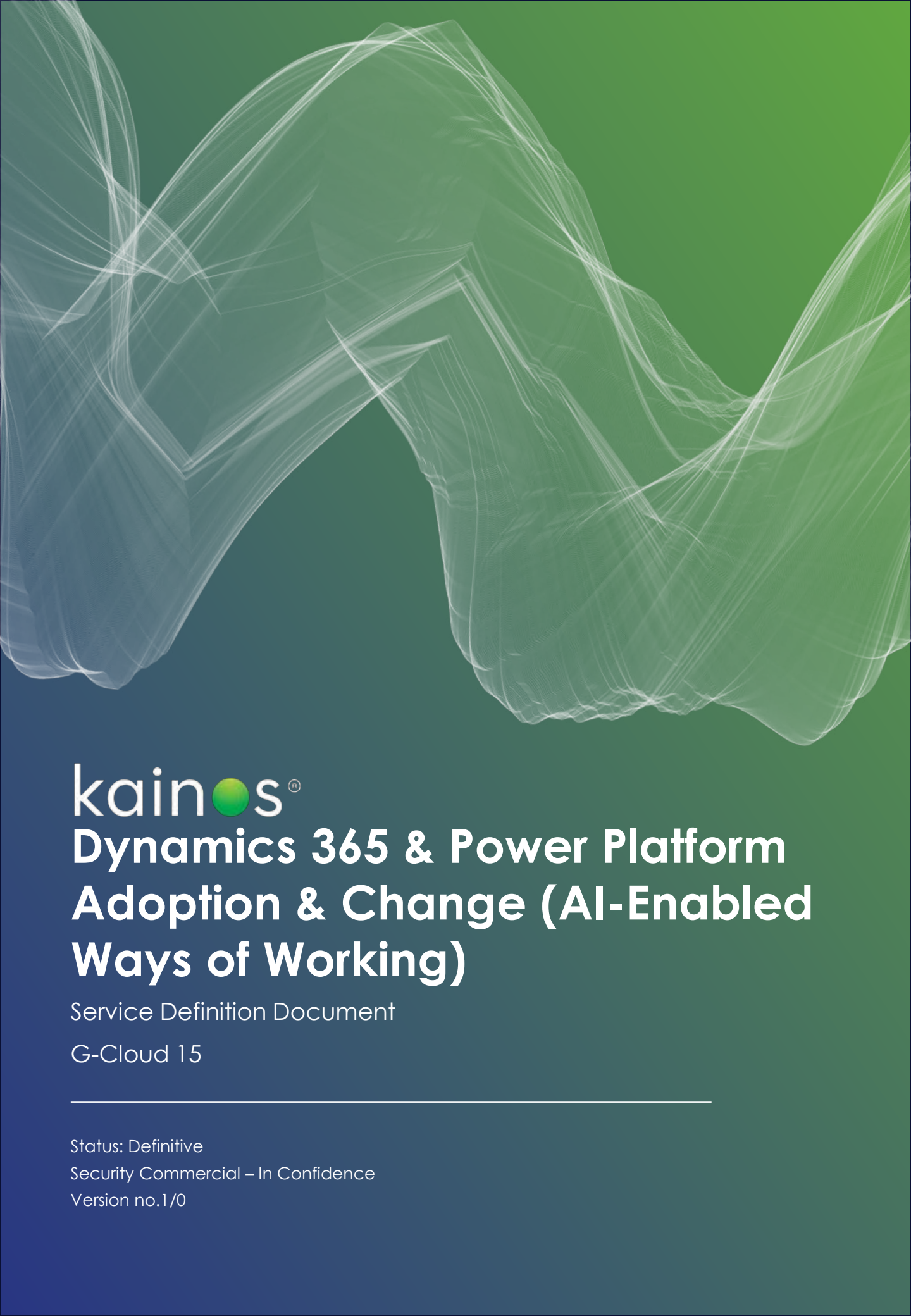




kainos®

Dynamics 365 & Power Platform Adoption & Change (AI-Enabled Ways of Working)

Service Definition Document

G-Cloud 15

Status: Definitive

Security Commercial – In Confidence

Version no.1/0

THINKING
BEYOND
LIMITATIONS

We're Kainos

Formed in 1986, we set about finding the best people to tackle the most difficult digital work. We fostered a culture where people truly care for each other and the world around them.

