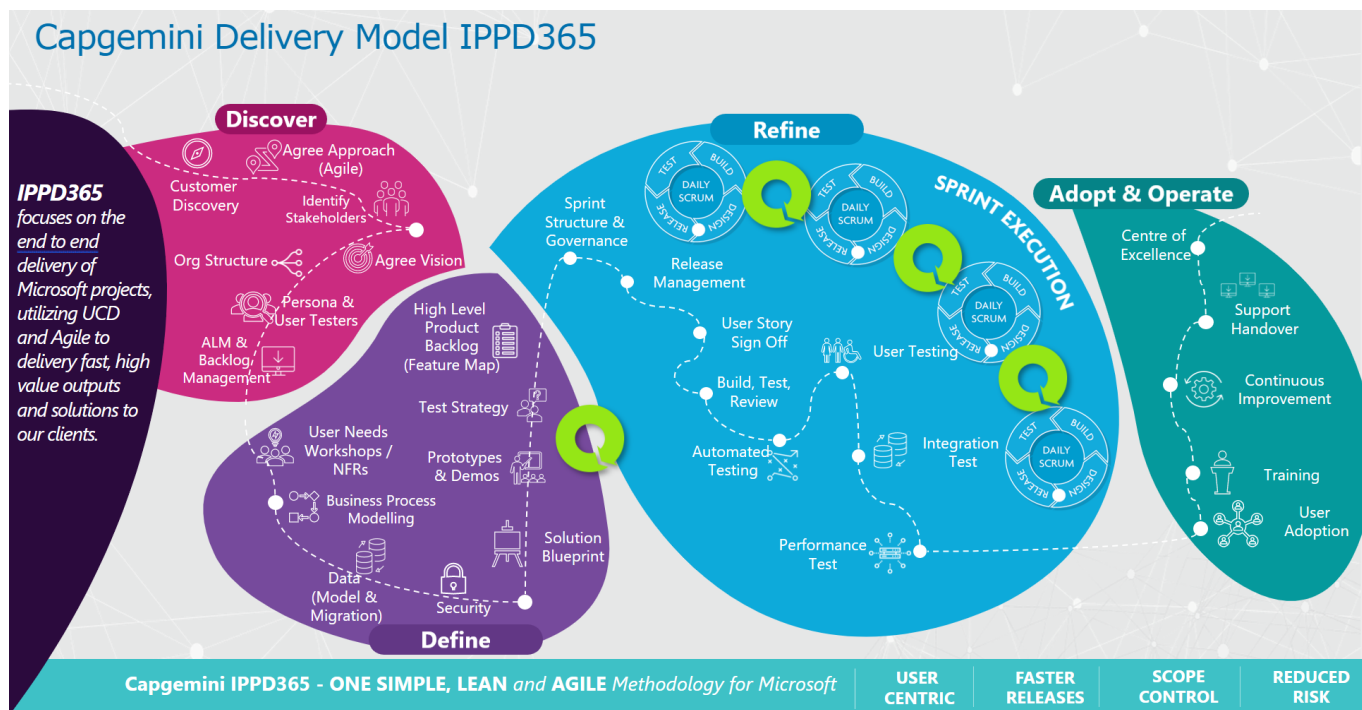
Microsoft Dynamics 365 Customer Engagement provides industry-leading capabilities for personalized interactions, case management, field service, and business process automation. It enables organisations to design tailored solutions that align with strategic goals and deliver seamless experiences across channels.

Predicting customers' next steps and communicating with them effectively remains the best way to ensure the rating of any service remains high. Microsoft Customer Service enables a suite of AI capabilities to ensure interaction with an individual or organisation is outstanding. The automation of tasks and communication ensures that the customer gets timely, quality notices whilst reducing the impact on service staff.

Microsoft Dynamics 365 Commerce and Supply Chain Management, enhanced by AI and predictive analytics, deliver end-to-end visibility and resilience. These solutions adapt to evolving business models. Optimize inventory and logistics and ensure continuity while meeting customers' growing expectations.

