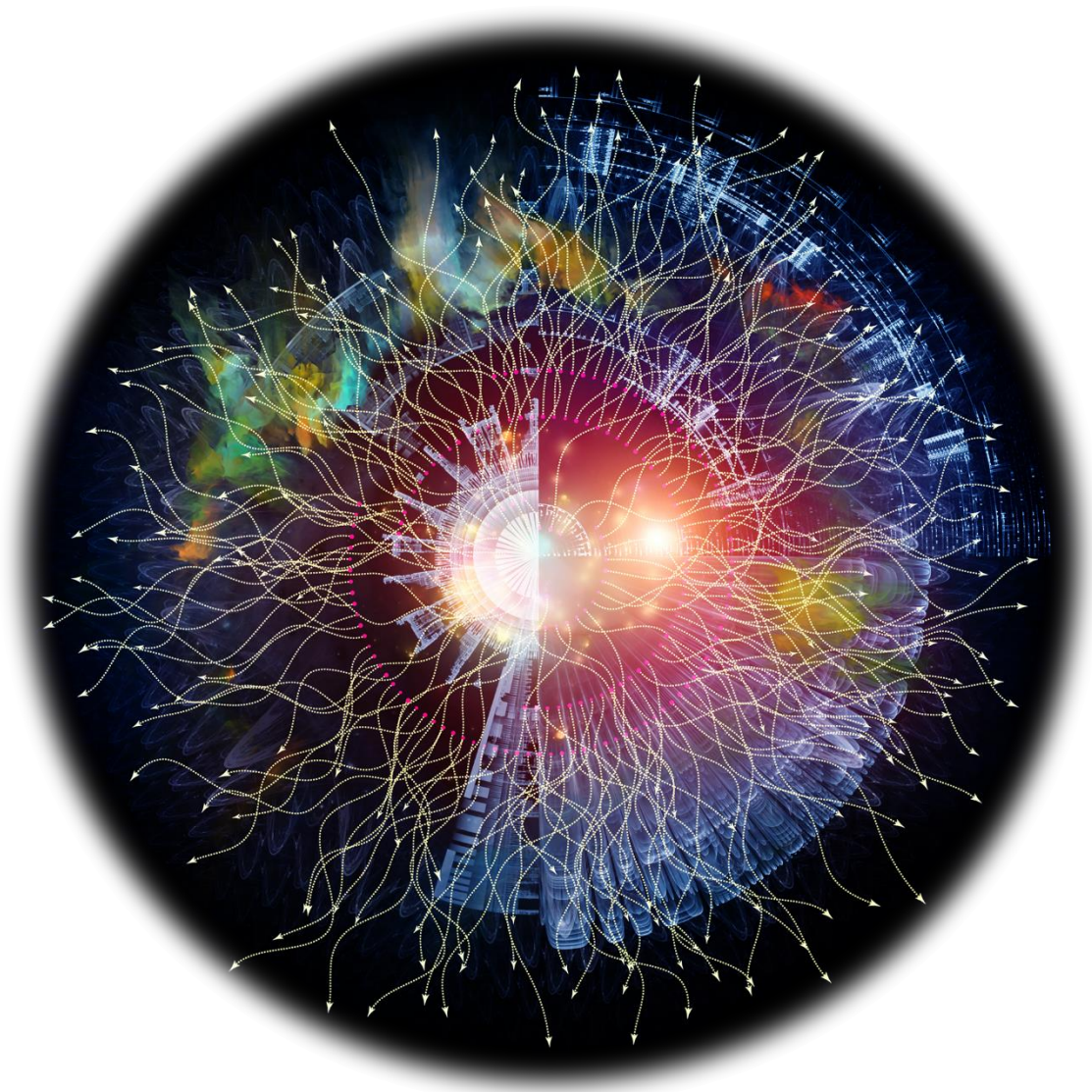




Microsoft Dynamics 365 Development and Support

G-Cloud 15 Service Definition Document

January 2026

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1 Deloitte Overview

As a leader in professional services, Deloitte LLP is committed to making an impact to our clients, our people and for society. We have over 27,000 staff based across the UK providing audit, risk advisory, tax, consulting, financial advisory and legal services to public and private clients across multiple industries. We work together to build trust, support inclusive growth, and build capability, enabled by our **breadth and depth of expertise across advisory, delivery, engineering and managed services.**

Our **public sector practice** serves Central Government, Government Agencies, Local & Regional Government, Defence, Security and Justice, Health and Social Care, Transport, Education and Housing. We also provide services to the Northern Ireland Office, Scottish Government, Welsh Government and Crown Dependencies.

