

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

D365 – Microsoft Dynamics 365 Finance

Service Description

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
Features	1
Benefits	2
Technical Specifications	Error! Bookmark not defined.
Implementation	Error! Bookmark not defined.
Support Arrangements.....	Error! Bookmark not defined.
Business Continuity/ Disaster Recovery	Error! Bookmark not defined.
Data Backup/Restore	Error! Bookmark not defined.
Security	Error! Bookmark not defined.
Exclusions	5
Account Management.....	5

About HCLTech

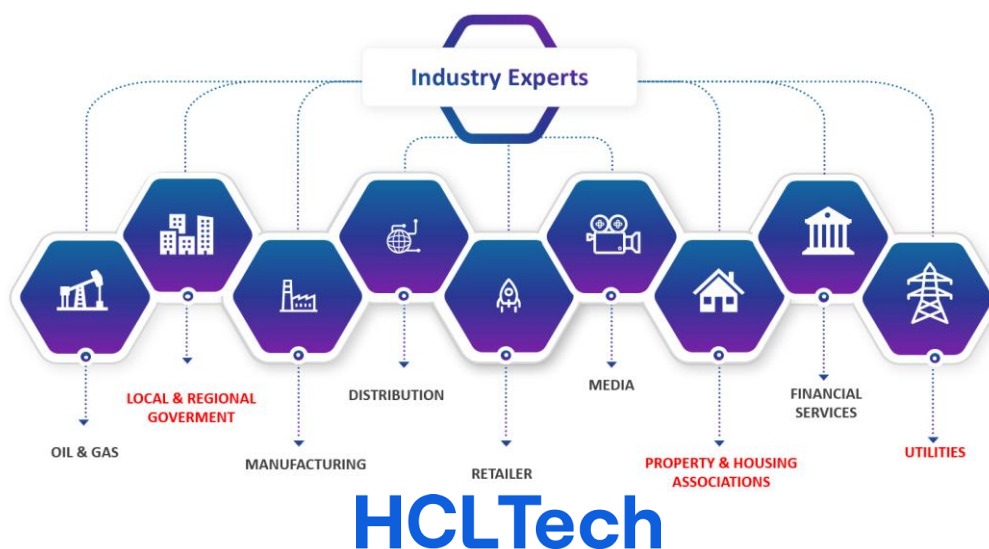
HCL Technologies (HCLTech) is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of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

Service Description

HCLTech's Finance Solution can operate as a stand-alone solution and is also fully integrated with the Supply Chain Management Solution harnessing 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 any location with 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, ERP and CRM solutions wholly integrated and sharing a common platform (Dataverse).



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, D365 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 aligned with D365.

HCLTech also offers PowerFinance, a templated accelerator for Public Sector organisations, looking for a fixed scope, fixed price rapid finance solution.

Features

Public sector and commercial organisations live in a challenging and ever-changing political and economic landscape and is one embraced increasingly by organisations of every hue, everywhere.

G-Cloud 15 - Lot 3 Support - D365 - Dynamics Finance - Service Description

Flexible to be shaped into the specific requirements of your organisation, HCLTech configure the solution 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
- 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

HCLTech

Finance



HCLTech

The Microsoft D365 Finance module automates 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.

Benefits

Microsoft Dynamics 365 enables your organisation to collect, store, manage, and interpret data from many business activities. Using role-based access and workspaces, it is highly secure and 'evergreen', so you always access the latest version, comfortable knowing that everyone in the organisation is working from the same data.

Flexible to be shaped into the specific requirements of your organisation, HCLTech configures the solution to eliminate manual and repetitive tasks, like managing supplier invoices, examining credit risks and payments as well as performing bank reconciliation tasks, 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

G-Cloud 15 - Lot 3 Support - D365 - Dynamics Finance - Service Description

- Enable new working practices
- Increase compliance with statutory demands
- Improve security by targeted role-based user access.

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.

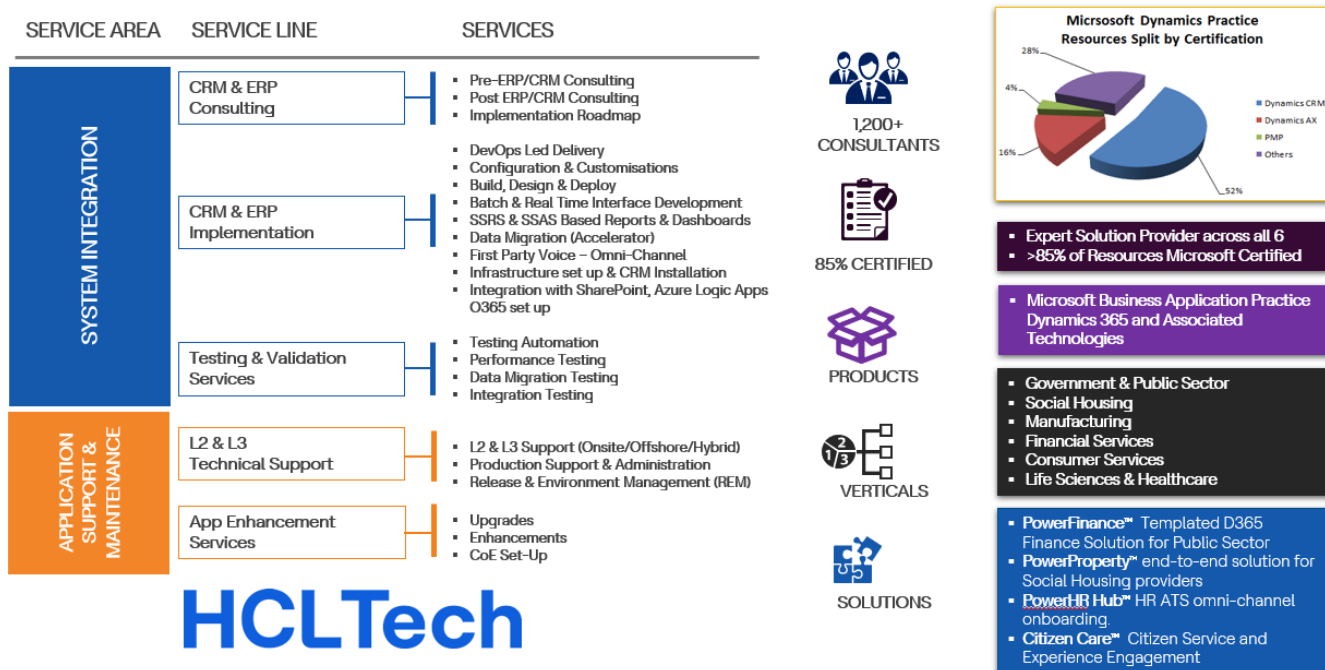
A key part of support services is the correct execution of transition services to empower customers and future support teams with specific knowledge on the unique characteristics of the installation.

Our ASSET™ transition 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.

G-Cloud 15 - Lot 3 Support - D365 - Dynamics Finance - Service Description

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

G-Cloud 15 - Lot 3 Support - D365 - Dynamics Finance - Service Description

- 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 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.

HCLTech | Supercharging
Progress™

hcltech.com