5 Our Approach

Capgemini's Microsoft Dynamics 365 delivery approach, iPPD365, can offer customers an industrialised capability to deliver cost-effective Dynamics 365 and Power Platform based solutions. The Agile methodology is at the core of this approach, with Capgemini's experience across thousands of projects ensuring it is best of breed. The methodology features multiple development centres, each with numerous production lines staffed by various production teams, each with standard composition. Our approach also aims to deliver transformative and integrated solutions a pace, ensuring the ROI for any requirement is quickly established. Security is at the heart of the DevSecOps processes which drive our implementations. In addition, Capgemini prioritizes configuration over customisation to ensure any investment in the platform can take advantage of the continuous improvement of the product by Microsoft.



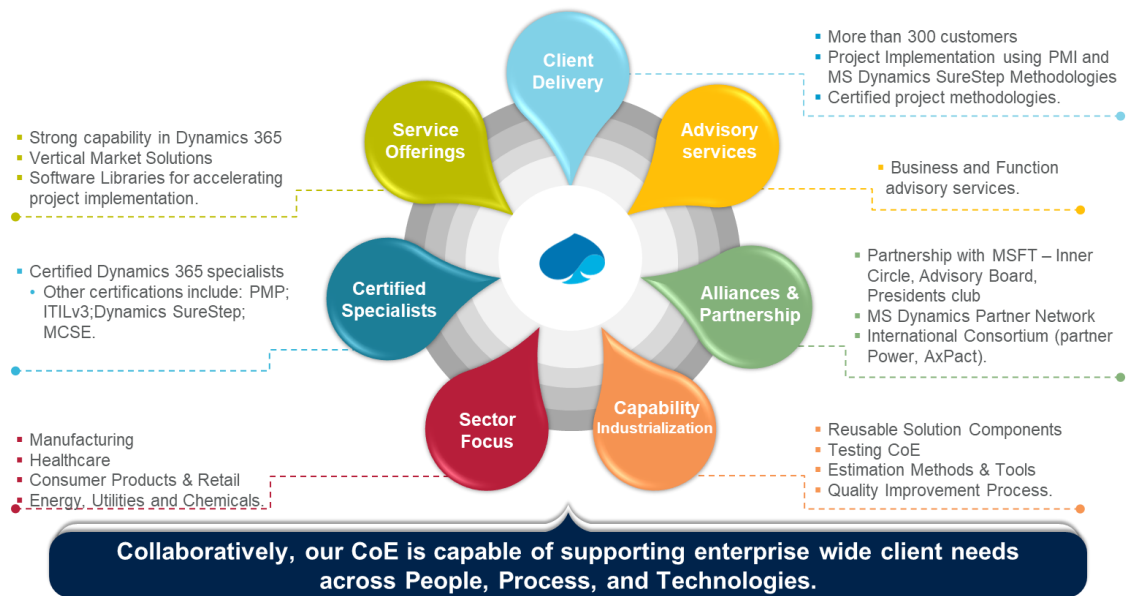
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The use of standard delivery methodologies can result in highly-engaged business users, rapid time-to-value and a reduction in on-going support costs. Also, through Capgemini's Digital Practice, Capgemini can provide advice on design considerations for User Experience/User Interface.

Distributed delivery of Capgemini's development services means Capgemini buyers can benefit from competitive resource costs while maintaining the specialisation required to deliver a project. Capgemini's approach has been developed to support delivery with as much automation as possible without affecting quality.

Capgemini considers the appropriate level of security and privacy to be critical aspects of any solution. Capgemini's approach can help evaluate and categorise the security and/or privacy requirements in the early stages of an engagement in agreement with the Buyer. This can enable "secure by design" and "privacy by design" to be embedded in the design and delivery of the solution.

The following diagram provides an illustration of the capabilities and experience of Capgemini's Dynamics 365 and Power Platform Centre of Excellence:



