



Trust. Value. Velocity

G-Cloud 15

Microsoft Dynamics 365 Cloud
Implementation Service



Contents

1.	About Mastek	3
	Mastek's global presence	3
	Mastek and Technology in the Public Sector	12
2.	Summary	13
3.	Masteks Service.....	14
3.1	Self-Service Platform	14
3.2	Omnichannel Engagement.....	14
3.3	Efficient Case Management and Resolution	14
3.4	360-Degree View Of Customer Relationships	14
3.5	Personalised Customer Experiences	15
3.6	Enhanced Field Operations.....	15
3.7	Business Central	15
3.8	Upgrade Dynamics 365 On-premise.....	15
3.9	Migration from Microsoft Dynamics 365: On-premise to CRM Online	16
3.10	Microsoft Dynamics 365 Support	16
3.11	Leverage Dynamics 365 Copilot	16
4.	Key Features.....	17
4.1	How can Mastek help customers?	17
5.	Business Benefits	18
5.1	Mastek: Your partner for streamlined Dynamics 365 implementation	18

Table of Figures

Figure 1: Benefits to the customer of Dynamics 365.....	18
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1. About Mastek

Mastek has been delivering Critical National Infrastructure programmes in the UK Public Sector for over a decade now. We are trusted with multiple contracts for the UK Government across Central Government, Health, Local Government, Policing, Public Protection and Defence. The majority of our national services are delivered in a context of high uncertainty and complexity while collaborating in multi-supplier environments.

While working for these large and complex public sector organisations, we have continuously refined our management, delivery and underlying processes to reflect key learnings from the sector:

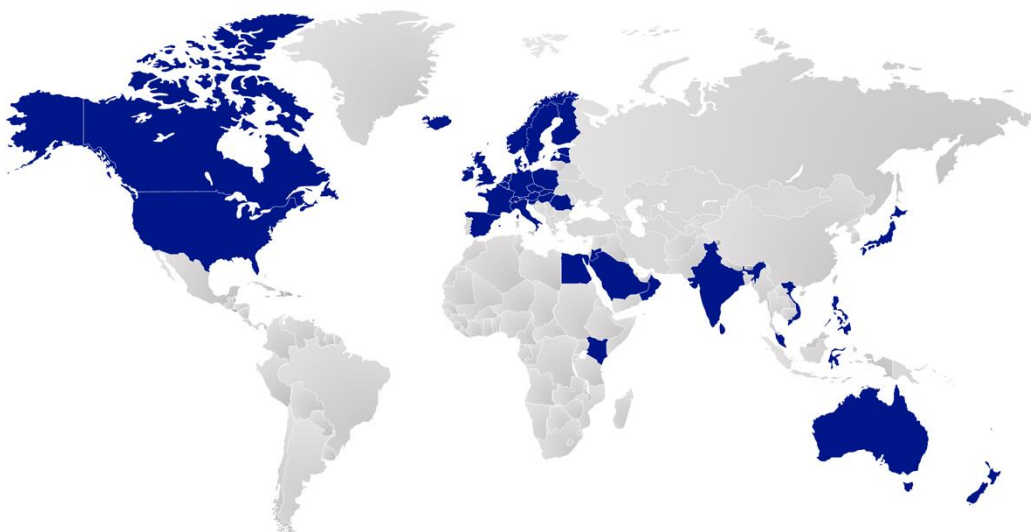
Working through a complex stakeholder landscape: We understand the importance of establishing effective communication channels, building trust and fostering a collaborative working environment that empowers stakeholders to contribute meaningfully to the project's success. Our approach is based on a deep understanding of stakeholder needs and requirements. We leverage our experience and expertise to design governance structures that promote transparency and accountability and use data-driven reporting mechanisms to ensure stakeholders have real-time visibility into project status and progress. At the Home Office, GDS, Ministry of Defence and NHS, we have a proven track record of working seamlessly with large stakeholder groups, including civil servants.

