

**G-Cloud 15 – RM1557.15**

**Lot 3 - Cloud Support**

**Microsoft Dynamics 365**

**Support Services**

**Service Description**

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### Foreword

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### Validity

This proposal and all information contained within are valid for a period of 180 days from January 30, 2026.

### HCLTech Contact

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### About HCLTech

HCL Technologies (HCLTech) is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of invention and risk-taking, and a relentless focus on customer relationships.

Powered by a global team of 225,000+ diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology. With a worldwide network of Research and Development (R&D), innovation labs and delivery centres, along with expertise in Digital, Engineering and Cloud, we deliver solutions that fulfil the traditional, transformational and future needs of clients across the globe.

### Service Description

HCLTech's Microsoft AI Business Applications practice focuses purely on Microsoft technology and in particular Dynamics and Power Platform while utilising Copilot as the AI efficiency gain. With a practice of 1,300 Dynamics Professionals delivering solutions to thousands of Dynamics users around the world, the award-winning HCLTech is one of Microsoft's key partners.

We are a 'Full Service' provider, and deliver an extensive range of consultancy, adoption, transition and training services to help clients implement their Microsoft Dynamics solution to extract maximum value. HCLTech supports the project from start to finish, providing discovery, design, implementation, change and support services from an exceptional team with a successful pedigree.

Every workload is available

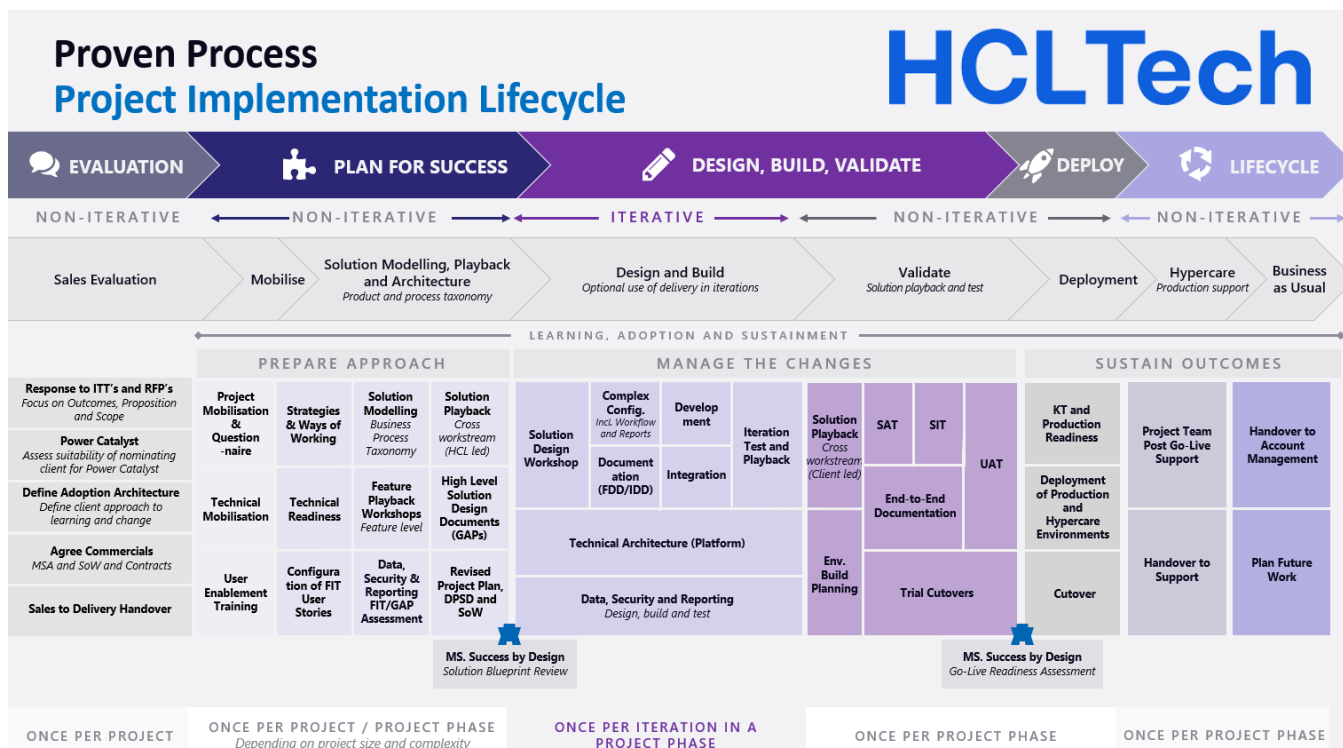
- Microsoft Dynamics 365 Customer Experience (CRM)
- Customer Service
- CCAS
- Sales
- Customer Management
- Customer Insights
- Field Service Management
- Finance
- Supply Chain (ERP/Operations)
- Human Resources
- Project Operations.

