

**G-Cloud 15 – RM1557.15**

**Lot 3 - Cloud Support**

**Microsoft Dynamics 365**

**PowerFinance**

**Service Description**

## 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 Limited 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

PowerFinance is a pre-packaged, pre-configured, templated solution based on HCLTech experience and pedigree of working in the Public Sector.

We overlay this with our 'Proven Process' implementation method, to provide a rapid Finance implementation approach for Microsoft Dynamics 365 for Finance and Supply Chain Management.

Once implemented, Clients can decide to enhance the PowerFinance solution to incorporate further aspects of the enterprise finance capabilities of Dynamics 365 or expand further into ERP capabilities including the HCLTech Housing Enterprise platform, PowerProperty, which is highlighted here.

### Dynamics 365 PowerFinance Overview

- Core Financial Management solution built for Public Sector and the Social Housing industry vertical using Dynamics 365 for Finance and Supply Chain Management
- Templated solution with supporting business processes and documentation
- Standardised best practice configuration aligned to needs of modern public services
- Core finance solution which can be used as a foundation for advanced ERP

| Power Finance  |                     |                     |              |                           |
|----------------|---------------------|---------------------|--------------|---------------------------|
| General Ledger | Budgeting           | Accounts Receivable | Fixed Assets | Organisational Management |
| Cash & Bank    | Financial Reporting | Accounts Payable    | Procurement  | Taxation                  |

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## Benefits

HCLTech's PowerFinance solution is designed for public sector organisations and addresses some major challenges through the AI infused Microsoft Dynamics 365:

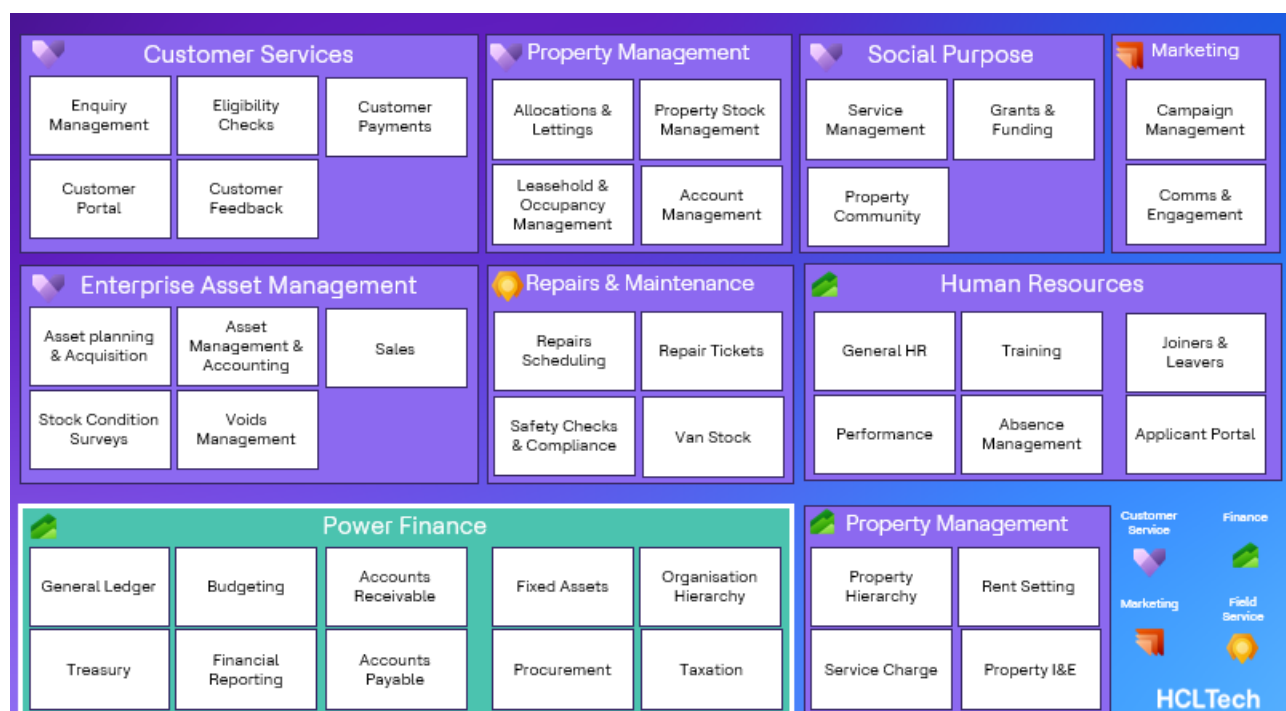
- Current Systems are inflexible, traditional in design and cannot be easily changed – built in Microsoft Dynamics 365, the PowerFinance **solution “belongs” to the customer** and they can change and add functionality as they require.
- PowerFinance harnesses the expertise gained over many **successful engagements** to provision a best-in-class chart of accounts ready for deployment from day one.
- PowerFinance **reduces your overall IT complexity** by bringing applications together in to one Microsoft Cloud platform.
- Our PowerFinance Dynamics solutions are **digital by design** and take full advantage of digital technologies enabling fully mobile and flexible working for an enhanced user experience
- **Rapid Deployment** – ‘Zero to hero’ in just 6 months.