Standards, compliances: We comply with >20 policies and standards, including Government Digital Standards and Government CDDO Service Toolkit covering service standards, service manuals, TCoP, API technical and data standards. Our stringent governance, methods, playbooks and processes (manual and automated) span across service delivery phases, ensuring continuous compliance.

Policy-driven: Policies and procedures largely drive Public Sector organisations. We need to be Agile and flexible to meet demands for policy/regulatory changes, geopolitical events and ministerial commitments.

Culture: We adhere to the Civil Service core values of integrity, honesty, objectivity and impartiality. Key behaviours we promote stem from a combination of Civil Service and Mastek values. These include being passionate, accountable, sustaining predictable and repeatable outcomes, not transferring risk, transparent, leading to enable, acting with transparency, practising a no-blame culture and being flexible.

Mastek's global presence



Australia

Austria

Bahrain

Belgium

Brunei

Canada

Denmark

Egypt

Estonia

Finland

France

Germany

Hungary

Iceland

India

Indonesia

Ireland

Italy

Japan

Jordan

Kenya

Kingdom of Saudi Arabia
(KSA)

Kuwait

Latvia

Luxembourg

Malaysia

Netherlands

New Zealand

Norway

Oman

Philippines

Poland

Romania

Singapore

Slovakia

Spain

Sri Lanka

Sweden

Switzerland

United Arab Emirates (UAE)

United Kingdom

USA

Did you know?

75%

Around three quarters of Local Authorities in the UK who run Oracle have worked with Mastek on their digital transformation journey.

300,000 Users

Supported managing up to 750,000 logins per month to MOD through Identity and Access Management

Crime reduction

We designed, built and manage the UK's Strategic National DNA Database that helps Forensics and Law Enforcement Authorities investigate and stop crime

90% faster

We enabled the National Health Service (NHS) to drive 90% faster response times with a billion pharmacy prescriptions a year.

Technical Service Desk

We provide level 2 and ITSM support for the One Login service at Government Digital Service

22k

Our systems enable 22,000 schools to function efficiently every day of the year.

Healthcare and manufacturing

We delivered Finance, HCM and Supply Chain transformations for clients across health and manufacturing globally powered by Oracle Cloud

Transformation of trade

Transforming UK's trade with the EU and rest of the World by supporting Customs Declarations Services and its trade users.

99.99% Availability

We support the Home Office Biometrics (HOB) Platform, Having migrated it to an AWS platform.

Our digital and cloud services portfolio

Powered by **Glide 4.0** and **value-based delivery**

Industry-aligned approach with business outcomes

Digital engineering and experience	• Cloud engineering and migration • Legacy modernisation • Low code / no code App Dev • DevSecOps • Enterprise integration	• MACH • Digital commerce • UX and CX • Platform engineering • Gen AI software development.
Oracle Cloud and enterprise apps	• Oracle Cloud applications • Oracle consulting • Oracle Cloud infrastructure	• Value-based delivery • Glide 4.0.
Data, automation and AI	• Cloud data modernisation • Business Intelligence and Analytics	• Data management • Intelligent automation • Data Governance.
Salesforce	• Sales Cloud • Service Cloud • Marketing Cloud • Industry Cloud	• Experience Cloud • Mulesoft.
Innovation labs and platforms	• Enterprise workforce scheduler • Connected enterprise • icx-Pro – intelligent part assistant	• iLeaseFinPro.
Cloud enhancement managed services	• Oracle managed services • Digital managed services • Commerce managed services	• Salesforce managed services.

Home Office Biometrics (HOB)

Public sector platform modelled 24x7 with 99.99% availability

Problem

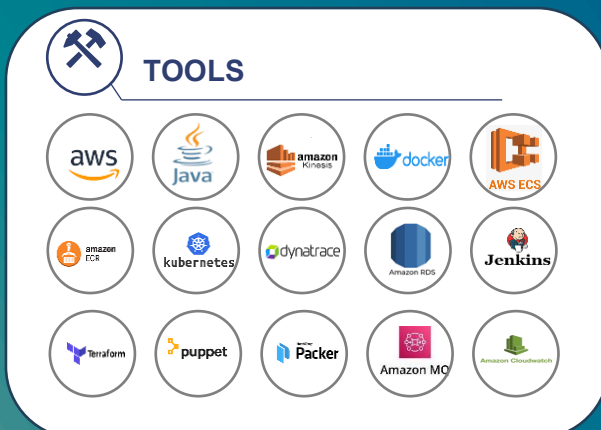
- Transition business-critical Platform services from incumbent supplier with minimal risk
- Migration from private cloud to AWS Cloud.