Our Cloud Capability

At Deloitte, we help our clients **Imagine, Deliver and Run** the businesses of the future through the power of **Cloud**. We have deep Cloud architecture, engineering, operational, commercial, and business transformation expertise delivered by a team of more than 26,000 Cloud Practitioners globally. We have delivered over 2,000 cloud implementations over the past 5 years and have 60+ cloud centres of excellence supporting the delivery of cloud services to our clients.

In the UK, we have a team of over 100 Cloud managed service specialists plus the following certifications across AWS, Microsoft Azure, Google Cloud and Oracle Cloud Infrastructure (OCI):



We help our clients with all aspects of their journey-to-cloud and optimisation of their cloud and cloud-services investments. Our Cloud practice can support you to optimise your client investments, and to navigate your organisations cloud journey, providing specialist cloud architecture, engineering, and operational skills at all stages, with a large proportion of our team holding the clearances required to meet your specific security requirements.

Our AI Capability

Deloitte stands at the forefront of AI transformation and was recognised as a Leader in the 2025 IDC MarketScape for Artificial Intelligence (AI) services for the fourth consecutive time. Supported by a £3 billion investment in AI, Data, Automation, Cloud, and Cyber, we seamlessly integrate our deep AI expertise with our extensive cloud capabilities. Our UK team is part of 339K AI-fluent practitioners globally, and includes over 1,300 AI specialists and engineers, many of whom hold the necessary security clearances for public sector delivery.

Through the Deloitte AI Institute, our hub for cutting-edge research and innovation, and strategic alliances with leading hyperscalers, we empower public sector clients to optimise costs, streamline processes, and navigate their AI journey. We achieve this by leveraging our ReadyAI™ models, which provide end-to-end support for AI solution implementation, and our Trustworthy AI™ framework, ensuring responsible and ethical deployment.

Our alliances & ecosystems

To bring full value to our clients, Deloitte is a premier consulting partner with all the leading hyper-scale cloud vendors in the market including AWS, Google, Microsoft¹ and SAP. A selection of our partners and alliances are presented below:



What the analysts say

Don't just take our word for it. Deloitte is recognised by the analyst community as being **leaders in cloud transformation services**. This reflects the wealth of experience we have in delivering cloud services across the public sector and wider private sector combined with our out-of-the-box templates, tools and assets.

Gartner

Originating in 2021, Deloitte has been recognised as a Leader in this category for four years in a row. Deloitte was also positioned as a Leader in the **Gartner Magic Quadrant for Public Cloud Infrastructure Professional and Managed Services, Worldwide** in 2021, 2020 and 2019, the previous form of this category.



Gartner

Gartner: Magic Quadrant for Public Cloud IT Transformation Services. © Gartner inc. 2025

IDC

Deloitte has been awarded Leader status in the **IDC MarketScape: Worldwide Industry Cloud Professional Services 2024** Vendor Assessment. We have also been recognised as Leaders in **Hybrid IT Consulting & Integration Services** and **Software Engineering Services**.



IDC MarketScape: Worldwide Industry Cloud Professional Services Vendor Assessment © IDC inc. 2024

Cloud Transformation

Transform Faster, Transform Smarter

Deloitte's Cloud Transformation can fast-forward your journey to the Cloud, unlocking innovation, efficiency, and growth.

[Find out more here](#)



¹ As Microsoft's Independent Auditor, Deloitte cannot have a direct or material indirect business relationship with Microsoft, such as having an alliance or being a registered partner. Nonetheless, Deloitte can provide Microsoft-related technology services and invests heavily across its global business building technical skills and capabilities to develop world-class consulting and solution delivery capabilities.

2 Service Overview

Introduction

Deloitte specialises in Dynamics 365 implementations, offering a comprehensive suite of business applications designed to streamline operations, enhance customer engagement, and deliver measurable efficiencies across the enterprise. With the recent releases, Dynamics 365 introduces groundbreaking innovations across its applications, including Sales, Customer Service, Contact Centre, Field Service, and Customer Insights.

These updates bring the power of AI and Copilot to the forefront, enabling organisations to automate routine tasks, gain actionable insights, and enhance decision-making. From AI-driven lead engagement and deal risk analysis in Sales to enhanced agentic and Copilot capabilities in Customer Service and Contact Centre, and AI-powered scheduling and vendor coordination in Field Service.

Leveraging our deep expertise in Dynamics 365 and the broader Microsoft ecosystem, Deloitte helps public and private sector organisations harness these innovations to transform their operational models and achieve new efficiencies. Our pricing is transparent and aligned with the G-Cloud 15 framework, offering flexible options based on user volume and service scope.

