

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

D365 - Power Platform

Service Description

This document contains confidential and propriety information for the purpose of evaluation only.
The contents of this document may not be published, disclosed or used for any other purpose.

Foreword

This proposal has been prepared by HCLTech, for the sole use of Crown Commercial Service (CCS). The contents of this document shall remain the confidential property of HCLTech and should not be communicated to any other party without the prior written approval of HCLTech.

The furnishing of this document shall be subject to contract and shall not be construed as an offer or as constituting a binding agreement on the part of HCLTech to enter into any relationship.

HCLTech warrants that, to the best of their knowledge, those who prepared this document have taken all reasonable care in preparing it, have made all reasonable enquiries to establish the veracity of the statements contained in it and believe its contents to be true. (HCLTech cannot however warrant the truth of matters outside of its control and accordingly does not warrant the truth of all statements set out in this document to the extent that such statements derive from facts and matters supplied by other persons to HCLTech. The statements in this document are qualified accordingly.)

Validity

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

HCLTech Contact

Name	Paul Montgomery
Address	6th Floor 70 Gracechurch Street London EC3V 0XL
Email	leas-hclsalesup@hcltech.com or Paul.Montgomery@hcltech.com
Phone	+44 (0) 7747 828480 or +44 (0) 20 7105 8600

Table of Contents

About HCLTech	1
Service Description.....	1
Technical Specifications	2
Features	2
Benefits	2
Implementation	2
Support Arrangements.....	3
Business Continuity/Disaster Recovery	4
Data Backup/Restore	5
Security	5
Exclusions	5
Account Management.....	5

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, “supercharging progress” for our clients, employees, communities, and the planet.

Service Description

Microsoft Power Platform allows organisations to empower everyone at your organisation with an intuitive, collaborative and extensible platform of low-code tools that makes it easy to create efficient and flexible solutions.

HCLTech provides Microsoft Power Platform services, adapted to fit in with the needs and skills of clients' existing teams. Enabling adoption of Power Platform solutions, including Power Apps, Power Pages, Power Apps Virtual Agents, Power Automate, and Power BI, all leveraging the security of Microsoft Dataverse. These services enable “citizen developers” whilst ensuring governance and security is adhered to.

Below are the core services the MBAP practice in HCLTech is focused on delivering for our customers. Our practice consists of Capability Directors aligned to each of these initiatives, who are responsible for adapting these based on client engagements and aligning with Microsoft and the market.

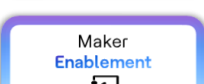
 Power Platform Centre of Excellence	Establishing a governance framework and operating model for developing and supporting Power Platform solutions, with security and compliance guardrails, best practice development techniques and shaping a strategy and business case for low-code solutions.
 Legacy App Modernisation	Assessing organisations' legacy application landscape e.g. On-Premise, End-User Developed Apps (Excel, Access, InfoPath etc.), Notes Domino, .net, Java etc. with a view to delivering a migration programme which will modernise, reduce risk, lower TCO and rationalise.
 App & Automation Development Factory	Enabling delivery of new business application use cases at scale via a hybrid on-offshore development factory, working collaboratively with customers developer and end-user resources in an agile methodology.
 X Surround Strategies	Improving User Experience and realising process automation with the surrounding of legacy applications e.g. SAP, with Power Platform solutions such as on-prem data gateways, Logic App functions, Power Automate Cloud Flows (API based), Power App templates, Power BI dashboards.
 Maker Enablement	Helping customers to formulate a strategy for Citizen Development with a focus on upskilling, community enablement, reusability, best practice, evangelism etc. This also includes engaging new business stakeholders in App-in-a-Day training, Hackathons, Pilots, PoCs to showcase the platform capabilities and quantify the business value.
 RPA Migration	Strategic partnership with Microsoft and Blueprint to help organisations lower cost of automation with a migration to Power Automate (Desktop & Cloud Flows), from likes of UIPath, BluePrism, Automation Anywhere etc.

Figure: Power Platform offerings

Technical Specifications

The HCLTech services are built around Microsoft Business Applications including Dynamics 365 and Power Platform and accessed through a secure internet connection. Users will require licences for these fully cloud Software as a Service (SaaS) services, which can be obtained through HCLTech's licensing service for Microsoft.

Features

Public sector and commercial organisations live in a challenging and ever-changing political and economic landscape, one which demands to be embraced by organisations of every hue, everywhere. Meeting these challenges without breaking stride requires application and dedication. With the Power Platform the native low code, pro-code solution you have a flexible ally offering an array of functionality that will help you meet your challenges and thrive.

