

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

D365 Higher Education

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

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

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About HCLTech

HCLTech 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

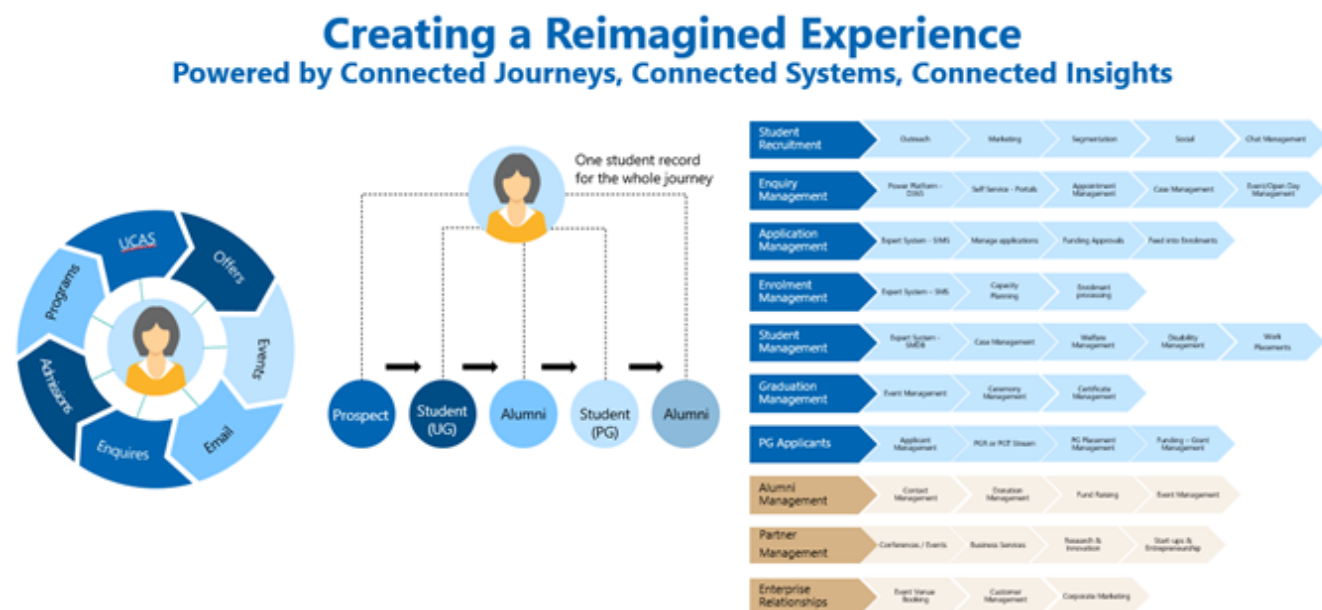
HCLTech harnesses the power of the Microsoft cloud to drive digital transformation in the higher education sector. By having a single platform to manage front, middle and back office operations, Higher Education (HE) institutions can optimise services and reduce cost through automated business processes while also improving the student experience, by providing a more personalised approach to help, not only attract the right students, but to also help with retention.

Built on Microsoft Dynamics 365 (D365) technology, our specific HE configurations can be leveraged to allow for a more streamlined student engagement and self-service experience, by delivering tailored student support through Artificial Intelligence (AI) driven case management, as well as student facing portals, together with marketing and open day functionality to help attract the right students.

As an organisation dedicated to supporting Microsoft technology, HCLTech continues to help Higher Education institutions to enhance the student experience and achieve successful business outcomes through our focus on best-in-class consulting, customer enablement and innovation.

Features

Leveraging D365 and the Power Platform, we work with education institutions to help create a reimagined student experience powered by connected journeys, connected systems and connected insights to provide a single 360 degree view of the student throughout the whole student lifecycle journey.

