

G-Cloud 15 – RM1557.15

Lot 3 - Cloud Support

**Microsoft Dynamics 365 –
Local Regional Government (LRG) LRG**

Service Description

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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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About HCLTech

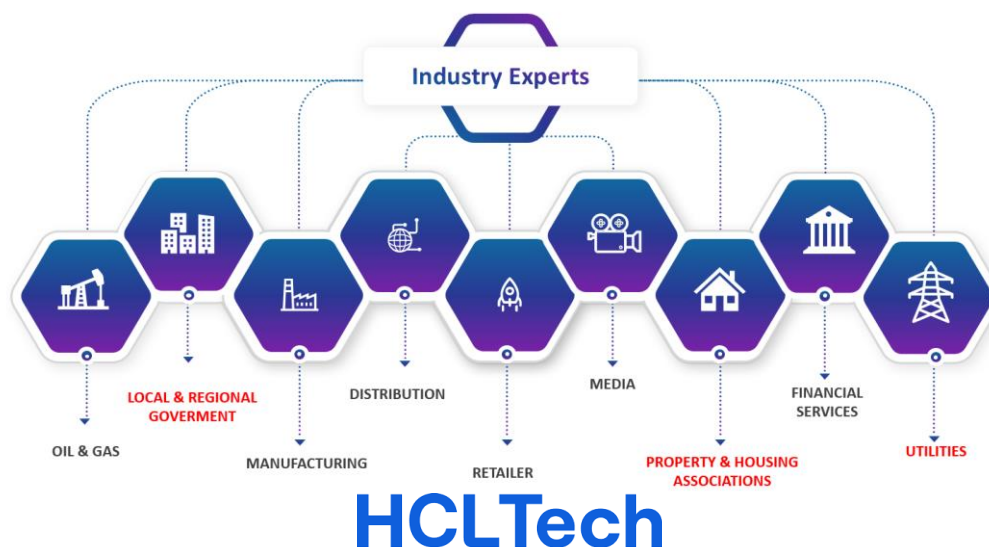
HCL Technologies (HCLTech) is a next-generation global technology company that helps enterprises reimagine their businesses for the digital age. Our technology products, services and engineering are built on four decades of innovation, with a world-renowned management philosophy, a strong culture of 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 harnesses the power of the Microsoft cloud to drive digital transformation in the Local Regional Government (LRG) 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.

By having a single platform to manage front, middle and back office operations, Local Regional Government (LRG) institutions can optimise services and reduce cost through automated business processes while also removing the data silos in the form of paper records and disconnected digital systems.

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Combining Microsoft 365 with Microsoft AI Business Applications – like Power Platform and Microsoft Dynamics 365 CRM and F&SCM, our LRG solution brings critical Customer Service activities together with functionality for self-service, asset management, finance and our own developed Power Rates calculator which is a flexible, date-driven rates/charges calculator and invoicing tool.

As an organisation dedicated to supporting Microsoft technology, HCLTech continues to help our customers modernise their workplace and achieve successful business outcomes through our focus on best-in-class consulting, customer enablement and innovation.

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. With Dynamics 365 you have a flexible ally offering an array of functionality that will help you meet your challenges and thrive.

Leveraging the Power Platform and Microsoft Dynamics 365, we work with LRG organisations to overcome these challenges with...

 Customer service on multiple platforms Improved customer experience and satisfaction levels due to enriched data supported across multiple channels.	 Process scheduling and management Automation of business processes like scheduling and case management improves staff productivity levels.
 Accurate reporting leads to quicker decisions A single source of data for more accurate reporting that leads to more well-informed, quicker decisions.	 Integrated platform by Microsoft Cloud services An integrated platform that can be easily maintained and lower the cost of IT ownership via Microsoft Cloud services.
 Personal approach and management A predictive and personalised approach to asset management.	 Supported on all devices A more digitally responsive and mobile workforce.

Our Dynamics Local Regional Government (LRG) solution provides the necessary visibility, collaboration, and agility across your organisation to drive success for citizen-centric service provider. Powered by Microsoft Power Platform, customers are provided with an unmatched set of capabilities that enable everyone to analyse, act, and automate across their organisation to transform their services business from the ground up.

It has everything required to run your operations, from customer engagement, case management, projects, HR to financials, all in one application.