Features focus on the services offered rather than the technical features of the toolset:

- "In a Day" envisioning and Proof of Concept (PoC)
- Envisioning and business value assessment
- Legacy application migration
- Copilot use case delivery and support
- Power BI training, development, and support. Generic training and options for tailored delivery, including end-user training
- Power App training, development and support. Generic training and options for tailored delivery, including end-user training
- Power Automate training, development, and support. Generic training and options for tailored delivery, including end-user training.

Benefits

The core benefit of adopting the Power Platform technology is to eliminate "shadow IT" and bring data and applications under the security and control of the IT department:

- Workshops enable swift evaluation of likely value
- Solution and Business Value Assessments enable planning and business case for adoption of the technology
- Legacy application migration eliminates the rogue spreadsheets and allows users to retain existing processes in a secure, accessible and manageable environment
- Copilot will help reduce manual intervention and drive efficiencies and automation into the workforce.
- Develop and support internal skillsets, allowing you to determine extent to which your team becomes independent. We can retain a "light touch" relationship to reduce risk and provide additional support during peak periods.

Implementation

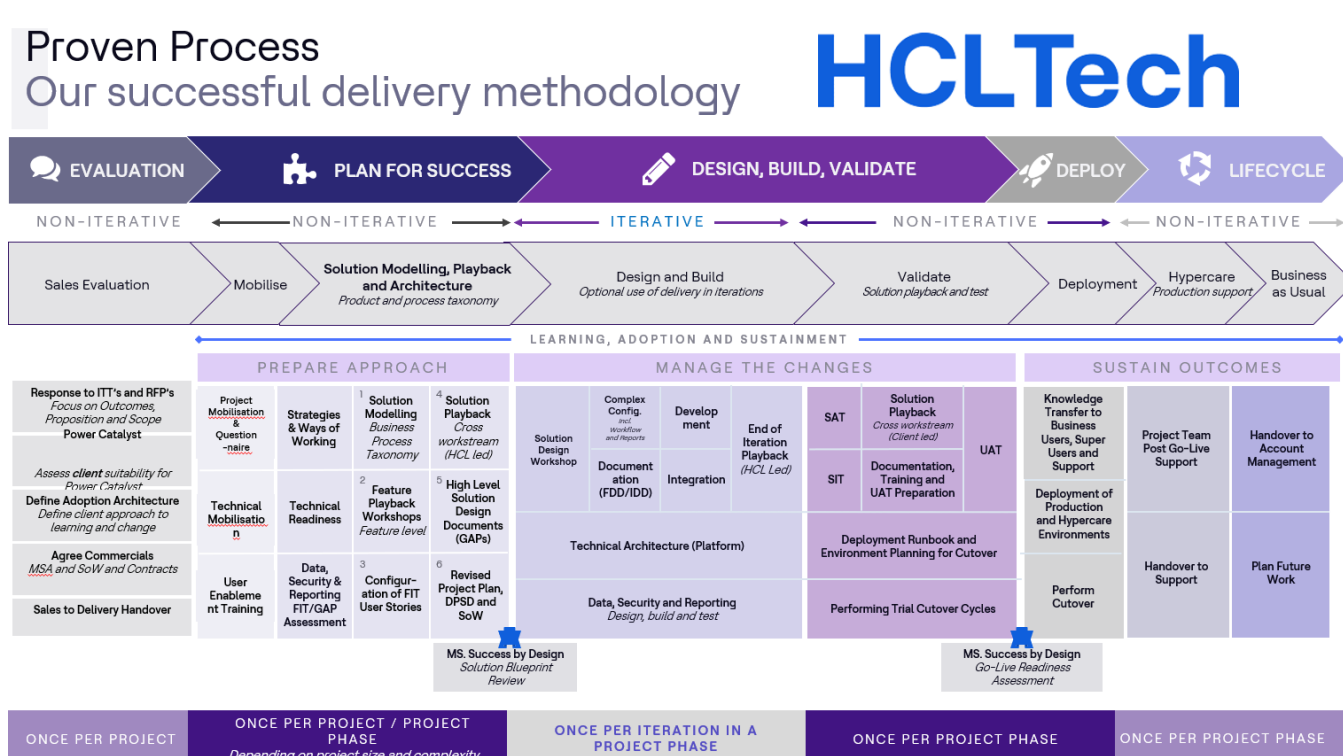
HCLTech will lead the delivery of this programme of work by following their tried and tested implementation method, *Proven Process*. This method comprises a set of templates, principles, tools and ways of working that are used by our delivery teams on all projects and has been designed to be used across any part of the D365 technology stack. The method follows a hybrid agile/ iterative approach but can lend itself to more of a waterfall or agile focus, dependent upon the abilities of our clients and the drivers of each project around time, cost and quality.