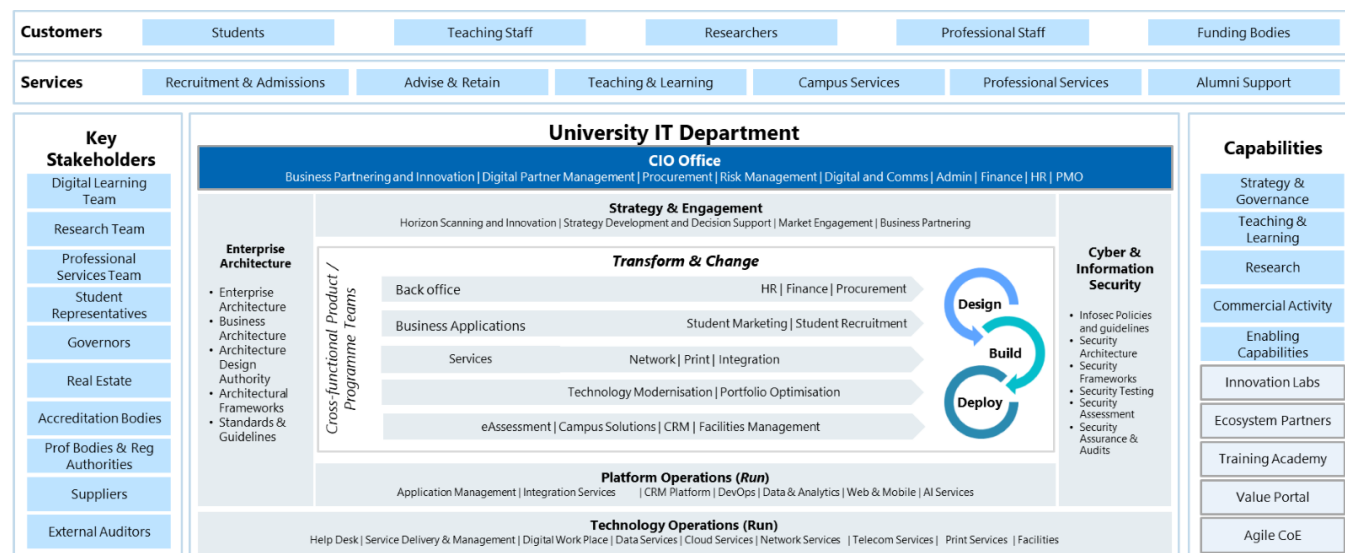


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The solution provides these benefits:

- Single source of data for all relevant student information
- Automated processes and case management to provide targeted student support
- Large library of HE management processes for enquiry and admissions
- Self-service student portals to enhance the student experience
- Pre-configured omni-channel including Portal, live chat, events, etc.

Target Operating Model – Underpinning a Connected Experience



Benefits

Dynamics addresses some major challenges for all organisations:

- Current Systems are inflexible, traditional in design and cannot be easily changed – built in Microsoft Dynamics 365, the education solution “belongs” to the customer and they can change and add functionality as they require.
- High number and cost of lots of different systems – The education solution reduces your overall IT estate bringing applications together into one Microsoft Cloud
- Lots of different data sources – the education solution brings all data into a single source and enables access for analytics or extensions out to Power Apps.
- The education Dynamics solution is a customer-focused solution putting your students and customers at the heart of what you do.
- Our education solutions are digital by design and take full advantage of digital technologies enabling channel shift and omni customer service.
- Dynamics 365 supports fully mobile and flexible working providing service for customers and users from any device, from any location at any time.

Technical Specifications

HCLTech’s education configured solutions are built in 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.

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.

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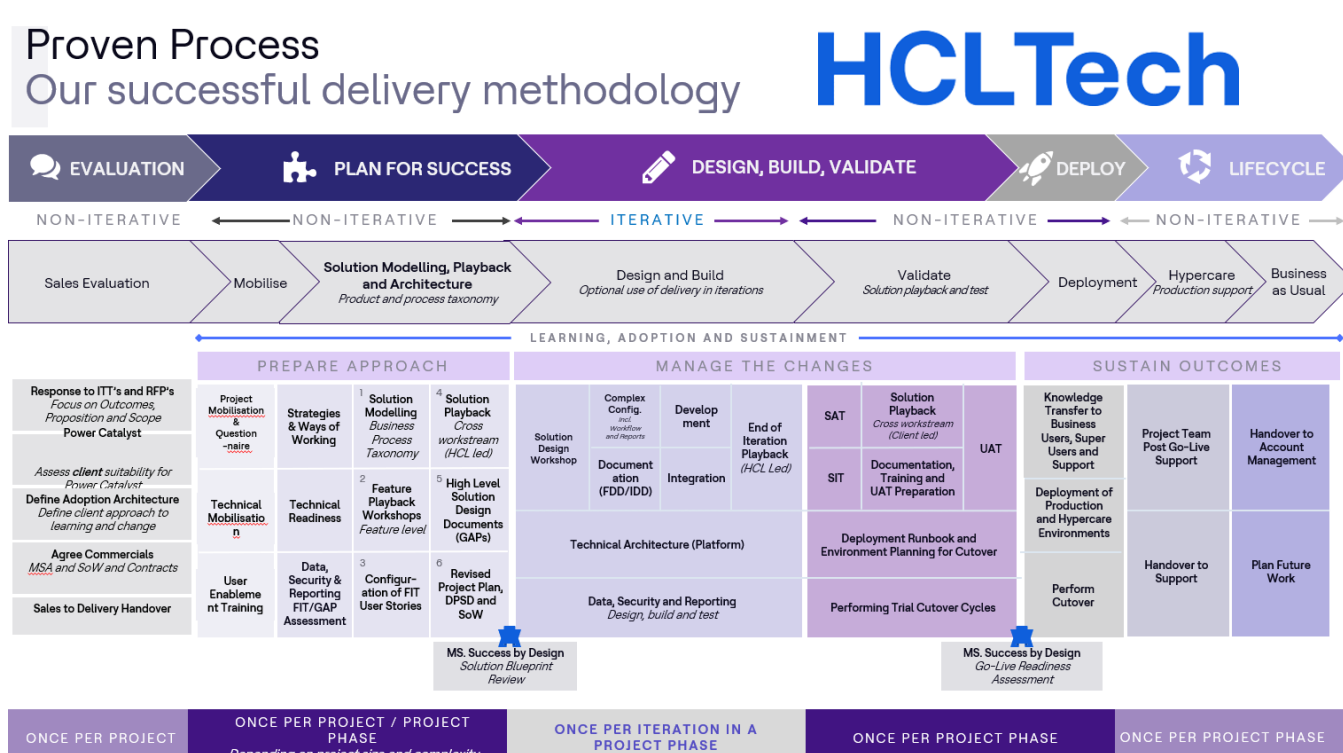
The method follows a hybrid agile/ iterative approach but can lend itself to more of a waterfall or agile focus, dependent upon the abilities of our clients and the drivers of each project around time, cost and quality.

