KPMG's Microsoft Dynamics 365 Talent Services

A KPMG Service for G-Cloud 12

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Introduction to KPMG's Microsoft Dynamics 365 Talent Services

Service Description:

Microsoft Dynamics 365 for Talent streamlines routine record keeping tasks and automates processes related to staffing of your organisation.

These processes include employee retention, benefits administration, training, performance reviews and for human resources staff to manage areas of oversight.

KPMG offers a full end-to-end implementation service for this product.

What are the benefits of KPMG Microsoft Dynamics 365 Talent Services

- Certainty of outcome for the solution and benefits
- KPMG insight and leading practice HR transformation experience
- Lower risk implementation methodology featuring pre-built components
- Cost savings during implementation and ongoing support
- Speedier realisation of ERP benefits
- Sustainable, always up-to-date solution
- Low cost Cloud technology, you pay for what you use
- Supports transformation to lower cost base

Our service features

- Full lifecycle implementation of Dynamics 365 Talent
- Cloud enabled Platform as a Service technology
- Supports the full 'hire to retire' process in an organisation
- Attract App for efficient recruitment integrated with external job sites
- Offer App supporting the offer process to candidates
- On-board App supporting the structured On-boarding of employees
- Learning Management functionality with full course management and logistics capabilities
- Unified and adoptable person profiles and people analytics
- Cloud enabled Platform as a Service technology
- Rapid delivery methodology for faster, smarter and lower cost deployment

Data back-up, restore and disaster recovery

Data back-up, restore and disaster recovery are provided by the Microsoft Azure service. Microsoft Dynamics technology utilises SQL database for storage. SQL Database supports self-service for point-in-time restore (PITR) by automatically creating full backup, differential backups, and transaction log backups. Full database backups are created weekly, differential database backups are generally created every 12 hours, and transaction log backups are generally created every 5 - 10 minutes, with the frequency based on the compute size and amount of database activity

On-boarding new clients

On-boarding activity for clients adopting a KPMG service would be agreed as part of the procurement of the service. We would build and agree an on-boarding plan covering all relevant activities, planned times, responsibilities and accountabilities.

The migration of client data is often a critical path item on the on-boarding plan. We would work with our client and their existing service provider to transition data to the new service. As part of this we would provide standard templates and knowledge transfer to allow the client and their existing service provider to provide data in the correct format.

Expect that extraction and transformation of existing data into the standard Microsoft data entity structures would be performed by the client or their existing service provider.

Provide a staging database to test load data prior to the creation of the production service.

Off-boarding existing clients

We would expect that the service contract would have a defined period of notice typically 4 to 6 weeks. During this period:

- KPMG expects to continue the service in the agreed manner and to the agreed service levels;

- Provide transition assistance to our client or to its selected service provider.

- For data migration KPMG would expect to use the same standard Microsoft tooling and processes that had been established as part of the on-boarding activity to extract data entity information. Mapping rules would need to be designed and agreed with the client and new supplier

Implementation planning

We provide a wide range of implementation and managed services.

These will require different levels of resource input and responsibilities reflecting the scale and complexity of the work.

We would agree the implementation plan, resource requirements and project milestones as part of the process of procuring our services.

Data extraction

Our standard position is that data extraction from legacy applications and its transformation for upload into Microsoft Dynamics technology is a task best done by our clients or their third party suppliers who understand the data structures of legacy applications and any bespoke changes performed on them.

Pricing overview and data extraction

Volume discounts would be considered on a case by case basis. Our costs exclude Microsoft software subscriptions and Azure consumption costs. We would recommend that our clients source Microsoft licences through a licence software provider to obtain most favourable rates.

KPMG Approach

Service levels

We offer three typical models of service management, with our highest tier being customised to suit any requirements.

Full Managed Service

Proactive Support

Break/Fix Reactive Support
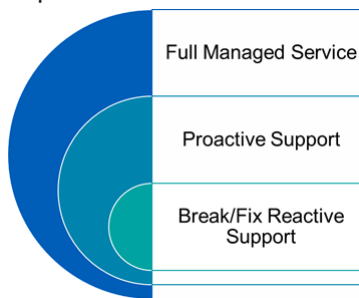
Our services are underpinned by our ITIL based core service provision model. All our support models include:

- Service Management;
- Continuous Improvement;
- Monitoring:
- Incident analysis

We offer a standard set of service levels covering Low, Medium, High and Critical incidents. This can of course be flexed to meet specific client needs

Approach to service credits and compensation

KPMG would be bound by the terms agreed in the service provision contract in respect of service credits and any compensation that may be repayable to clients for failure to meet agreed service standard

The ordering and invoicing process

The ordering process for G-Cloud services is laid out in the 'G-Cloud buyers' guide on the www.gov.uk website.

Invoicing arrangements will be as per the agreed G-Cloud order form and will vary from engagement to engagement

Termination of Contract

In the event of a termination of services KPMG would want to bring the contract to a satisfactory close, mitigating risk to our client and facilitating the introduction of any new suppliers.

Termination clauses would be a key part of the formation of the Master Services Agreement (MSA) between our organisations. As part of the MSA we would typically create an exit strategy with our client to ensure the termination of services happened in a safe and ordered manner. The details of that exit strategy would depend upon:

- The reason why the termination has occurred;
- The new target solution and service;
- The timing of the exit.

We adopt a common set of principles for a constructive dialogue in building a termination plan or transition assistance at the end of the contracted service period.

After Sales support

KPMG Microsoft Business Solutions is able to support a full managed support service across the range of Microsoft software solutions to suit a clients' needs whilst remaining affordable.

Our support service operates from our Global Delivery Network centre in Marsa (Malta), delivering seamless round the clock service to our clients. Our approach is based on these four pillars:

- Operational Excellence;
- Subject Matter Expertise;
- Tools and technology; and, Data
- Data.

In principle, the after sales support we offer should be considered as a menu from which our clients can select the things they need to support the on-site activity that they decide to deliver themselves

Technical requirements

Minimum technical standards for using Microsoft Dynamics and Azure technology will vary from engagement to engagement.

Any specific technical requirements would be clearly laid out in the process of procuring our services

CONTACT US

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