G-Cloud 15 - Lot 3 Support - D365 - Power Platform - Service Description

We have found that an iterative approach helps provide more certainty around firming up scope, whilst providing delivery flexibility to accommodate minor changes. Our Plan for Success phase tracks a more typical Waterfall style analysis approach, whereas our Design, Build, Validate phases follow an iterative approach and are based on agile working practices supporting a higher degree of solution confidence through regular playbacks and knowledge transfer between project teams.

Appreciating that client teams do not often have a lot of exposure to agile, our approach embraces many of the principles of agile whilst still following a structured way of working. There should be a high degree of involvement from Subject Matter Experts (SMEs) throughout the implementation. We encourage SMEs to be as hands on with the application as possible playing an active role in regular playbacks, as we progress through the solution build. The SMEs remain active in the design, build, testing and training for the deployment of the solution and consequent support.

An overview of Proven Process highlighting the adaptable approach is here:



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 3rd 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.

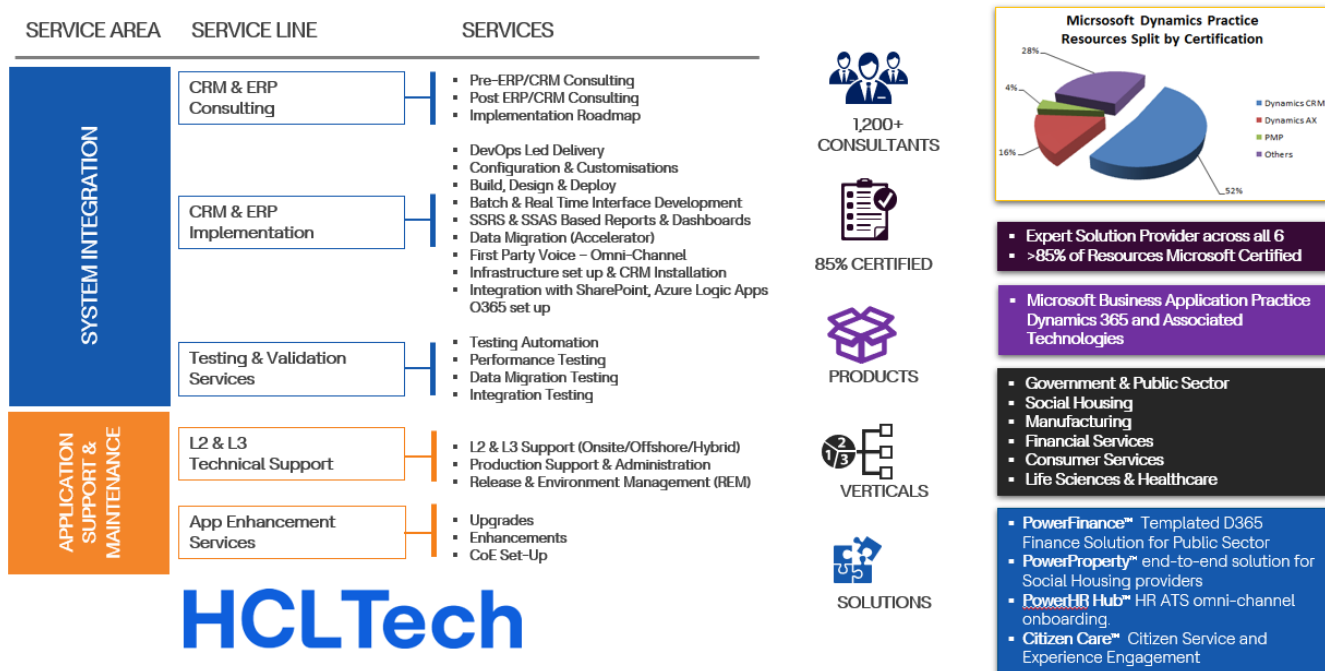
G-Cloud 15 - Lot 3 Support - D365 - Power Platform - Service Description

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 have 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 co-ordinated 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 blob storage replication.

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.

HCLTech | Supercharging
Progress™

hcltech.com