

**G-Cloud 15 – RM1557.15**

**Lot 3 - Cloud Support**

**Microsoft Dynamics ERP**

**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.

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# Table of Contents

|                                              |   |
|----------------------------------------------|---|
| About HCLTech .....                          | 1 |
| Service Description.....                     | 1 |
| Feature .....                                | 1 |
| Benefits .....                               | 4 |
| Technical Specifications .....               | 4 |
| Implementation .....                         | 4 |
| Support Arrangements.....                    | 5 |
| Business Continuity/ Disaster Recovery ..... | 6 |
| Data Backup/Restore .....                    | 6 |
| Security .....                               | 7 |
| Exclusions .....                             | 7 |
| Account Management.....                      | 7 |

### About HCLTech

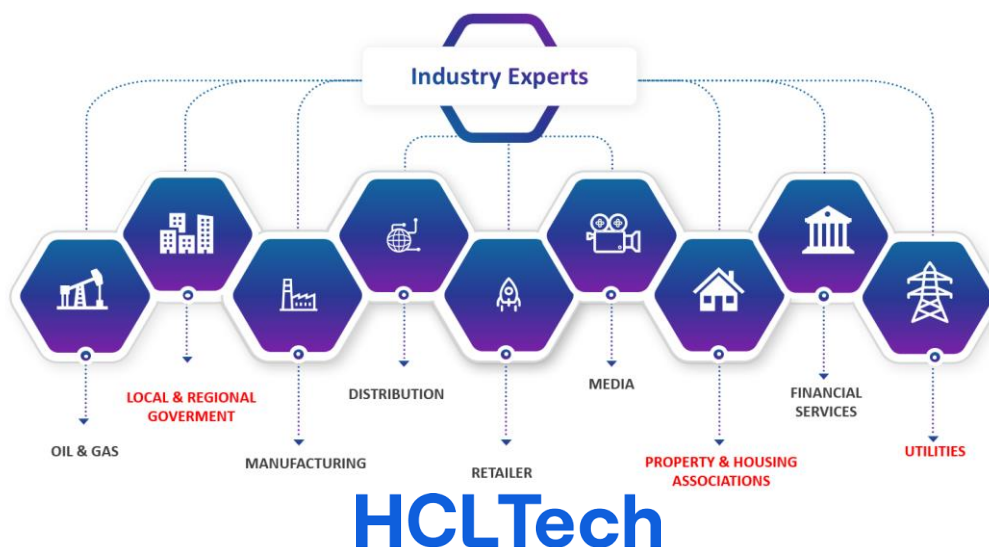
HCL Technologies (HCLTech) is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of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

HCLTech's integrated ERP Solution harnesses the power of the Microsoft Cloud to drive digital transformation in any sector.

Microsoft Dynamics 365 (D365) is an AI infused, intuitive cloud-based application which enables you to make readily available information from anywhere via internet access. It is continuously developed for a technologically evolving world and offers a variety of modules offering Back-Office, Middle-Office and Front-Office functionality through Finance, Supply Chain Management, Procurement, ERP, HR and CRM solutions wholly integrated and sharing a common platform (Dataverse) that can be extended using Power Platform the native low code, pro-code that underpins D365 throughout.



Truly empowering organisations of any size to wholly connect data and processes with seamlessly integrated business operations, offering a single 360-degree view of your business. Harnessing the advances in AI through Microsoft copilot, Dynamics 365 helps simplify, automate and streamline business processes within one system aligned to all your stakeholders needs, whether they are partners, employees, citizens, customers, contractors or every form of stakeholder, all are aligned with D365.

### Feature

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.

## G-Cloud 15 - Lot 3 Support - D365 - Dynamics ERP - Service Description

With Dynamics 365 you have a flexible ally offering an array of functionality steeped in Artificial Intelligence through Microsoft Copilot that will help you meet your challenges and thrive.

Flexible to be shaped into the specific requirements of your organisation HCLTech configure the Microsoft Dynamics 365 solution using best practice principles to eliminate manual and repetitive tasks like managing supplier invoices, examining credit risks and payments, as well as performing bank reconciliation tasks.

The following modules are included in the finance solution.