Areas of discipline within the HCLTech Dynamics support services

- User Adoption Strategy Services
- Organisational Change Management
- Project Consulting Service
- Planning Services
- End to end D365 Consulting Expertise
- Business Value Assessment Services
- Envisioning Workshops
- Demonstrations including Show & Tells
- Enablement Services
- Data Assessment Expertise
- Support Services
- Offshore/Onshore/ Nearshore Consulting.

## G-Cloud 15 - Lot 3 Support - MS D365 Support Services - Service Description

Delivering services across the entire Microsoft Dynamics 365 solution is embedded in our Proven Process delivery methodology and this can be seen in this following diagram:



## Support Arrangements

As businesses continue to undergo digital transformation, customers are increasingly demanding more from their software applications. This means business develop in-house capabilities to support their users, leveraging a 3<sup>rd</sup> party provider for complex issue resolution or changes. HCLTech is experienced in helping and supporting customers through this journey, we provide the level of cover to enable you to take on the support you are comfortable with in-house, backed up by our expertise as needed, it is a model that works well, you use our specialist services where they add maximum value.

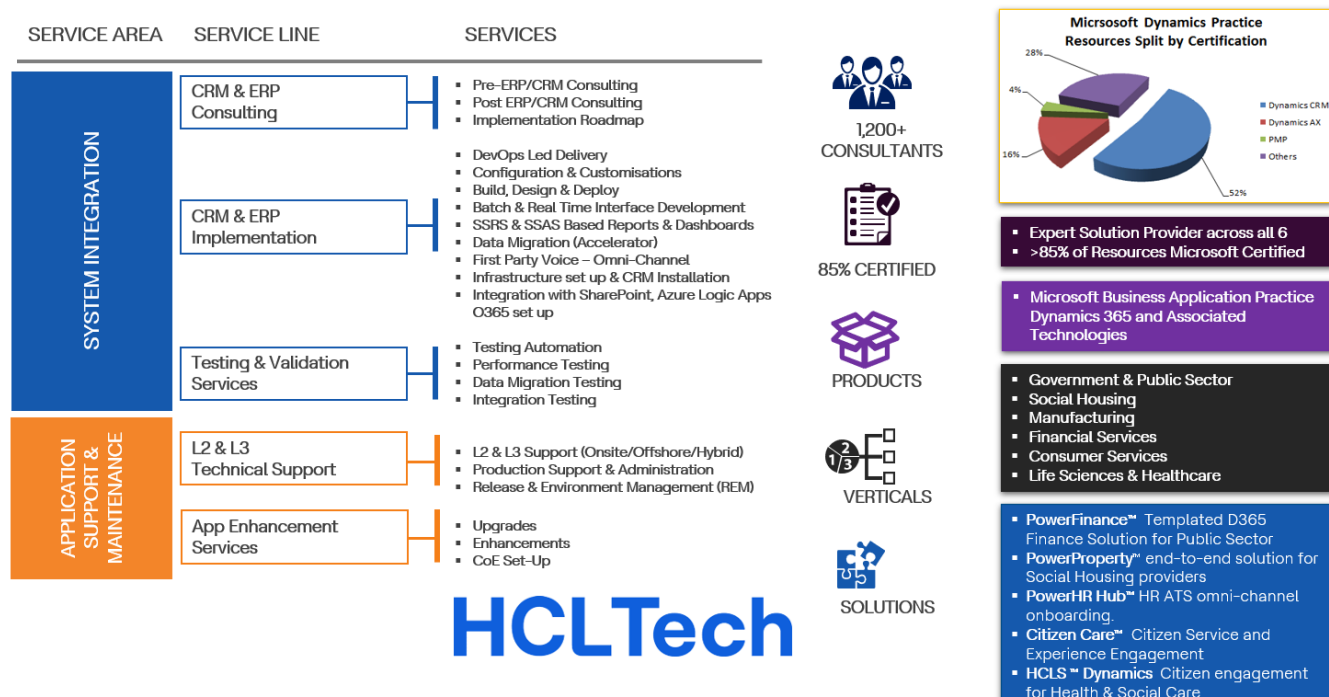
HCLTech can offer a range of support options of all our solutions including a pay-as-you-go service, a dedicated support engineer or a subscription service depending on size and complexity of the service. Availability can be up to 24 hours 365/7 if required.