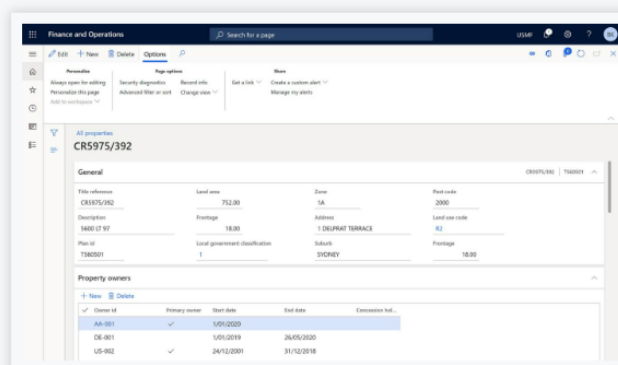
One feature of the HCLTech solution is a rate calculator as shown below.

Power Rates calculator for local government and utilities

Power Rates is a flexible, date-driven rates/charges calculator and invoicing tool built specifically *for* – and in collaboration *with* – Local Governments and Utilities.

Built on Microsoft Dynamics 365 Finance and Supply Chain Management, Power Rates helps streamline the management of changing rates, charges, and property information while considering date changes for all variables when calculating rates to be charged.

Power Rates Calculator allows for a comprehensive Property Record, serving as the one true source for billings.



[Click to enlarge graphic](#)

Key features include:

- Rate calculation based on current Land Valuations with support for concessions and minimum charges
- Date-driven rates calculations and concessions for rates
- Historical ownership data and property valuations
- User Configurable Rates and Charges for properties
- Usage fees calculation based on consumption
- Prorated rates and charges calculation where ownership changes during a billing period
- Free text invoicing
- Fixed and service fees calculation
- Portal integration with Dynamics 365 portals for property owners
- Scalability to cater for gas, water, and electricity consumption and billing
- IoT integration-ready through Microsoft Azure for Smart Meters and other compatible devices
- Calculation insight and review prior to invoicing

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, 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.

HCLTech's Microsoft Dynamics LRG solution addresses some major challenges for local authorities and regional governments:

- Open communication lines with citizens on any device connecting with the community via easy to use self-service customer portals that connect seamlessly to back office operations
- Current Systems are inflexible, traditional in design and cannot be easily changed – built in Microsoft Dynamics 365, the LRG solution "belongs" to the customer and they can change and add functionality as they require
- High number and cost of lots of different systems – our LRG solution reduces your overall IT estate bringing applications together into one Microsoft Cloud platform
- Lots of different data sources – bring all data into a single source and enables access for analytics or extensions into Power Apps
- A customer-focused solution putting your customers at the heart of what you do, our Dynamics solution is designed around customer service to ensure citizens have the "always on" service level they expect
- Our Dynamics solutions are digital by design and take full advantage of digital technologies enabling channel shift and omni customer service
- Our solution 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 solutions are built in Microsoft Business Applications, including Dynamics 365, F&SCM 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.

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. 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.

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.

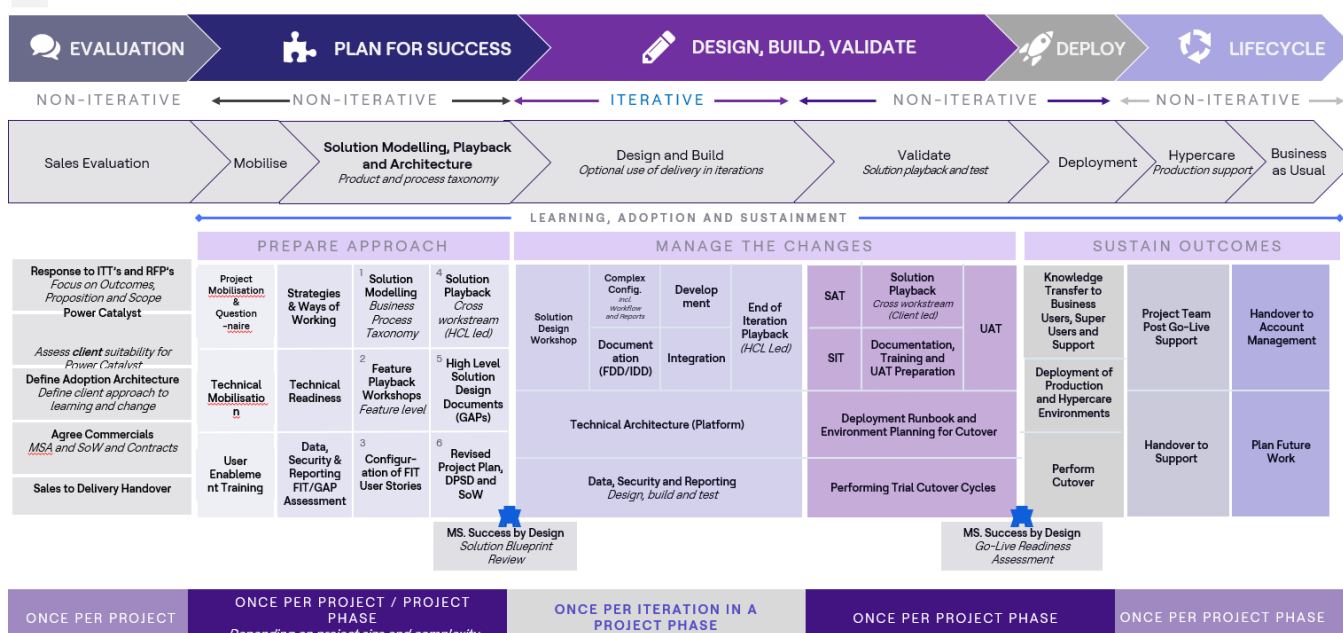
The method follows a hybrid agile/ iterative approach but can lend itself to more of a waterfall or agile focus, dependent upon the abilities of our clients and the drivers of each project around time, cost and quality.