Solution

- Migrated the infrastructure from private cloud to AWS
- Embedding Kubernetes Containerisation
- Introduced Docker and fully-baked AMIs
- Supporting the platform's self-service functionality using Jenkins Jobs
- Applying security updates to the OS base images through pipelines
- Instituting automated patching and testing for infrastructure images
- Support of configuration, test and releasable artefacts through the pipeline.

Outcome

- **Zero impact** on live service
- **80% automation** of SIT
- Environment Provision **2 days to 1 hour**
- **5x scalability** in handling student BRPs
- Cost saving the authority circa **£9.5m/year.**
- Won the '**Best Use of Cloud Services**' award
- **35%** Incident Volume Reduction.



Government Digital Service

Problem

GDS initiated the One Login programme to create a single front door for identity verification and authentication, which could be adopted and scaled across all government departments. This would improve the user experience by providing the public with a single identification and verification service for the government, reduce costs as each department no longer required its own identity service and reduce identity fraud and identity-enabled crime.

GDS released a tender in June 2023 to provide a Technical Service Desk (TSD) managed service for the One Login service. This service would provide a single point of contact for level 1 and 2 service support as part of the wider support ecosystem. It would be provided in the UK and replace the incumbent's scaled-down non-ITIL-aligned break-fix service.

Solution

In September 2023, Mastek were successfully awarded the TSD contract to deliver TSD on behalf of GDS. GDS had an extremely aggressive programme driven by the onboarding of HMRC as a user, which was a major milestone planned for February 2024, migrating new and existing HMRC users to the One Login platform. The TSD service was expected to go live in November 2023. This was an extremely complex programme which, within this timescale, would deliver:

- The contact centre provider for level 0 directly facing the public
- The TSD supplier in place directly facing all government departments
- The TSD supplier in place providing L1 and L2 engineering support and monitoring
- Continued delivery on the One Login backlog of features
- Continued migration of smaller government departments to the platform.
- Delivery of a new ITSM toolset to be configured for use by GDS and the One Login programme, integrating level 0 to level 3 support
- Working as one team, Mastek quickly integrated into the programme, appointing the leadership team early in the engagement. We collaborated with GDS from the outset, ensuring we tailored the service to their expectations rather than delivering what was written in the contract.

Our leadership team consisted of:

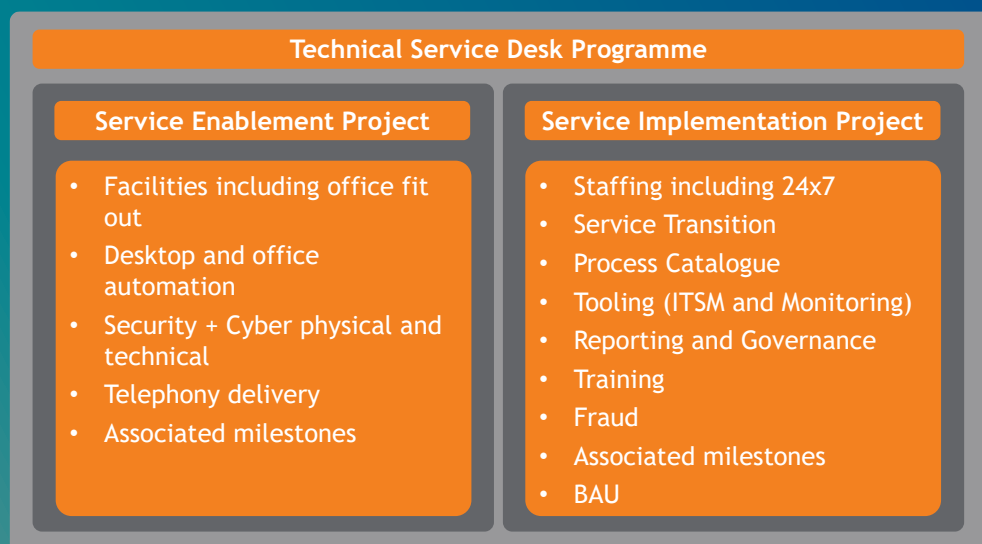
- Service Management Vice President
- Programme Director
- Chief Technology Officer
- Programme Management office lead.