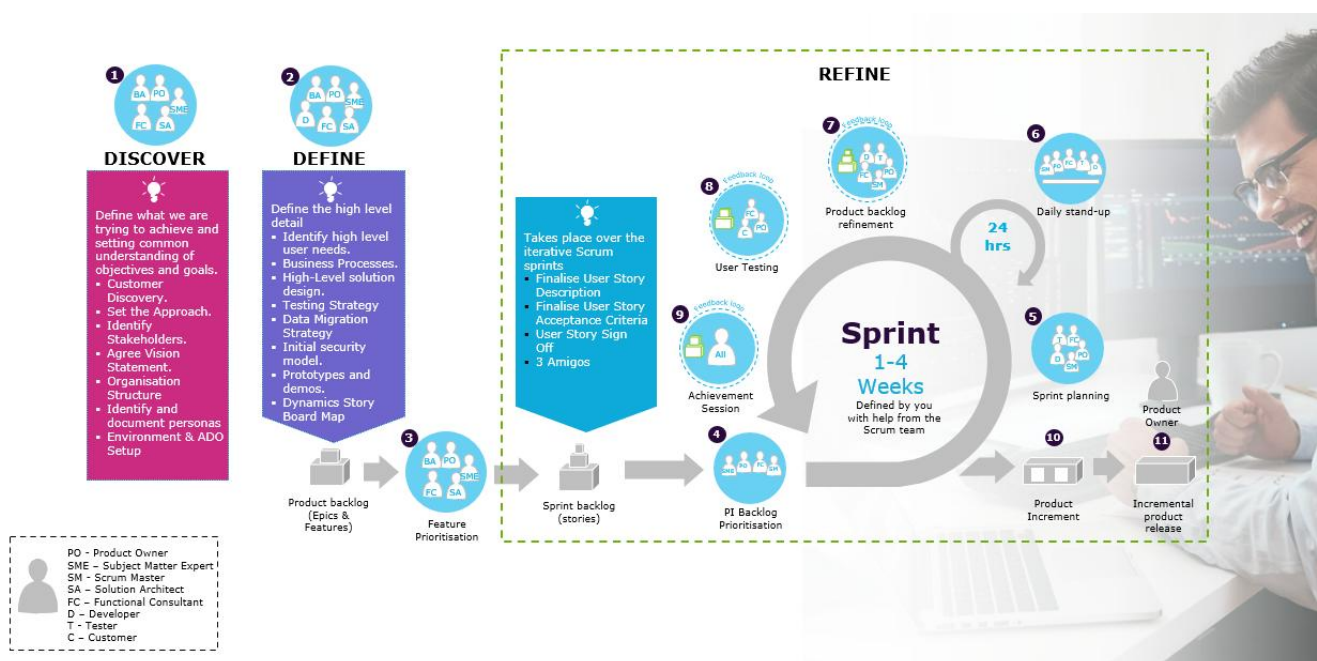
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Capgemini can also draw down skills globally based on Capgemini's international capability. Capgemini's investment in staff, certification and training strategies through the Capgemini University are renowned in the industry.

5.1 Agile Lifecycle

Our Agile approach ensures the solutions implemented are what is required and supports your business' objectives and goals while also ensure it is a service that is fit for your users and customers.

Our requirements lifecycle below shows you the steps we take in order to gather, document and develop your requirements, providing you with full traceability throughout the project and the assurance that your solution meets the requirements.

