



G-CLOUD 15

Microsoft Dynamics

Service Definition

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By Appointment to
His Majesty The King
Supplier of Payroll and HR Systems
MHR International UK Limited
Nottinghamshire

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1. The Company

1.1 Background

MHR is a privately owned UK company established in 1984, specialising in the development, implementation, and support of HR and payroll software and services. We work with major organisations across the public sector, including local authorities, central government, higher education, health, and emergency services, as well as a wide range of commercial sector. Our solutions are underpinned by advanced analytics to deliver targeted insights that enable informed decision-making.

In addition to software, MHR provides comprehensive outsourced payroll services, ranging from payslip printing and distribution to full payroll processing and fully managed payroll solutions.

The company has grown steadily and now supports more than **1,300 customers** and employs over **900 staff**. With a dedicated focus on HR and payroll, MHR is one of the largest independent software houses in the UK. Our operations are based at the MHR Campus in Ruddington, Nottinghamshire, which includes a secure, state-of-the-art data centre supporting our SaaS and outsourcing services.

Since our formation, we have demonstrated consistent financial stability and growth. This strong position enables continued investment in customer support, service quality, product enhancement, and new product development.

MHR is committed to delivering high-quality finance, payroll and HR solutions, complemented by a full portfolio of specialist training, implementation, and support service, ensuring our products continue to generate long-term value for our customers.

1.2 Quality Management

We place great emphasis, under the governance of the Board of Directors, on quality. MHR is approved by the Lloyds' Register Quality Assurance to the ISO 9001:2015. Documented procedures cover all functions within the company as part of the corporate business information system (BIS). The BIS is applicable to design, development, installation, maintenance, and support of commercial and business solutions, including consultancy and customer training. It is also applicable to the provision of HR outsourcing services for the operation of commercial software and support of business processes. The responsibilities are defined in MHR's published quality manual as follows:

- The chief executive provides full authority with regard to implementation and compliance of the quality management system within MHR.
- The Board, in association with other directors, reviews on a regular basis the quality policy, its objectives and the performance against its goals.
- The quality manager has the responsibility for ensuring that the quality management system is implemented effectively by management. This does not absolve everyone else from the responsibility of implementing the system effectively.
- All process owners and managers must ensure the quality management system is effectively implemented in their area.
- All staff must ensure that the work that they and other staff carry out is of the highest quality and aspires to the aims of the quality policy and its goals.
- MHR hosts regular customer forums where customers are invited to meet and discuss issues or impending releases. User comments are recorded using a Quality Record Document.

Quality management review meetings are held on a Quarterly basis. Measures identified by managers and detailed in the quality manual are provided to the quality manager on a quarterly basis and are presented at the quality management review as a report. This report also includes any recommendations for improvement from any member of the management team.

Where issues arise, we have extensively documented escalation procedures and quality process to ensure a speedy recovery for our clients. Communication is very important to ensure the client is briefed on the situation. This can be either by phone calls or emails, or by the client logging into our web site and accessing the call logging system where progress on their fault is logged and updated by the service desk staff. Where dissatisfied, customers may escalate issues to their customer relationship manager, head of customer relations, customer experience director and ultimately to the chief services officer.

1.3 Security Accreditation

MHR has certification to the ISO 27001:2013 Information Security Standard for all locations and operational areas. The assessment was undertaken by Lloyds Register Quality Assurance and follows a 12 month internal program based on the continued commitment to the principles of confidentiality, integrity and availability of information. Of particular importance has been the widespread use of risk assessment methodologies and technology to support the implementation of strong policies in such areas as password management, anti-virus measures and business continuity.

MHR are also Cyber Essentials Plus certified.

1.4 Experience

MHR are proud of our prestigious customer base. These include organisations such as the Department of Digital, Culture, Media and Sport, Admiral Group, UK Export Finance, The Salvation Army, UK Parliament, The Senedd, Scottish Parliament, The British Legion, The Forestry Commission, Scottish Courts & Tribunals, The British Library and Historic Royal Palaces.

Whilst we are the foremost supplier in the public sector, we are also proud to have a range of blue-chip companies who use our software and services and whom we support to the highest standards. Our strong public sector client base includes all levels of authorities including Central Government, county, unitary, borough and district councils. We also serve many police and fire authorities and have a strong presence in the academic sector supporting universities and colleges.

2. Microsoft Dynamics

2.1 Overview

MHR offer solutions with both Microsoft Dynamics Finance & Supply Chain Management and Microsoft Dynamics Business Central. These can be delivered as a Software-as-a-Service (SaaS) solution to provide a managed, secure environment for your financial information as well as your reporting, analytics and planning requirements.

2.2 Features Overview



3. Cloud Delivery

Dynamics 365 is typically hosted within Microsoft's datacentres giving users peace of mind that sensitive business data is stored in highly secure, state-of-the-art datacentres owned and managed by Microsoft. This is backed by a 99.9 percent uptime service-level agreement (SLA).