A key part of support services is the correct execution of transition services to empower customers and future support teams with specific knowledge on the unique characteristics of the installation.

Our ASSeT™ framework has been designed to focus on the Service Transition phase for Infrastructure Services, Application Operations and Support Groups. The framework encapsulates the transition-related activities, with the Due Diligence planning especially significant because it is a crucial input stage for the service transition roll out.

ASSeT™ provides templates and checklists to ensure a thorough assessment of the “as is” state, which is followed by the transition, then by a steady state of operations and finally a transformation to ensure optimised performance.

## HCLTech Microsoft Practice Centres of Excellence & IP



Microsoft Learn offers online access to training courses free to empower your organisation with the skills to operate and maintain the solution entirely without the need for third-party organisations

### Business Continuity/ Disaster Recovery

The proposed solution will be hosted on the Microsoft Datacentre network and managed completely independently of HCLTech by Microsoft. Each one of Microsoft's online services must have an established Business Continuity Plan (BCP), which is required to be reviewed and tested at least once every 12 months.

A set of tests are carried out quarterly and reported on as well, as more frequent resiliency testing. Microsoft has moved beyond the traditional strategy of relying on complex physical infrastructure and has built industry-leading redundancy directly into their cloud services with less complex physical infrastructure and more intelligent software controls.

For Crisis Management & Mission Control, a 24x7 geo-diverse team, utilises an internal framework to reactively manage planned and unplanned interruption events globally for the Microsoft Service and Support organisation, which includes event response and crisis management. Mission Control works in close partnership with enterprise crisis management and disaster response teams and provides coordinated response to major catastrophic events.

### Data Backup/ Restore

Strong data protection requirements are applied to classify, and store as well as transfer and usage of such data, both during and after an engagement. Critical systems and infrastructure that store customer data have stringent recovery requirements to minimise any data loss and are designed to protect customer information in compliance with Microsoft Enterprise security standards and requirements. Production environments are configured with Azure disaster recovery support that includes the following:

- Azure SQL active-geo replication for primary databases, with a Recovery Point Estimate (RPO) of < 5 seconds
- Geo-redundant copies of Azure blob storage (containing document attachments) in other Azure regions
- Same secondary region for the Azure SQL and Azure blog storage replication.

## G-Cloud 15 - Lot 3 Support - MS D365 Support Services - Service Description

### Security

By default, only authenticated users who have user rights can establish a connection through an enterprise identity and access system (the preferred service is Microsoft Azure Active Directory [now known as Entra ID]), the primary identity provider. To then access the system, users must be provisioned into a Dynamics instance and should have a valid Entra ID account in an authorised tenant.

Microsoft Defender ATP seamlessly integrates with existing security solutions - providing out of the box integration with Security Information and Event Management (SIEM), ticketing and IT service management solutions, Managed Security Service Providers (MSSP), IoC indicators ingestions and matching, automated device investigation and remediation based on external alerts, and integration with Security Orchestration and Automation Response (SOAR) systems.

HCLTech has a well-established risk-based Information Security Programme. The company has published a risk assessment process, guidelines and procedures in the HCLTech Information Security Management System (ISMS) based on ISO 27001:2013. HCLTech is accredited for ISO27001:2013 information security standard by Bureau Veritas for management of information security in the business of the provision of network monitoring and management services, IT infrastructure and data centre services, IT security infrastructure and managed security consulting services

### Exclusions

Integrations into third party systems can be facilitated by the provision of Power Platform, Power Automate and Azure Logic Apps by HCLTech but the third-party data and extraction/ insertion is the responsibility of the customer. Some capabilities may include consumption costs payable to Microsoft for transactions and storage.

### Account Management

Every customer has an allocated Account Manager who will act as an escalation point for issues and will introduce new features and opportunities to the customer. The Account Manager will be supported by the HCLTech customer success team who will monitor the effectiveness of the solution and customer satisfaction.

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Progress™

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