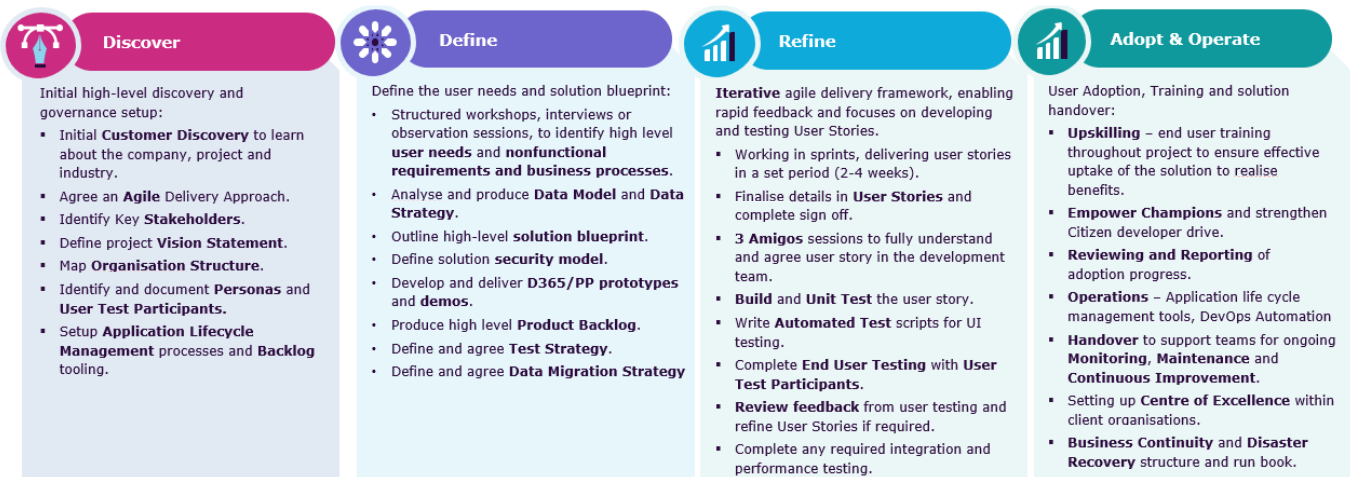


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1. High level business context and requirements are gathered at the initial engagement where high level details are shared to inform a way forward and potential solution and can help shape a team that would be required throughout the project.
2. User Research and Design is completed in order to gather the detailed requirements from customers and users. Research is completed through interviews, observations and workshops to determine the service value and what customers and users want from the service. The main outputs from this is a MVP Features Map, User Journeys, Personas along with Functional & Non-Functional Requirements. The user journeys are also accompanied by process maps that inform the activities, systems and users to help with the solution design. A Product Backlog is developed including Epics, Features and Stories and the User Stories hold the description of the functionality and the acceptance criteria which specifies the detailed requirement. Stories are written in the format; As a (user), I want (action), So that (value) and the acceptance criteria is written in a Business Driven Development format: Given, When, Then but using plain language to describe the requirement, action taken and outcome.
3. The developed Backlog of requirements is prioritised in line with customer and business value.
4. The scope and priority of the Program Increment is defined to drive the sprint planning.
5. At Sprint Planning, the team pull the highest priority stories from the Product Backlog into the next Sprint.
6. Each day, the team meets and answers: What did I do yesterday? What do I plan to do today? What blockers or issues are halting the sprint plan?
7. Halfway through the Sprint, continual demos, reviews and feedback from stakeholders shape the Product Backlog and refines the current and future requirements.
8. All functionality goes through System Integration and User Acceptance testing to ensure the developed solution meets the requirements and provides the customer and business value defined. Test scripts are developed based on the user stories and are documented as passed or failed and a release is not completed until all severe issues are fixed. The severity of issues are defined within the project team.
9. At Sprint Review, the team completes a show and tell for the requirements that have been developed during that Sprint. Feedback is used to update remaining features in the Backlog and allows for continuous improvement of the solution.
10. Each Sprint results in a product increment, ready for release. It may or may not be customer ready. During the project User and Admin guides are produced along with training being undertaken to support user adoption. There are several training options available and a training plan will be developed with your customer and user needs in mind.
11. The team repeats the cycle until it is decided the go live/public beta provides functionality and value to customers and the business and all the requirements have been met.

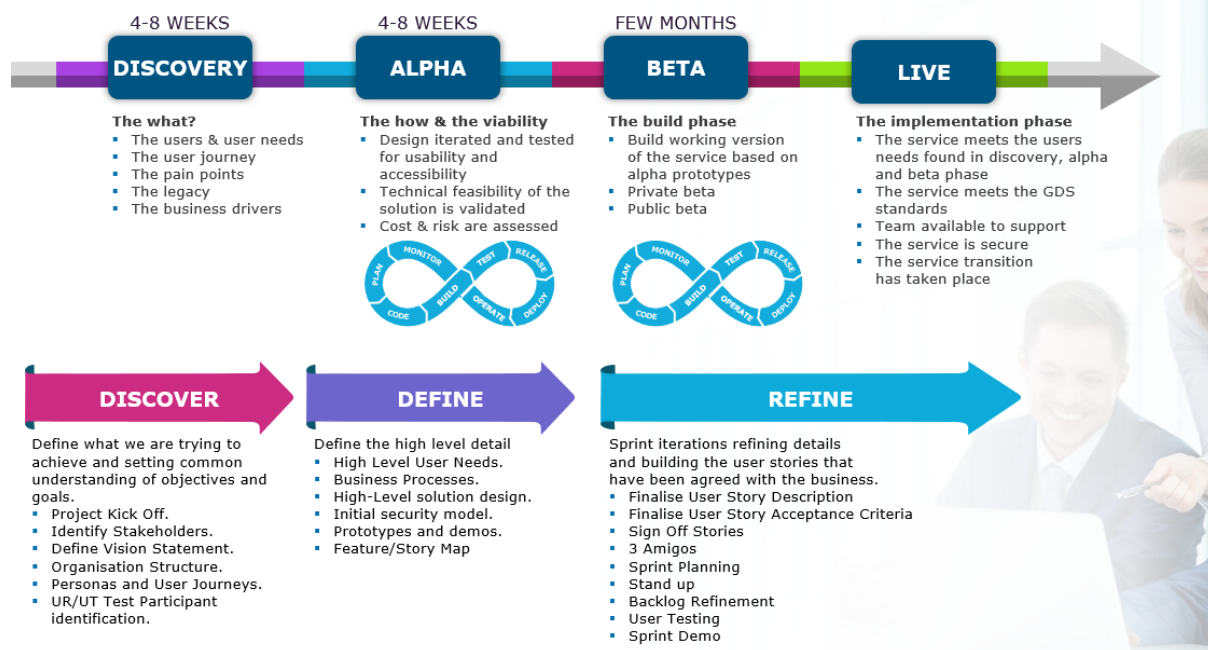
User stories are key throughout the process as they define your detailed requirements and are put together and signed off by your business. The table below show each major stage of the project along with the key tasks and outputs delivered. The tasks and outputs vary depending on the complexity of the project, the existing documentation available and any regulations and constraints there might be for the project.