Cloud hosting reduces the complexity associated with managing hardware and software and providing support internally, eliminates the hassle of software maintenance tasks—such as backups, upgrades, and patches—and frees up IT staff to focus on strategic planning and other high-priority work items.

Microsoft Azure is composed of a globally distributed datacentre infrastructure, supporting thousands of online services and spanning more than 100 highly secure facilities worldwide. Datacentres are chosen based upon geographical proximity, so UK customers would utilise UK datacentres.

The infrastructure is designed to offer comprehensive compliance and resiliency options for customers. Azure has 58 regions worldwide and is available in 140 countries/regions. The network includes load balancing, redundancy, and data-link layer encryption by default for all Azure traffic within a region or travelling between regions.

3.1 Business Continuity

Business Central Online provides built-in business continuity through Microsoft Azure, offering high availability via replication across multiple Azure availability zones, enabling near-instant failover during outages.

It also includes automated daily backups with 28–30 days retention and point-in-time restore capabilities managed through the Admin Center, allowing recovery from data loss, corruption, or user error.

Microsoft's cloud architecture adds geo-redundant storage, strong security controls, and a financially backed 99.9% SLA, ensuring uptime, resilience, and protection of business-critical data.

3.2 Security and Peace of Mind

Physical Security

Microsoft designs, builds, and operates datacentres in a way that strictly controls physical access to the areas where data is stored. Microsoft understands the importance of protecting data and is committed to helping secure the datacentres that contain your data. There is an entire division at Microsoft devoted to designing, building, and operating the physical facilities supporting Azure. This team is invested in maintaining state-of-the-art physical security.

Microsoft takes a layered approach to physical security, to reduce the risk of unauthorized users gaining physical access to data and the datacentre resources. Datacentres managed by Microsoft have extensive layers of protection: access approval at the facility's perimeter, at the building's perimeter, inside the building, and on the datacentre floor.

With regards to MHR, all of our customers and MHR's own data is secured behind multiple Next generation firewalls, with advanced threat protection and a 24 hour, 365 days a year, external security operations centre (SOC) providing MHR with real time threat prevention, analysis and remediation.

On an at least weekly basis both cloud and on premise Qualys vulnerability scanners perform asset discovery and vulnerability scans to ensure accurate vulnerability data for our IT teams. This data is supplemented by threat intelligence information from NCSC, CERT and security industry bodies and vendors to feed our vulnerability and patch management processes. Network taps also capture network traffic which is securely held on our OPNET appliance. This allows traffic analysis and performance monitoring, as well as providing a full network forensic capability.

Laptop, Desktop and Mobile Device Security

We protect our Corporate IT estate to very high standards while delivering our services. Our client estate is based on secure Windows 10 PCs with a small number of Macs. All clients have full disk encryption to protect data using either BitLocker or Apple File Vault

as well as a firewall, anti-virus, anti-spyware and host intrusion software from F-Secure. It is worth emphasising again, internal vulnerability scanning ensures that devices on our enterprise network are maintained to the highest levels.

MHR also makes use of mobile devices to support staff flexibility we manage these devices through an Air watch Mobile Device Management (MDM) system ensuring all devices are encrypted and subject to access controls along with the ability to remotely wipe lost devices.

To ensure secure use of email and web traffic to our corporate network we use Symantec cloud protection services for web and email content filtering, encryption and policy (DLP) enforcement. Additionally, all email is archived to a Veritas email vault with a retention period of seven years for security and continuity purposes.

ISO27001 and ISO9001

Microsoft design and manage the Azure infrastructure to meet a broad set of international and industry-specific compliance standards, such as ISO 27001, HIPAA, FedRAMP, SOC 1, and SOC 2. They also meet country- or region-specific standards, including UK G-Cloud. Rigorous third-party audits, such as those done by the British Standards Institute, verify adherence to the strict security controls these standards mandate.

In addition, MHR's operations, sites and services are all approved to the international ISO standards: ISO27001 for information Security Management Systems and ISO9001 for Quality Management. Our approval is performed by Lloyds Register Quality Assurance Ltd who are accredited by UKAS to perform assurance to the highest levels. MHR has proudly been approved to ISO9001 since 1995 and ISO27001 since 2005. MHR use an asset-based risk management process aligned to ISO27005 and a control framework in line with ISO27002 with all of the controls in the standard being in scope of our approval as detailed in our Statement of Applicability for our ISO27001:2013 approval. Our approval to ISO9001:2015 has also seen a risk-based view of our processes for quality

Cyber Essentials Plus

MHR is Cyber Essentials Plus certified, this renewed annually with the latest certification being given in April 2020.

3.3 GDPR

Prior to the GDPR implementation, MHR conducted a GDPR maturity analysis under the management of the Data Protection Officer. In conjunction with MHR's ISO9001, ISO27001 and Cyber Essentials accreditation, data privacy has and will continue to form part of both external and internal audit schedules.