Overview of Offerings

Deloitte provides Microsoft Dynamics Customer Engagement and Field Service design, development and support services. These apps include:

- Sales** – Dynamics 365 Sales delivers an AI-driven, insight-led selling experience that improves pipeline quality and conversion. Copilot surfaces next-best actions, drafts emails, and flags deal risks from signals across Outlook, Teams, and Dataverse—reducing admin and accelerating outcomes. Unified lead, opportunity, and account management provides a single view of stakeholders, while predictive scoring prioritises effort. Integrated collaboration with Microsoft Teams streamlines bid responses and approvals, and real-time dashboards give leaders accurate forecasts and actionable coaching insights.
- Customer Service** – Dynamics 365 Customer Service enables consistent, high-quality case resolution across channels with AI-powered triage, skills-based routing, and Copilot-assisted knowledge search. Agents work in a unified interface for email, chat, social, and portal interactions, with context preserved to reduce handling time and repeat contacts. Built-in SLAs, entitlements, and analytics support UK public sector standards, while seamless escalation via Microsoft Teams speeds expert swarming. The result is higher satisfaction, lower cost-to-serve, and proactive improvement driven by interaction insights.
- Contact Centre** - Dynamics 365 Contact Centre empowers organisations to deliver exceptional customer experiences through an AI-driven, omnichannel platform. Ideal for government agencies and local authorities managing high volumes of citizen interactions across multiple channels, it combines voice, chat, email, and social interactions into a unified interface, enabling agents to resolve queries faster and more effectively. With built-in Copilot capabilities, agents receive real-time guidance, suggested responses, and knowledge articles, reducing handling times and improving accuracy. Advanced analytics and AI-driven insights help managers optimise workforce performance, predict demand, and enhance service quality. Seamless integration with Microsoft Teams and Customer Service ensures collaboration and continuity across channels, making Dynamics 365 Contact Centre a future-ready solution for modern customer engagement.
- Field Service** – Dynamics 365 Field Service optimises end-to-end service delivery with AI-assisted scheduling, resource optimisation, and mobile workflows for technicians. Work orders, asset history, parts, and step-by-step guides are available offline on any device, improving first-time fix rates and compliance. Predictive maintenance and IoT signals help prioritise visits and prevent failures, while integrated inventory and technician safety checks reduce risk and delays. Tight interoperability with Customer Service and Contact Centre ensures smooth handoffs from case creation to onsite resolution and follow-up.
- Customer Insights** – Dynamics 365 Customer Insights is Microsoft’s leading customer data platform, designed to unify data from multiple sources and turn it into actionable intelligence. It enables

organisations to build a 360-degree view of citizens or customers, enrich profiles with AI-driven insights, and activate personalised experiences across marketing, service, and engagement channels. By combining real-time data, predictive analytics, and Copilot capabilities, Customer Insights helps public sector bodies and enterprises make informed decisions, improve outcomes, and deliver tailored services at scale.

- **Customer Insights Journeys:** Orchestrates personalised, end-to-end journeys using AI-driven automation. Marketers can design, test, and optimise cross-channel campaigns (email, SMS, push, in-app, and more), leverage real-time triggers, and use predictive scoring to scale engagement and drive measurable outcomes.
- **Customer Insights Data:** Unifies and enriches data into real-time customer profiles with consent management and governance built in. Copilot surfaces segments, look-alike audiences, and next-best actions; built-in analytics and integrations activate insights across Dynamics 365, Microsoft 365, and external destinations.