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Capgemini continue to work across multiple government departments and recognize that the approach above can be aligned to the standard GDS methodology. By working with your organization, we can assure that the Agile approach takes into consideration the requirements defined by the GDS framework and seek the approvals to transition between phases.

Aligning Approach to GDS



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5.2 Capgemini's Dynamics Services

Capgemini's Microsoft Dynamics 365 and Power Platform services comprise the following:

- Dynamics 365 road map services:** Aligned to Microsoft Catalyst IDEA framework, leveraging AI-driven insights, helping buyers get the most from their Dynamics 365 and wider Microsoft investment by prioritising their business needs against features, creating a road map for adoption and maximising ROI;
- Business developed application rationalisation:** Migrating business developed applications, such as Access databases and Excel spreadsheets to Dynamics 365 or Power Platform; centrally supported platform; reduced e-mail attachments; better version control; and improved interactions;



- **Extending Dynamics 365:** Building interactive, AI-enhanced applications that go beyond core functionality using Power Apps and Copilot for intelligent workflows.
- **Dynamics Foundry:** Using DevSecOps approach to rapidly help deliver business value to multiple business areas;
- **Conference Room Pilot/PoC:** Producing a time-boxed, compressed based application to prove business fit or creating a targeted business deployment for limited production use;
- **Migration to the cloud:** Migrating existing legacy Dynamics CRM or AX implementations from on-premise to cloud;
- **Dynamics 365 Integration:** Connecting buyer's Dynamics 365 implementation to Line of Business or ERP applications such as SAP or Oracle leveraging the Azure (Logic Apps, Azure Service Bus,) as well as Dataverse (CDS) and Power Automate;
- **Dynamics 365 based insights:** Combining the power of Dynamics 365 with Power BI and Azure data and AI;
- **Dynamics Risk and Health Assessments:** An in-depth analysis of buyer's Dynamics configurations, custom code, and operational procedures to help uncover areas that are potential risks to service stability or that don't align with best practices;
- **Dynamics upgrades:** from previous versions of the product on-premise to the latest release;
- **Dynamics application support:** On-going maintenance and support of the buyer's solution;
- **Low/no-code solutions:** leveraging Power Platform (Power Apps, Power Automate, Copilot Studio and Power BI) to provide rapid, low-cost applications that work across devices;
- **Employee Enablement and training:** Power Platform empowerment via in-a-day, hackathons, and other in-person or hybrid events to encourage personal productivity apps developed by all.
- **Dynamics training and enablement:** to maximise end-user adoption, efficient use of the system and ultimately return on investment. The training programme focuses on a solution which is professional, has longevity and can be maintained throughout the lifecycle of the system. Training can include supply of equipment at an additional cost, as agreed within the Order Form, but if not requested, attendees are expected to bring their own equipment.

5.3 Benefits

Capgemini's Microsoft Dynamics 365 services can help enable buyers to:

- Achieve Return on Investment and business benefit from their Dynamics 365 and Power Platform implementation;
- Implement governance to help reduce the risk of uncontrollable growth and high maintenance costs;
- Promote user adoption of Dynamics 365 and Power Platform;
- Increase the power and breadth of Dynamics and Power Platform to satisfy a range of functional requirements while reducing maintenance costs;
- Support an "evergreen" platform through continual innovation cycles;
- Respond to evolving business needs through a Dynamics implementation.