MHR offers confidence that its products and services can assist its customers in demonstrating compliance within privacy and security. Additional to this, MHR has a comprehensive employee training catalogue and as part of the GDPR strategy additional training and awareness sessions have been held and will continue to form part of our mandatory training schedule.

MHR is fully compliant with GDPR and fully aware of our obligations.

4. Implementation

4.1 Setting the Standards

We aim to deliver excellence in implementation support to ensure that our customers gain maximum benefit from their product investment. Our team of data and analytics

professionals use a proven implementation methodology that has evolved over many years of successful implementations to meet the highest quality standards. Beyond the initial implementation, we also offer a range of supporting services to ensure that our products continue to deliver maximum business benefits.

4.2 Approach

There are three phases of implementation, starting with scoping, within this phase we will spend time with the key project stakeholders to identify your requirements. We will need to understand infrastructure and remote access options for consultancy delivery off site (if applicable), legacy data availability and its associated integrity, together with any products being used. The scoping exercise will provide us with enough information to be able to confidently estimate the number of days needed to configure the solution.

The build phase, following the agreement of the scope for the solution, MHR consultants will configure the solution and load customer verified data to the environment. At this point, the application will be presented back to the customer project team who are responsible for conducting User Acceptance Testing of the delivered solution. Where errors or configuration change requirements are found, the MHR team will review the application build to ensure correct End to End functionality is delivered.

The final phase is business as usual (BAU), upon completion of User Acceptance Testing and sign off by the customer, the project (or phase) will be formally closed by both the customer and MHR Project Managers. User training will be delivered to project team members for UAT; however, once in BAU further end user training can be delivered at any time. During BAU, the customer will be fully equipped to use the capabilities as delivered whilst in project. Any issues that are encountered during BAU can be directed to the Support Teams via the contact details provided upon project close down.

4.3 The Team

Our Financial Performance Management team consists of experienced professionals in Finance and Accounting, with many years of experience in using and delivering Finance and Analytics solutions. Their goal is to ensure that you obtain maximum benefit from using the solution. Using proven methodologies and supported by companywide experienced personnel, the team is powerfully equipped to deliver expert services to our customers. Their level of knowledge is extensive, many holding formal qualifications in their discipline.

4.4 Training

Full system training is offered with many different options available depending upon system complexity and user skill levels. A training plan will be agreed during the scoping phase and can be delivered remotely, on-site or a combination of both.

5. Supporting Services

MHR provides a range of standard services designed to ensure all our customers are supported during and after implementation and throughout the contract lifetime. It is our dedication to a **Lifetime Total Care** that ensures we are able to deliver continued optimum solutions.

5.1 Support Overview

MHR provides a range of services designed to ensure all our customers are supported during and after implementation. Our standard support includes:

- **Service Desk** logging, available via the customer portal and with a manned Service Desk available from 09.00 to 17.00 hours (Monday to Friday excluding English Bank Holidays). The query can be logged by the customer through service cloud or through the dedicated support line. The call will be assigned based on the classification given by the customer and tracked through the system with an owner at all times.
- A **customer portal** where customers can log new calls, track the progress of open calls, browse frequently asked questions (FAQs), view closed calls. The web site also enables customers to arrange for procurement of software upgrades and patches as well as all available documentation.
- A dedicated **account manager** who will discuss with you your ongoing support. Regular scheduled meetings with your account manager ensure you are able to obtain the most from your implementation.
- Access to the MHR Finance and Analytics Consultancy, Support and Managed Services teams for a broad range of services including training, consultancy, support and guidance.

5.2 Account Management Team

The account management team is responsible for strategic matters, service reviews, optimising the relationship between MHR and you (in terms of value for money), customer visits and commercial discussions. Although rarely needed, an escalation process is defined within the Standard Terms and Conditions enabling any problems to be dealt with effectively and in a controlled manner by the team.

5.3 Planning & Research

Our planning and research team comprises professionals who have either worked in senior positions, gained qualifications or have extensive experience of business practices. The team monitor the emerging business requirements through:

- Attendance at partner conferences and events
- Feedback from the MHR Customer Advisory Board, which occurs twice a year
- Internal and external research projects and surveys with business professionals
- Attendance at leader forums

The team regularly feedback findings to customers through a series of events and publications, by:

- Roadmap presentations at the MHR Customer Advisory Board
- MHR roadshows throughout the year
- MHR Summit annual event

5.4 Customer Advisory Board

The MHR Customer Advisory Board is open to those organisations using or committed to the use of our range of products and services. The Customer Advisory Board meets twice a year and has been created to encourage the exchange of information on a voluntary basis between members, with the aim of allowing customers to share best practices, challenges and ideas. It also ensures that the MHR product roadmap is aligned with customer needs and that customers are satisfied with the service and communications they receive from MHR, as well as offering early insights into future trends and technologies.

6. Additional services

The following are Microsoft AppSource extensions and services that can be integrated into D365 Business Central implementations for additional system capabilities:

- Solver CPM – Cloud-based Budgeting, Forecasting, Reporting and Consolidations
- Continia – Finance and Document Automation that streamline Administrative