- Accounts payable
- Accounts receivable
- AI enhanced credit control
- AI enhanced forecasting models
- Asset leasing
- Budgeting
- Cash and bank management
- Cost accounting
- Financial reporting
- Fixed assets
- Finance insights
- General ledger and financial reporting
- Public sector.

### Core Product Capabilities

#### Finance

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The Microsoft D365 Finance module extensively uses Artificial Intelligence to automate business processes and tasks to enable you to become more efficient and more accurate with your accounting practices. Reducing your operational and financial risks it helps you maintain compliance with the regulations that matter to you.

## G-Cloud 15 - Lot 3 Support - D365 - Dynamics ERP - Service Description

Microsoft's ERP solution, Dynamics 365 Supply Chain Management, uses Copilot to provide real time orchestration and integrated management of main business processes to help you manage your business fully whilst removing repetitive and complex tasks through automation.

Supply Chain Management in D365 Operations links sales, asset management and purchasing processes with logistics, production and inventory management. With D365 Operations, all your internal and external supply chain processes are seamlessly integrated. D365 Operations allows for data exchange and collaboration with trade partners, customers, suppliers and 3<sup>rd</sup> party systems. D365 Operations provides real-time representation of the entire supply chain.

Core supply chain functionality includes:

- Requirements planning
- Intercompany trading
- Inventory management
- Demand Forecasting
- Procurement management
- AI procurement re-ordering
- Vendor self-service
- Integration of business-to-business trade partners
- Quality management
- Functions for multiple sites (Multi Site)
- Order processing with trade agreements
- Reservation and tracking of article and lot numbers
- Order confirmations
- Sales planning
- Warranty & Returns Management.

## Core Product Capabilities Supply Chain Management

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## Benefits

D365 enables your organisation to collect, store, manage, and interpret data from many business activities. Using AI infused operations that delivers role-based access and workspaces, it is highly secure and 'evergreen', so you always access the latest version, offering access to the latest technological advances such as AI with Microsoft copilot, you can be comfortable knowing that everyone in the organisation is working from the same data. A unified approach to business operations unmatched in disconnected systems, thus.

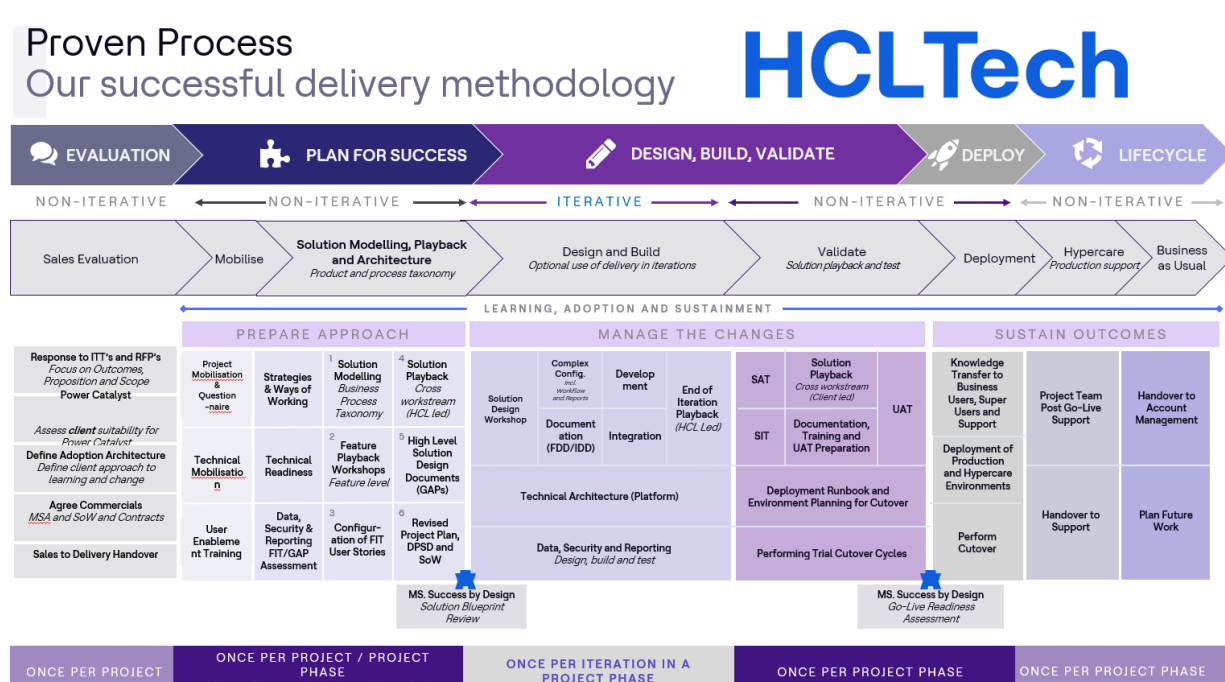
- Realise savings through increased efficiencies
- Modernise and increase the reach of existing services
- Create new services
- Increase capacity and reduce errors
- Future-proof your operations
- Integrate and connect cross departmental processes
- Co-pilot enabled processes
- Deliver new improved working practices
- Increase compliance with statutory demands
- Improve security by targeted role-based user access.