6 Summary of Proposition

Capgemini has a skilled Microsoft Dynamics 365 practice. On successive new versions of the Dynamics platform, Capgemini has shown how it can be deployed at scale to meet enterprise needs. In addition, Capgemini's relationship with Microsoft provides us with access to deep product knowledge, support and the ability to influence the future development of versions.



Within such a fast-growing part of Capgemini's business Capgemini has new lessons and market experience to bring to Capgemini's buyers. Capgemini can combine Dynamics 365 delivery experience with some of the most recent thinking around solution design and development techniques from other buyers in both the public and private sectors.

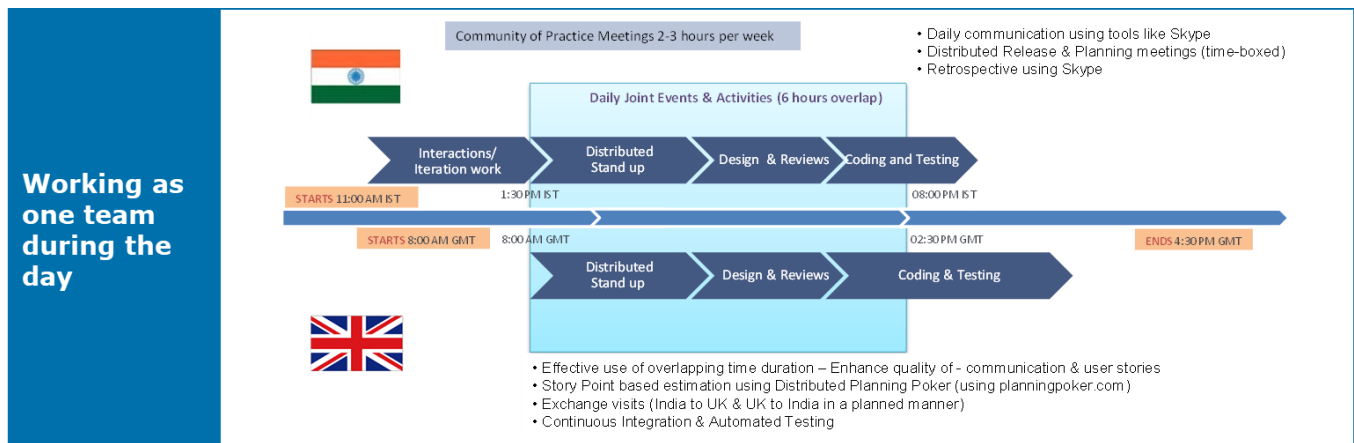
7 Rightshore®

A typical component of Capgemini's global talent pool is Capgemini's Rightshore® network which draws on the knowledge and abilities of over 50,000 domain and sector specialists across the world. Capgemini has over 1000 Dynamics resources across its offices working on complex projects with leading companies in industry verticals.

Capgemini's Rightshore® capability can offer:

- Flexible global delivery model offering a combination of Front-office and Back-Office delivery options;
- Integration of buyer's requirements and preference to deliver additional value at a reduced Total Cost of Ownership (TCO);
- Leveraging of Capgemini's capacity, capabilities, cost advantages, and competencies to help achieve customer satisfaction.

Capgemini India is the global IT hub for Capgemini and is Capgemini's preferred location for the Rightshore® approach.



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8 Information Assurance

Capgemini has worked with buyers with information assurance requirements and Capgemini can provide services cleared to Impact Level 3 and above. Capgemini personnel can be cleared to SC and DV level as required.

9 Buyer Responsibilities

Please refer to the Supplier Terms listed with this service on the Platform. These may contain additional Buyer obligations/costs the Buyer is subject to that are not identified anywhere else in the Supplier's Application or on the Platform.

If these responsibilities do not match your expectations, then please contact us in order that we can explore options to vary our approach.



10 Service Management

Not applicable.

11 Protection of Data

This service is based on a security classification of 'Official', however should you have a requirement for a different security classification that you would like us to consider, please contact us to discuss. Additional requirements this may be subject to additional Charges in accordance with the SFIA Rate Card.