Outcome

At its height, the programme team was circa 15 strong, covering programme/project delivery, PMO, architecture, fraud, security, support, omni-channel and quality assurance. The service team is currently in place providing circa 21 resources now covering end-to-end service management, service delivery and L1 and 2 engineering roles.

As the One Login migrations continue, Mastek is supporting Government departments onboarding to the platform as they transition into the new service and provide One Login a secure Technical Service Desk managed service with:

- Omni channel access for other government departments via telephony, email and web form
- Provision of L1 and L2 engineering support
- 24x7, 365 days a week cover
- 24x7x365 eyes on monitoring service
- Fraud detection and security, GDPR compliant
- End-to-end (L0-3) incident and problem management
- End-to-end 24x7 Major incident management (MIM)
- On-call/call-out engineering support, incident and MI management
- Adherence to stringent SLAs on incident response, call handling and fix times
- End-to-end monthly service reporting alongside TSD KPI and SLA reporting.
- A shift left culture and mindset, reducing the impact of service on product teams (L3)
- Support with service maturity in the programme, preparing GDS to run critical national infrastructure.



Internet-facing platform and applications for Army Digital Services

Developed mobile app and web app
with 24*7 high availability

Problem

- New Defence Gateway Portal
- Combine all internet-facing applications into one
- Easy to use
- Enable easier access to the MySeries portfolio of products.

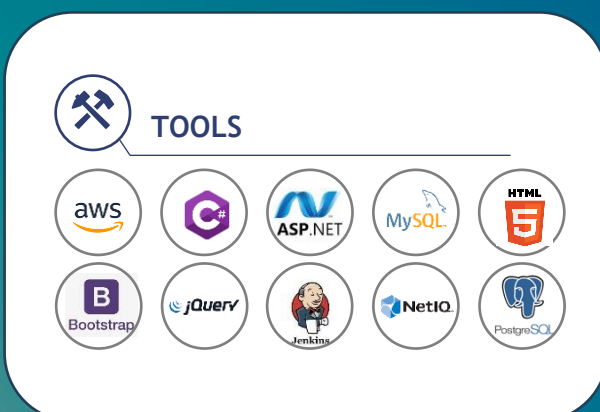
Solution

Designed and developed the following easy-use Progressive Web Apps:

- Defence Gateway Landing Page
- My Leave App
- My Expenses App
- My Health App
- My Details App
- My Appraisal App
- My Admin App
- COVID-19 Reporting Tool
- Commanders' COVID-19 Tool.

Outcome

- Delivered 20+ successful projects
- Deployment Automation
- £7.5m in savings annually
- Zero Downtime
- Environment creation in hours.



Delivered a platform for the Department for Health and Social Care

Delivered capability supporting 200k+ tests in a day, traced millions of COVID-19 infections

Problem

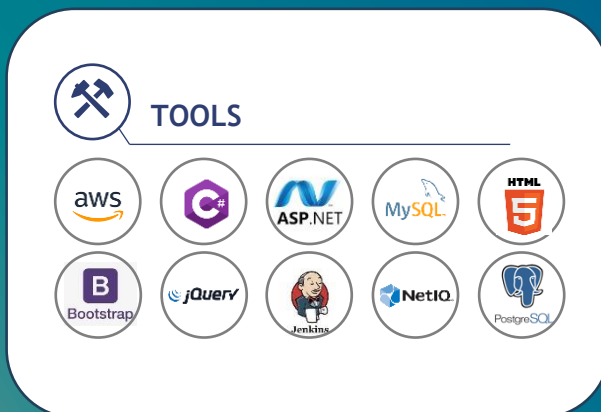
- Leveraging DevOps platform based on reusable GitHub, AWS and Azure DevOps Pipelines
- Introduce more flexible, scalable and reusable IaC capabilities
- Implement CI/CD pipelines.