Our reputation for software engineering and problem-solving was quickly established, and our customers started to view us more as their colleagues

We're much bigger now, helping organisations across the globe to navigate change in more ways than ever. But some things never change, like our commitment to our people, delighting our customers, and our technical ability

Some say we're leading a quiet revolution in digital, but if you ask us, we're just doing our bit to make the world a little bit better.



3,132 amazing
people



13 consecutive
years of growth



40 years
of innovation



£382m revenue
(FY2024)



13 locations
globally



FTSE 250 listed
tech company



Our core expertise

The digital revolution is already happening. We're leading from the front to help our clients **seize every digital opportunity** and be future-ready.



Cloud



Business Applications



Data and AI



Managed services



Engineering



Service and
experience design



Workday services
and products

- Test
- Audit
- Shield
- Deployment
- Optimisation
- Spark & Grow

Dynamics 365 & Power Platform Adoption & Change (AI-Enabled Ways of Working)

A structured adoption and change service supporting organisations introducing Dynamics 365, Power Platform and AI-enabled ways of working. The service prepares users, establishes governance, embeds new processes and builds confidence in Copilot and AI capabilities, ensuring effective adoption aligned to organisational policies and operating models.

Features

1. Assess readiness for Dynamics 365 and Power Platform adoption
2. Identify AI-driven opportunities to improve working practices
3. Define change approach aligned to user groups and processes
4. Develop communication plans supporting awareness and adoption
5. Deliver user training tailored to system roles and scenarios
6. Support AI capability uplift for Copilot-enabled activities
7. Establish governance for continuous improvement and feedback
8. Produce adoption assets, guides and safe-use documentation
9. Conduct adoption monitoring, review progress and identify improvements
10. Provide roadmap for sustained adoption and capability growth

Benefits

1. Accelerate adoption of Dynamics 365 and Power Platform solutions
2. Increase employee confidence in AI-enabled features
3. Improve process efficiency through modern, digital ways of working
4. Reduce resistance to change with structured communication and training
5. Enhance productivity using automated and AI-supported tasks
6. Strengthen governance for business-led technology adoption
7. Reduce operational friction during new solution rollouts
8. Improve consistency and quality of user interactions
9. Establish sustainable upskilling and change management practices
10. Align AI-enabled working with organisational compliance standards

Dynamics 365 & Power Platform Adoption & Change (AI-Enabled Ways of Working)

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The Dynamics 365 & Power Platform Adoption & Change service provides organisations with structured support to introduce new business applications and AI-powered tools into day-to-day working practices. As Dynamics 365, Power Platform and Copilot capabilities are deployed, organisations must ensure their people understand how to use them effectively, how processes have changed, and how to work safely with AI-driven functionality. The service provides a planned approach to adoption, change readiness, communication, training, and governance to ensure that solutions are embedded successfully.

The engagement includes readiness assessment, user research, change planning, communication development, training design, delivery support and adoption monitoring. The focus is to prepare users for transition to new systems and AI-enabled workflows, support behaviour change, and provide the organisation with a framework for sustained user adoption.

Readiness Assessment & Impact Analysis

A structured assessment is completed to understand adoption challenges, user needs and organisational readiness.

This includes:

- Identifying impacted roles, processes and teams

- Reviewing existing working practices and digital capability levels

- Assessing readiness for AI-enabled ways of working

- Understanding training requirements and access considerations

- Identifying potential risks or constraints affecting adoption

- Reviewing communication channels and organisation-specific governance

The outcome is an adoption and change impact assessment summarising required interventions.

Change Strategy & Planning

Based on findings, a change strategy is prepared to support the introduction of Dynamics 365, Power Platform applications and AI-enabled features.