## Technical Specifications

The HCLTech solution is built in Microsoft AI Business Solutions including 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 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. An overview of Proven Process highlighting the adaptable approach is here:



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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.

### 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.

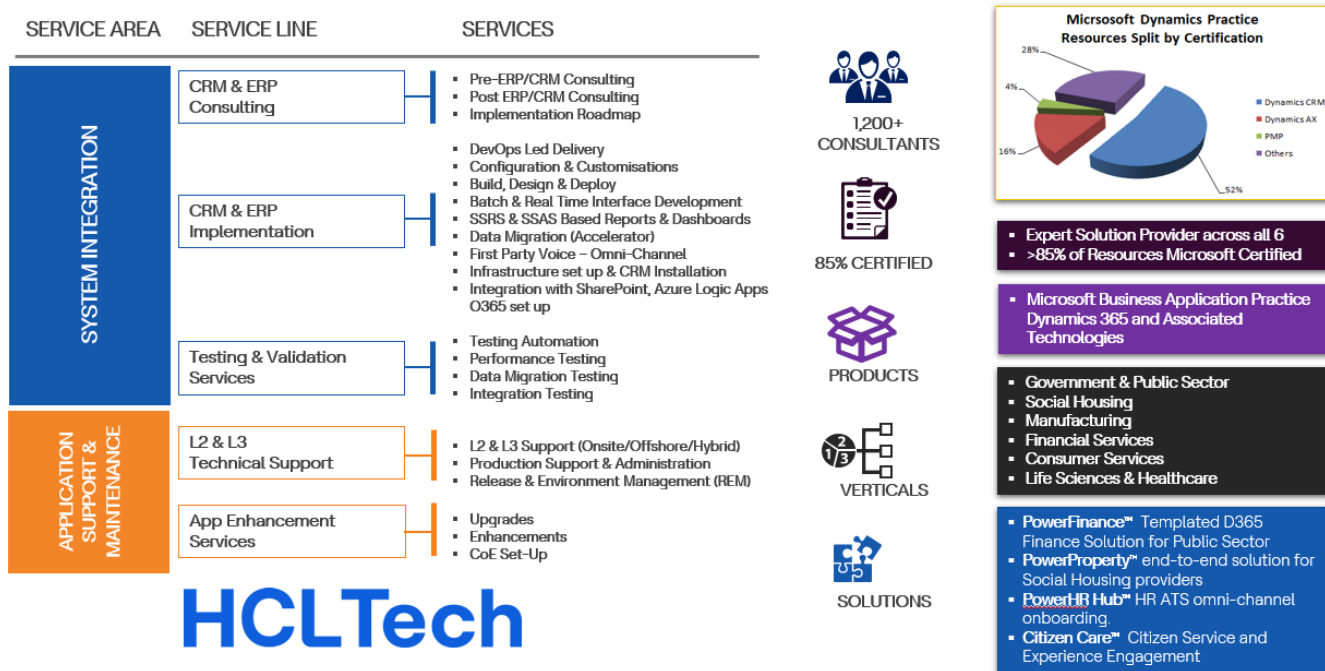
HCLTech can offer a range of support options of all our solutions including a pay-as-you-go service, a dedicated support engineer or a subscription service depending on size and complexity of the service. Availability can be up to 24 hours 365/7 if required.

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



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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 Data Centre 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.

## G-Cloud 15 - Lot 3 Support - D365 - Dynamics ERP - 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 or 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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