Solution

- Uplifted from Cloud Formation into Terraform (IaC)
- Pre-built the AMIs using Packer, with automated security checks
- Immutable infrastructure, thus eliminating the risks of partial upgrades and patches
- Continual Cost Optimisation processes and other service functions, such as Change and Risk management
- Migrated into an organisation-wide collaboration toolset. This included Jira, Confluence, Trello, Miro, Teams, SharePoint, O365, Slack, etc.

Outcome

- 75% reduction in lead time due to pre-built AMIs
- Zero Downtime Deployments
- Delivered a Platform - Secured, multi-tenanted hosted on Azure and AWS in 5 weeks
- Cost reduction achieved through close monitoring of resource utilisation.



Mastek and Technology in the Public Sector

Technical Capabilities	Relevant Technology Capability	Mastek Scale
Software Development Continuous Integration, Platform - Other Products, Cloud Collaboration Tools		Software Engineering 2354 FTE
QA and Test: API, Automated Functional and Compatibility, Accessibility & Performance		QA and Testing 774 FTE
Cloud Platforms Amazon Web Services AWS Microsoft Azure		Cloud Platforms 1046 FTE
Data BI/MI Components, Integration		BI and Visualisation 725 FTE
User-Centered Design		UCD 25 FTE
Office Automation Tools		Collaboration 4565 FTE

2. Summary

Mastek's **Microsoft Dynamics 365 Cloud Implementation Services** include the following:

- Cloud implementation using Dynamics 365 (Dynamics 365 Online) across modules: Sales, Customer Service, Customer Insights, Marketing, Field Service and Business Central.
- Implement Dynamics 365 on a private cloud.
- Integrate Dynamics 365 with other cloud-based solutions and services.
- Upgrade Dynamics 365 On-Premise.
- Migrate Dynamics 365 to the Cloud.

Mastek helps implement customised solutions built on Dynamics 365 for specific industries.

We have experience implementing and supporting Dynamics 365 solutions in CRM 2011, 2013, 2015, v8.x,v9.x and Dynamics 365.

3. Masteks Service

Mastek has been implementing Microsoft Dynamics 365-based solutions for its customers across multiple industries. We can help customers with the following:

3.1 Self-Service Platform

A self-service platform built on Microsoft Dynamics 365 empowers your customers by providing a one-stop shop featuring:

- Informative dashboards: Stay current with key metrics and data visualisations.
- Actionable alerts and notifications: Get notified about important updates and tasks.
- Easy access to information: Find the right information you need exactly when needed.
- Centralised document library: Access all relevant documents in a single location.
- AI-powered Chatbot: Get quick answers and assistance through an intelligent Chatbot.
- Seamless multi-service engagement: Interact efficiently with various services your organisation offers.

This comprehensive self-service experience empowers your customers and streamlines their interactions with your business.

3.2 Omnichannel Engagement

Break down communication silos and connect with your customers on their terms, powered by Dynamics 365.

- Meet customers everywhere: Engage seamlessly through phone, email, chat, social media and self-service portals, all within a unified platform.
- Personalised interactions: Deliver consistent and personalised experiences based on a customer's preferred communication channel, leading to greater accessibility and satisfaction.

Omnichannel engagement fosters stronger customer relationships and streamlines communication, ultimately leading to a more positive customer experience.

3.3 Efficient Case Management and Resolution

Turn customer issues into opportunities for improvement with Efficient Case Management and Resolution powered by Dynamics 365.