## What is included with Power Finance



## Solution Roadmap

The advantage of a Microsoft Dynamics 365 based solution is the inherent flexibility afforded through the constant evolution of the core platform and the roadmap within Microsoft supplemented in parallel by advances in HCLTech PowerFinance and PowerProperty. Options to continue to build on the core solution for CRM as well as F&SCM exist and a few are detailed here.



## Additionally

**Field Service** – Microsoft Dynamics 365 Field Service Management affords the ability to optimise your field operatives by empowering them to effectively record, schedule, prioritise and be cost responsive, as well as planned repairs, along with items such as inspections. This is an area which HCLTech has existing expertise, especially in relation to Housing Associations (HAs)

## G-Cloud 15 - Lot 3 Support - Microsoft Dynamics 365 PowerFinance - Service Description

**Invoice Automation** - The invoice automation solution enables a standard interface that can accept invoice metadata for the invoice header and invoice lines, and attachments that are applicable to the invoice. Any external system that can generate artifacts that comply with this interface will be able to send the feed for automatic processing of invoices and attachments.

### Technical Specifications

HCLTech's PowerFinance solution is built in Microsoft AI Business Solutions incorporating Dynamics 365 and Power Platform with access to all the advanced AI and ML models that come with the solution, 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.

### 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 Dynamics 365 technology stack. The method follows a packaged time boxed hybrid agile/ iterative approach but lends itself to adaptation to meet with additional customer requirements.

### Evaluation Phase

The start of a successful project is from the point of engagement with our clients through whatever channel they choose until the project is assigned to a delivery team. Within PowerFinance projects this phase leverages a comprehensive questionnaire detailing the requirements.

The PowerFinance implementation consists of 20 steps.

We appreciate that client teams do not often have a lot of exposure to agile but our approach embraces many of the principles of agile whilst still following a structured way of working.

There will 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 as we progress through the solution build and then remain active in the design, build, testing and training for the deployment of the solution and consequent support.

### 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.

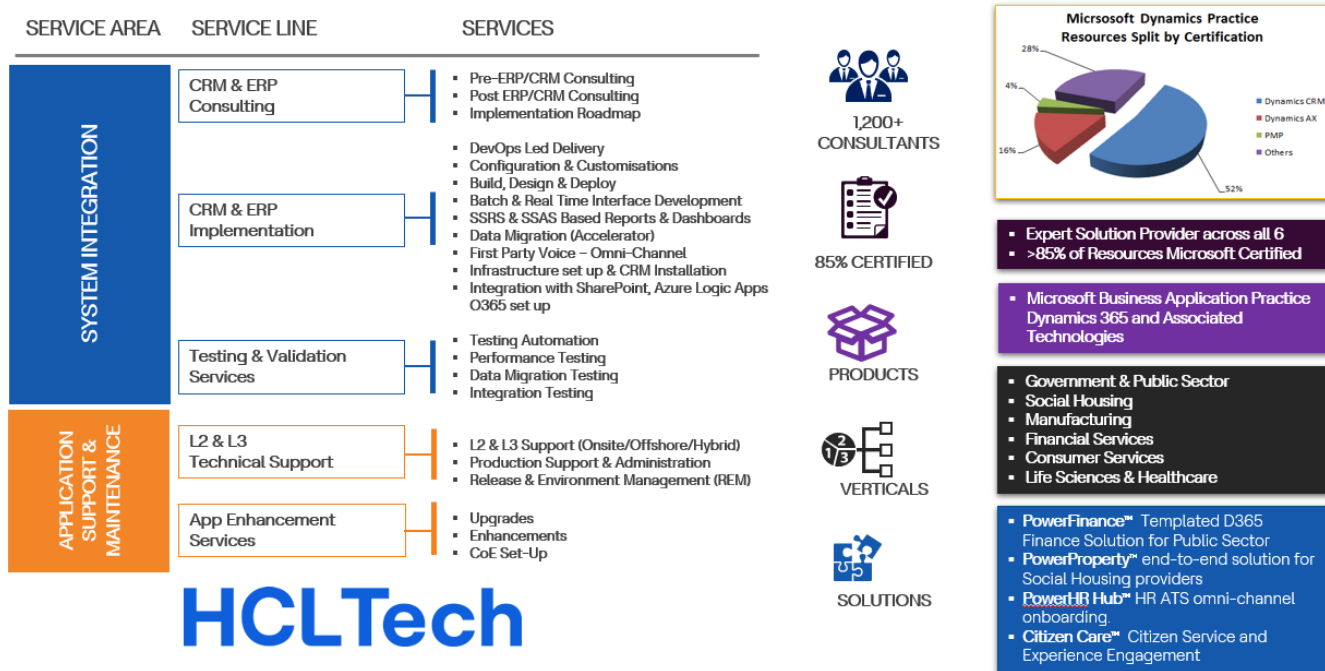
HCLTech can offer a range of support options of all our solutions including a pay-as-you-go service, a dedicated support engineer or a subscription service depending on size and complexity of the service. Availability can be up to 24 hours 365/7 if required.

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



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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.

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