Benefits of our Service

- **Security & Compliance:** Deloitte ensures all solutions meet UK government security requirements, GDPR compliance, and ISO 27001 standards. Hosting is provided via Microsoft Azure UK data centres, guaranteeing data sovereignty and resilience. Role-based access controls, encryption at rest and in transit, and multi-factor authentication are standard features.
- **Service Management:** As one of the largest consultancies, Deloitte provides access to a vast network of specialists and industry experts to ensure the success of your Dynamics 365 project. Deloitte can provide end-to-end support, including onboarding, training, and 24/7 service desk aligned with ITIL best practices.
- **Accessibility & Inclusivity:** Appropriate to requirements and budget, our D365 solutions are designed to meet WCAG 2.1 accessibility standards, ensuring inclusivity for all users.
- **Deployment flexibility:** Solutions can be deployed in cloud, hybrid, or integrated with existing on-prem environments.
- **Customised Solutions:** We design and implement customised Dynamics 365 solutions tailored to meet the unique needs and goals of your organisation.
- **Integrated Platform:** Dynamics 365 integrates seamlessly with other Microsoft applications, ensuring smooth data flow and ease of integration across your organisation.
- **Scalability and Flexibility:** Whether you are a small business or a large enterprise, Dynamics 365 scales to support your growth and adapts to evolving business needs.
- **AI-Driven Insights:** Leverage advanced analytics, AI-powered Copilot, and real-time reporting to gain actionable insights and make data-driven decisions.
- **Enhanced Customer Experience:** Deliver personalised, omnichannel customer experiences with self-service portals, AI-driven automation, and intuitive tools that improve engagement and satisfaction.
- **Optimised Operations:** Reduce operational costs by automating routine tasks and improving efficiency through AI-driven workflows.
- **Mobile and Remote Accessibility:** Access critical business data, manage tasks, and collaborate seamlessly on the go with Dynamics 365's mobile-first, user-friendly interface.
- **Future-Ready Technology:** Stay ahead with continuous updates from Microsoft, including the latest innovations in AI, machine learning, and automation, ensuring compliance with evolving UK government digital standards and that your organisation benefits from cutting-edge technology.

Target Audience

Our Dynamics 365 consultancy services are ideal for:

- Local authorities seeking to digitise administrative processes, enhance operational efficiency, and improve citizen engagement through self-service portals and streamlined workflows.
- Government agencies that must integrate disparate systems, strengthen data security, and optimise resource allocation, including personnel deployment, budget management, and project execution using AI-driven insights.

- Public sector entities such as healthcare trusts, education boards, and transportation authorities looking to enhance compliance, transparency, operational efficiency, and service quality through tailored solutions.

Deloitte understands the unique challenges and regulatory requirements of government organisations and leverages its extensive industry expertise to deliver customised Dynamics 365 solutions. With experience across sectors like manufacturing, retail, healthcare, TMT, finance, and professional services, Deloitte is well-equipped to support public organisations in achieving their goals effectively.

Examples of Use

Deloitte can deploy Dynamics 365 in conjunction with Microsoft tools like Azure AI and Power BI to achieve transformation such as the examples below:

Transformation of Citizen Services: A local council in the UK aiming to modernise its citizen services by digitising processes such as council tax payments, housing applications, and waste management requests. Deloitte can deploy Dynamics 365 Customer Service and Power Apps, enabling citizens to access services online, track their requests, and receive real-time updates, improving efficiency. We have examples where we have reduced citizen query resolution time by 40%, and improved first-time fix rates by 30%. AI-powered chatbots can provide instant first line responses to citizen queries, assist with form submissions, and guide users through processes like council tax payments or housing applications.

Public Health Management: A government health department seeking to streamline its public health management processes, including appointments and health data analysis. Deloitte can implement Dynamics 365 with AI-driven analytics to capture and analyse health data, predict trends, facilitate collaboration among healthcare providers across the region, and enable data-driven decision-making. Predictive analytics can identify service demand trends, allowing for improved resource allocation and proactive service delivery; predictive analytics can reduce missed appointments by 25% in healthcare.

Education System Enhancement: An education authority modernising its education system, from student admissions to academic assessments and resource management. Deloitte can deploy Dynamics 365, integrating AI tools to automate enrolment processes, monitor student performance, and optimise resource allocation across schools. AI-powered chatbots can assist with admissions, answer student queries, and streamline administrative tasks. Predictive analytics can identify at-risk students early, enabling timely interventions, while advanced data analysis can support curriculum design and even personalised learning experiences through adaptive learning platforms.

Transportation Infrastructure Planning: A transportation agency seeking to optimise its planning and processes, Deloitte can deploy Dynamics 365 and AI-powered tools to analyse traffic patterns, predict maintenance needs, and optimise vehicle usage. AI can enhance road network management by identifying areas requiring repairs, predicting traffic congestion, and improving route planning. For trains and buses, AI can optimise timetables, monitor vehicle performance, and predict service disruptions, ensuring smoother operations and better service for commuters.

Border Security and Immigration Management: A government department responsible for border security and immigration control enhancing its operational efficiency and security measures. Deloitte can implement Dynamics 365, configuring it to streamline visa processing, manage immigration records securely, and automate risk assessment processes, leading to improved border security and compliance with regulatory requirements.

3 Contact Details

Please send your requirement to publicsectorbidteam@deloitte.co.uk. Alternatively, if you wish to discuss your requirements in more detail, please send us the following information and we will be happy to contact you:

- Your organisation name
- The name of this service
- Your name and contact details
- A brief description of your business situation
- Your preferred timescales for starting the work.



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