Activities include:

- Preparing a structured change approach aligned to business objectives

- Defining change activities based on user groups and impact levels

- Designing a phased adoption plan covering pre-launch, launch and post-launch stages

- Outlining required communications, training and reinforcement mechanisms

- Identifying key stakeholders, champions and change sponsors

This provides a consistent method for preparing teams for new digital capabilities.

AI-Enabled Ways of Working Assessment

AI features, particularly Copilot across Dynamics, Power Platform and Microsoft 365, change how tasks are completed. This assessment reviews:

- Opportunities for AI-driven assistance and process improvement
- Readiness to adopt AI-supported decision-making and content creation
- Impact on data access, permissions and compliance expectations
- User understanding of responsible AI use
- Training requirements to support AI literacy and safe usage

Outputs include recommended adoption activities and learning pathways specific to AI tools.

Communication Planning & Material Development

A communication plan is developed to support awareness and understanding of the changes.

Activities include:

- Identifying required messages for each user group
- Preparing communication assets such as overviews, FAQs and guidance
- Aligning communications to the organisation's governance and branding guidelines
- Outlining channels, timelines and stakeholder responsibilities
- Setting expectations for the transition period and new ways of working

This ensures users receive clear and consistent information throughout the

rollout.

Training Design & Delivery Support

Training activities are defined and prepared to ensure users understand how to work with Dynamics 365, Power Platform applications and AI features.

This includes:

- Developing role-based training materials
- Preparing guidance for using AI features safely and effectively
- Creating walkthroughs, scenario examples and reference documents
- Supporting delivery of instructor-led, hybrid or self-service training
- Providing materials for super users and champions

Training outputs are designed to promote confidence, competence and safe adoption.

Adoption Enablement & User Support Planning

During rollout, adoption activities are implemented to support users as they transition to new systems. Activities include:

- Providing guidance for early user feedback and issue logging
- Supporting super users and champions during launch
- Establishing reinforcement materials to embed new processes
- Monitoring user adoption challenges and recommending adjustments
- Aligning support approaches to existing IT service models

This ensures users receive timely support during and after solution introduction.

Monitoring, Review & Continuous Improvement

Adoption is reviewed through structured evaluation activities:

- Monitoring solution usage, feedback and adoption patterns
- Reviewing change effectiveness against stated success criteria
- Identifying areas requiring further training or communication
- Assessing AI-enabled usage patterns to understand uptake
- Producing a set of recommendations for continued adoption support

This enables the organisation to maintain momentum and address gaps in capability.

Roadmap for Ongoing Adoption & Skills Development

A roadmap is produced outlining how adoption and AI-enabled capabilities should evolve over time. This may include:

- Future phases of training or upskilling
- Expansion of Power Platform citizen development capability
- Recommendations for enhancing AI usage and governance
- Processes for regularly reviewing solution efficacy
- Long-term change, communication and digital adoption requirements

The roadmap supports sustained adoption and continuous improvement.

Deliverables

- Adoption readiness and impact assessment
- Change strategy and adoption plan
- AI-enabled ways of working assessment
- Communication plan and communication assets
- Role-based training materials and guidance
- User support and reinforcement plan
- Adoption monitoring report and recommendations
- Future adoption roadmap
- Executive summary

Methodology

The service follows a structured methodology aligned to your existing offerings:

Phase 1: Mobilisation

Stakeholder alignment, scoping and engagement **planning**.

Phase 2: Readiness Assessment

Identify adoption needs, impacts, risks and capability gaps.

Phase 3: Change & Adoption Planning

Define strategy, activities, communications and training requirements.

Phase 4: AI-Enabled Working Assessment

Evaluate AI impacts and required user capability uplift.

Phase 5: Communication & Training Development

Create communication materials, user guidance and training resources.

Phase 6: Adoption Enablement

Support rollout activities and user transition.

Phase 7: Monitoring & Review

Evaluate adoption effectiveness and recommend improvements.

Phase 8: Roadmap & Handover

Provide long-term adoption roadmap and documentation.