12 On-boarding and Off-boarding

Prior to the execution of the Order, the Supplier and the Buyer will agree the scope of the exit plan for the Services and a timescale for delivering an exit plan to ensure continuity of service.

Capgemini shall undertake on-boarding and off-boarding activities agreed within the Order Form and an exit plan in line with the Call-Off Contract terms which will be charged for in accordance with the Pricing section for this service.

13 Skills and Knowledge Transfer

Capgemini recognises that skills and knowledge transfer are critical elements in providing G-Cloud services to public sector clients. Where possible and applicable, this forms part of the delivery plan for the service agreed at the start of the engagement. Our consultants and engineers are experienced in providing skills and knowledge transfer for major private and public sector clients.

Where appropriate, we may use a standard approach, tailored to topic, skills-gap and individual, to ensure consistency and effectiveness. The approach, Capgemini's Assess-Plan-Implement framework, has been used repeatedly by our teams to structure the work involved in transferring skills and creating new teams capable of driving and sustaining change long after the end of the formal programme. The framework can be applied throughout a project to understand knowledge transfer objectives, plan training delivery methods and materials, and deliver and evaluate success.

14 Vendor Accreditations/Awards



For the 13th year in a row, Capgemini has been recognised as one of the World's Most Ethical Companies® by the Ethisphere® Institute. This is an acknowledgment of our ethical culture that makes us an employer of choice and responsible player in the eyes of our clients, shareholders, and the wider community.

Capgemini has achieved Microsoft Gold Competencies in the following:

1. Application Development
2. Application Integration
3. Cloud Business Applications
4. Cloud Platform
5. Cloud Productivity
6. Collaboration and Content



7. Communications
8. Data Analytics
9. Data Platform
10. Datacenter
11. DevOps
12. Enterprise Mobility Management
13. Enterprise Resource Planning
14. Messaging
15. Project and Portfolio Management
16. Security
17. Small and Midmarket Cloud Solutions
18. Windows and Devices

Advanced Specialisations

Advanced specializations are earned by partners who have undergone extensive validation by Microsoft or a third-party auditor and are based on their ability to meet Microsoft's highest standards of service delivery in a specific solution area

1. Analytics on Microsoft Azure
2. Calling for Microsoft Teams
3. Cloud Security
4. Data Warehouse Migration to Microsoft Azure
5. Id & Access Management
6. Kubernetes on Microsoft Azure
7. Low Code Application Development
8. Meetings and Meeting Rooms for Microsoft Teams
9. Modernization of Web App to Microsoft Azure
10. SAP on Microsoft Azure
11. Threat Protection
12. Windows Server and SQL Server Migration to Microsoft Azure

Capgemini also holds the following Microsoft memberships:

- Dynamics Inner Circle Member 2021/2022;
- Azure Expert Managed Services Provider (MSP).

15 Sub-contractors

Capgemini UK may use the following subcontractors to deliver this service:



- Capgemini Technology Services India Limited

16 Business Continuity and Disaster Recovery

No disaster recovery plan is provided as part of these Services.

17 Pricing

This service is priced in accordance with the SFIA Rate Card attached. Capgemini can also provide offshore resources at reduced rates where appropriate. Projects can be priced either on a Time & Materials or Fixed Price basis.

18 Ordering and Invoicing

Please refer to the Supplier Terms for this service.

19 Termination Terms

Please refer to the Supplier Terms for this service.

20 Further Information

For more information about this or any of our G-Cloud services, please contact our Public Sector Team.

Phone: 0370 904 4858

E-mail: publicsector.opps.uk@capgemini.com including the following information:

1. The name of this service.
2. The name of your organisation.
3. Your name and contact details.
4. A brief description of your business situation.
5. Your preferred timescales for starting the work.

About Capgemini

Capgemini is a global business and technology transformation partner, helping organizations to accelerate their dual transition to a digital and sustainable world, while creating tangible impact for enterprises and society. It is a responsible and diverse group of 340,000 team members in more than 50 countries. With its strong over 55-year heritage, Capgemini is trusted by its clients to unlock the value of technology to address the entire breadth of their business needs. It delivers end-to-end services and solutions leveraging strengths from strategy and design to engineering, all fueled by its market leading capabilities in AI, generative AI, cloud and data, combined with its deep industry expertise and partner ecosystem. The Group reported 2024 global revenues of €22.1 billion.

Make it real. | www.capgemini.com



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