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

Proven Process

Our successful delivery methodology

HCLTech



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 Arrangement

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.

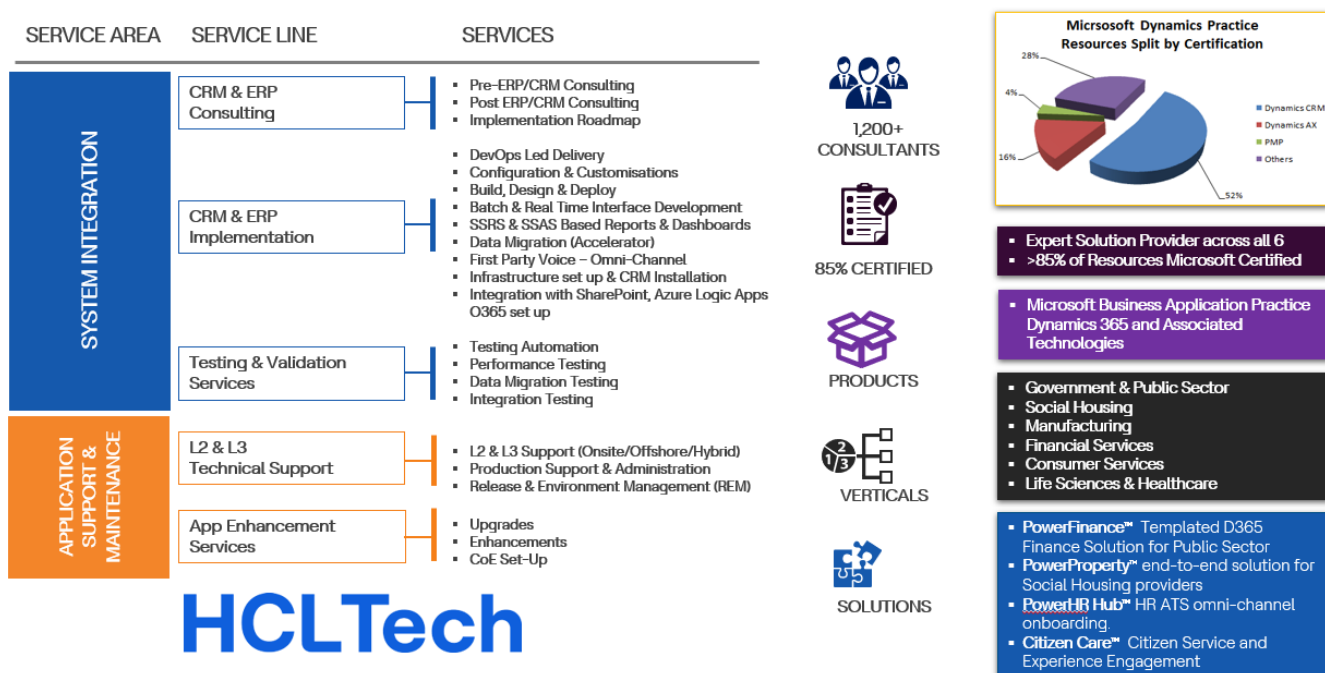
A key part of support services is the correct execution of transition services to empower customers and future support teams with specific knowledge on the unique characteristics of the installation.

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.

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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

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.

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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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