Roles & Responsibilities

Supplier Team

- Change & Adoption Lead
- Business Applications Consultant
- AI Adoption Consultant
- Communications Specialist
- Business Analyst

Customer Team

- Change Sponsor(s)
- Business Process Owners
- IT Administration and Governance Teams
- Super Users / Champions
- End User Representatives

Estimated Duration

Typically 4–10 weeks for simple programme, and varies depending on the number of user groups, scope of AI features, and breadth of Dynamics 365 and Power Platform solutions being introduced



Where we are

The Americas

Buenos Aires
Indianapolis
Nova Scotia
Toronto

UK and Ireland

London
Birmingham
Belfast
Derry
Dublin

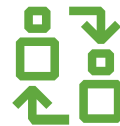
Central Europe

Gdansk
Helsinki
Paris
Wommelgem

What makes us stand out



Our people



True collaboration



Innovation



Digital know-how



Common goals



Trust



Digital Services

We are **engineers**, specialists. We **overcome big challenges** for our clients, through delivery of **intelligent** digital services that use the best in **talent and technology**.



55 million UK citizens

positively impacted by
services we've delivered



**892
customers**



13 locations

And growing



99% of customers

rate our service as good,
great or excellent



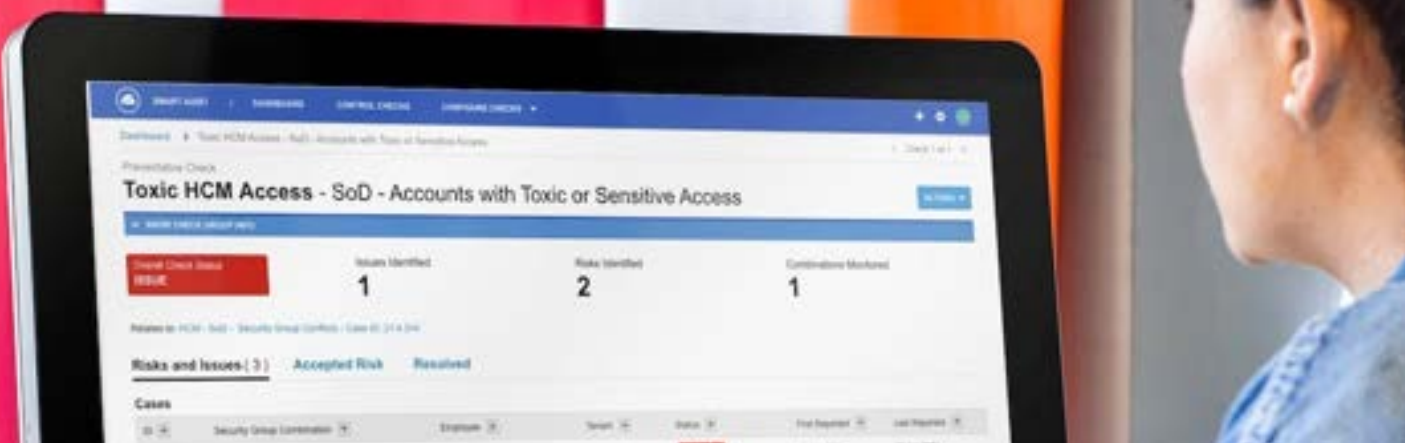
Key partners

Working closely with
Microsoft and AWS to
deliver results



Award-winning

90+ industry awards



Workday

Kainos is a Workday **phase one prime status partner** in all European, North American and Asia Pacific markets. We have worked with many public and private sector customers of various sizes and scale in over **40 countries worldwide**.



Partner Since 2011

We are the only certified Workday Services, Technology and Extend partner globally.



Workday Services

Full range provider from pre-deployment consulting, implementation and support.



650+ Customers

We have deployed to over 650 customers and are a proud Workday customer also, using HCM, Financials, Recruitment, Planning and PSA to run our business.



Workday Public Sector

We have worked with many UK Public Sector customers with their initial deployment, post-deployment support and adoption of new modules.



Kainos Smart

Our product is deployed to 500+ customers globally saving them 1000s of testing hours.



900+ Consultants

Hold over 2,700+ Workday certifications covering all areas of the platform.