- Simplify case handling: Streamline processes for managing customer inquiries, complaints and service requests.
- Faster resolutions: Automate workflows, leverage intelligent routing and empower agents with knowledge management tools to prioritise and resolve cases quickly. This reduces response times and keeps your customers satisfied.

This would empower you to deliver exceptional customer service by resolving issues efficiently.

3.4 360-Degree View Of Customer Relationships

Gain a complete understanding of your customers with a 360-degree view of customer relationships powered by Dynamics 365.

- Centralised customer data: Manage all customer interactions, inquiries and service requests from various touchpoints in a single platform.

- Unified customer profiles: Develop a comprehensive 360-degree view of your customers, including account details, purchase history, communication preferences and interactions across all channels.

A complete picture of your customers lets you personalise interactions, improve service and build stronger relationships.

3.5 Personalised Customer Experiences

Turn every customer interaction into a personalised experience with Customer Engagement powered by Dynamics 365.

- Know your customers better: Leverage customer data and insights to understand their unique needs and preferences.
- Personalised interactions: Deliver targeted advice and product recommendations and provide proactive support, fostering improved customer satisfaction and loyalty.

Creating personalised experiences can build stronger customer relationships and drive business growth.

3.6 Enhanced Field Operations

Mastek's Enhanced Field Operations, powered by Microsoft Dynamics 365, empowers your field teams and improves operational efficiency.

- Real-time information: Access up-to-date customer data, service history and knowledge base articles directly at the job site.
- Optimised scheduling: Leverage efficient scheduling that considers skills, location and workload to ensure the right technician is assigned to the right job.
- Mobile powerhouse: Utilise a mobile app for on-the-go access to work orders, customer information and inventory management.
- Streamlined communication: Facilitate seamless communication between customers and technicians for clear expectations and faster issue resolution.

Enhanced Field Operations empower your field force, improving customer service and operational efficiency.

3.7 Business Central

- Developing custom Business Central solutions: Tailor Business Central to your specific needs and workflows.
- Enhancing existing business central implementations: Optimise your current system for improved performance and functionality.
- Providing ongoing support: Get expert assistance to ensure your Business Central runs smoothly.

3.8 Upgrade Dynamics 365 On-premise

- End-to-end upgrade execution, including assessment, planning, compatibility checks and remediation of customisations.
- Seamless data and solution migration with staging environments to minimise downtime and ensure a smooth cutover.
- Post-upgrade stabilisation and optimisation to ensure performance, resolve issues and enable adoption of new features.

3.9 Migration from Microsoft Dynamics 365: On-premise to CRM Online

- Assessment and readiness analysis of on-premise customisations, data volume, integrations and security model for cloud compatibility.
- End-to-end migration execution using Microsoft best-practice tools.
- Cloud optimisation and enablement, including post-migration validation, performance tuning and adoption of new cloud-only capabilities.

3.10 Microsoft Dynamics 365 Support

- Functional and technical support for resolving incidents, service requests and user issues across all D365 modules.
- Proactive system monitoring and maintenance to ensure performance, availability and adherence to best practices.
- Enhancements and continuous improvements, including minor fixes, configuration updates and user enablement.

3.11 Leverage Dynamics 365 Copilot

Leverage Dynamics 365 Copilot and help in improving productivity.

4. Key Features

Mastek brings a wealth of experience to deliver end-to-end Microsoft Dynamics 365 solutions, helping you maximise your investment.

Our services include the entire implementation lifecycle:

- In-depth requirements gathering: We thoroughly understand your specific needs and goals.
- Custom development and integration: We tailor Dynamics 365 to your unique workflows and seamlessly integrate it with existing internal and external systems.
- Rigorous testing and data migration: We ensure a smooth transition with comprehensive testing and secure data migration.

Our commitment to Agile practices means faster deployments and quicker time to value (ROI) for you. Mastek's team of experienced and certified professionals, combined with our global delivery capabilities, provides you with the flexibility and cost-effectiveness you need.

4.1 How can Mastek help customers?

Mastek goes beyond just implementing Dynamics 365 CRM. We offer a comprehensive approach that delivers value throughout the entire process.