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.

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 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 are 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.

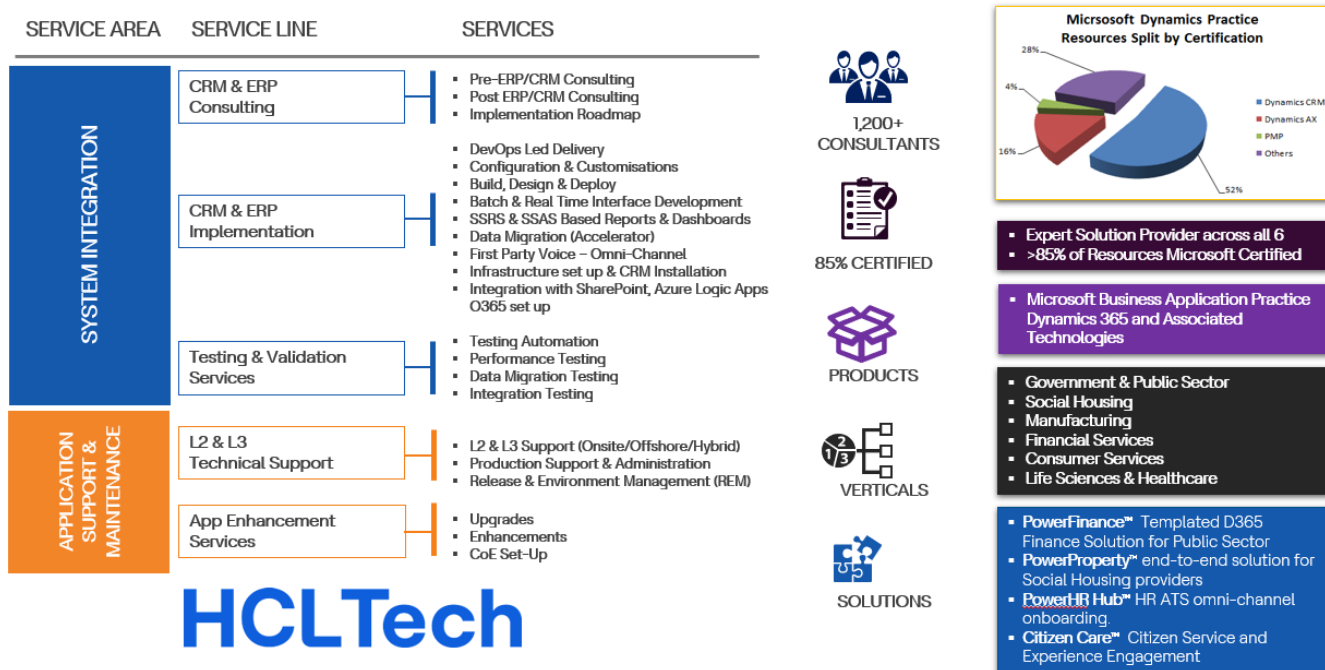
A key part of support services is the correct execution of transition services to empower customers and future support teams with specific knowledge on the unique characteristics of the installation.

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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.

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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 in to 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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