65 million

citizens positively impacted
by services **built by Kainos**
for the UK Government



Every driver & every car on the road
Every piece of work to fix roads
Every court case & every prisoner
Every home helped with help-to-buy
Every passport & renewal application
Every COVID test sent out
Every COVID test result
Every user of the NHS App

Every voter registered
Every company opened & closed
Every UK civil servant trained
Every piece of produce grown in the UK
Every thing imported & exported to the EU
Every benefit fraud prevented
Every body's pension details

Our Social Values and commitment to HM Government strategy



Education & Capability Building

We empower people through technical and behavioral learning programs, academies, and outreach projects, fostering skills development and inspiring future technology leaders across communities and organisations.

Social Responsibility

Tackling workforce inequality and ensuring equal access to technical and vocational education, through our Academies, Camps and Earn as you Learn schemes.

Innovation & Future Readiness

Driving continuous improvement through technology

Health, Wellbeing & Accessibility

We support colleagues' physical, emotional, and career wellbeing through initiatives, guidance, and inclusive design, ensuring equal access, experiences, and compliance for all users with diverse needs.

Climate Action & Sustainability

With a comprehensive sustainability strategy underway, we will be a Carbon Net Zero company by 2030.

Equality, Diversity & Inclusion

Maximising service experience for citizens and civil servants by delivering projects with diverse teams, underpinned by our BAME, LGBTQIA+ and female communities.



The Code of Ethics

We are guided by our 6 ethical principles.



Wellbeing

We protect the wellbeing of our staff, customers and communities.



Equality

We improve access and inclusion and minimise bias.



Transparency

Our decisions are traceable and accountable.



Integrity

We hold ourselves and others to ethical standards.



Environment

We act responsibly towards the Earth and its resources.



Initiative

We take initiative to deliver social value and positive impacts.

BCDR and Exit Plan

Business Continuity and Disaster Recovery (BCDR)

A Business Continuity Plan can be provided if required. This shall set out the arrangements to be invoked in the event of an actual or perceived threat to business continuity, to ensure continued operation of the system and continuity of the services provided by Kainos pursuant to the Prime Agreement and shall include: the alternative processes, options and responsibilities that may be adopted in the event of a failure or disruption to the system and/or services provided by Kainos pursuant to the Prime Agreement; and the steps to be taken by Kainos upon resumption of the system and services provided by Kainos pursuant to the Prime Agreement in order to address any prevailing effect of the failure or disruption including a root cause analysis of the failure or disruption.

Exit Plan

An Exit Plan can be provided if required to detail the steps that would be carried out to ensure smooth transition of Kainos services to a new supplier. The steps outlined in the Exit Plan will help mitigate against any disruption to the service during the transition period. It is assumed that any new supplier will themselves have a procedure they wish to follow during the transition period, and as such the steps in this Exit Plan will serve as a checklist for the new supplier to ensure all key areas of the transition have been covered. The Exit Plan will therefore be subject to refinement should it be exercised.

Commercial Statement

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All information provided prior to execution of a contract is provided 'as is' and 'subject to contract' without warranty of any kind.

This document does not constitute an offer from Kainos. In the event that the parties elect to work together, they will only be contractually bound to each other upon signature of a contract.

Corporate information

"Kainos" is the trading name of the Kainos group of companies, further information on which can be found here: <https://www.kainos.com/corporate-information/>.

Kainos Software Limited/ Kainos WorkSmart Limited, will be the contracting entity under this tender / for the provision of the service and may be assisted from time to time by other Kainos group companies.

Freedom of information

Kainos considers that the following information provided in this document is exempt from disclosure under the Freedom of Information Act 2000 (FOI):

The CVs of staff qualify under the "Personal Information Exemption (s.40)" of the Freedom of Information Act and are exempt from disclosure under the Data Protection Act 1998. The Period for which this information should be confidential is the lifetime of the Data Subject.

Rate and pricing information is confidential and commercially sensitive and covered by the 'Commercial Interests' exemption (s.43) of the FOI, as the release of this information is likely to prejudice the commercial interests of Kainos and is likely to adversely affect its (and the Customer's) future negotiating position. The period that this information should be confidential for should be 5 years.