Here's what sets us apart:

- Best practices and market insights: Leverage our expertise and stay ahead of the curve with best practices and insights from our internal Dynamics 365 practice community. This community of certified professionals shares learnings from various implementations, ensuring you benefit from our collective knowledge.
- Rapid prototyping and Proof of Concept (POC): Get a clear picture of the potential benefits of Mastek's quick prototyping and POC capabilities. This allows you to extract value quickly without disrupting your core team.
- Industry-specific expertise: We have extensive experience implementing Dynamics 365 in various sectors, such as the Public Sector, Financial Services, Retail, Healthcare and Banking. This industry knowledge translates into customised solutions that meet your specific needs.
- Proven track record: See the success stories! Mastek has a proven track record of successful implementations for clients like Together Money, Primary Care Service England, Security Industry Authority, Harding Retail and more.

By choosing Mastek, you get a reliable partner with the expertise and experience to help you achieve your CRM goals.

5. Business Benefits

Mastek's implementation is customer-focused and we believe in working as "One-Team" to achieve client goals.

The following illustration details the benefits to the customer of Dynamics 365:

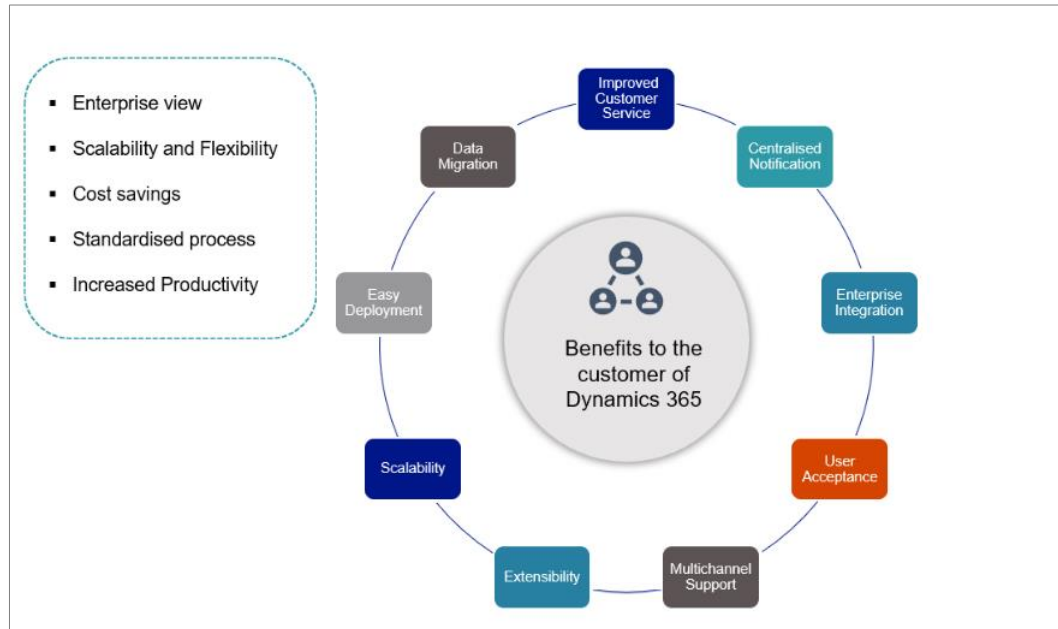


Figure 1: Benefits to the customer of Dynamics 365

5.1 Mastek: Your partner for streamlined Dynamics 365 implementation

We prioritise customer focus and collaboration to ensure your success. Here's how Mastek empowers your business:

1. Boost productivity: Our Agile implementation expertise gets you up and running faster.
2. Predictable results: Rigorous quality assurance guarantees a smooth transition.
3. Cost savings: Leverage our offshore capabilities to optimise your budget.
4. Scalability and flexibility: Easily adapt resources during implementation with our offshore team.
5. Enterprise-wide visibility: Gain a comprehensive view of your Dynamics 365 implementation with our development, testing and data migration services.

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