G Cloud 12

Service Definition Document

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bsi. ISO/IEC 27001 Information Security Management

CYBER ESSENTIALS

Microsoft Dynamics 365

Microsoft Partner
Gold Enterprise Resource Planning

1. Software & Licencing

TES are software resellers and specialise in deploying Microsoft software in to Public and NFP sectors. The core offering is powered around the Microsoft Dynamics NAV and Microsoft Dynamics 365 Business Central products.

Microsoft Dynamics 365 Business Central

Connect and grow your business. Grow beyond the limits of your basic accounting software. Dynamics 365 Business Central is an all in one business management solution that's easy to use and adapt, helping your business and make smarter decisions. Manage your financials, automate and secure your supply chain, sell smarter and improve customer service. Also keep projects on time and under budget, optimise your operations and much more. Choose on premise or in the cloud. A wealth of security benefits using the Microsoft Azure cloud, Microsoft Dynamics 365 Business Central will eradicate the need for a dramatic digital transformation ever again.

Microsoft Dynamics NAV

Microsoft Dynamics NAV is an Enterprise Resource Planning (ERP) application from Microsoft which provides business critical data across Finance, Job Costing, Supply Chain, Sales and service, Project management with flexible deployment and business intelligence reporting.

Continia expense Management

Continia Expense Management is the only solution on the market that lets you streamline the registration and approval of travel activities just by using your smartphone, a Web browser and Microsoft Dynamics NAV

Continia Document Capture

Continia Document Capture is the best and most comprehensive solution for scanning of invoices and other documents directly from Microsoft Dynamics NAV! As the only solution on the market, we offer automatic registration of documents, OCR data extraction, an advanced approval workflow, and a full-text searchable digital archive. Continia Document Capture optimizes and automates all workflow processes – from receiving a document to retrieving it again years later.

Jet Reports

Powerful Business intelligence and reporting solutions, seamlessly built for Microsoft Dynamics NAV/ Microsoft Dynamics 365 Business Central

Microsoft Azure Hosting

Microsoft Azure is an ever-expanding set of cloud services to help your organisation meet your business challenges. It's the freedom to build, manage and deploy applications on a massive, global network using your favourite tools and frameworks.

Microsoft Dynamics 365 for Sales

Microsoft Dynamics 365 for Sales – Is a CRM system for managing a company's interactions with current and future customers. It uses Microsoft's latest technologies to organize, automate, and synchronize sales, marketing, customer service, and technical support.

Microsoft Dynamics 365 for Marketing

Allows you to build more rewarding business relationships when you create seamless experiences that increase lead generation, strengthen your marketing capabilities, and expand your sales opportunities with Dynamics 365 Marketing.

Microsoft Dynamics 365 Customer Insights

Dynamics 365 Customer Insights helps you build a deeper understanding of your customers. Connect data from various transactional, behavioural, and observational sources to create a 360-degree customer view. Use these insights to drive customer-centric experiences and processes.

Microsoft Dynamics TES NFP Pack

The TES NFP pack contains functionality that is required at NFP organisations. All these organisations require some level of functionality and as such the pack is split down in to two functionality suites, the starter and extended pack.

Microsoft Dynamics TES Purchase Portal

This add-on allows the rollout of the finance system to your organisations budget holders, by using this functionality your budget holders will be able to monitor the spend against their project budget and enter purchase documents for approval workflow against the cost centre / project.

Zetadocs

The Zetadocs suite of add-ons for Microsoft Dynamics 365 Business Central and NAV helps you streamline business processes, around expense management and Document management.

Mobile NAV

MobileNAV is the ultimate mobile solution for Microsoft Dynamics 365 Business Central / NAV (formerly Navision). It ensures online and offline work for typical out-of-office ERP activities, like sales, service and project management.

2. Professional Services

The TES team have been delivering software projects for over ten years and this experience has taught us that the delivery of the project is just as important as the product itself. The traditional approach of implementing ERP projects suggests that the training should take place on a preconfigured database after the design phase, from 100+ man years TES have developed a hybrid methodology. It combines the best of Prince2 and the Microsoft Sure Step and we include the system training at the start of the process. This enables you to identify process improvement opportunities that you may not have thought about and you can bring these opportunities through in to your system implementation.

Gateway 1. Project Initiation

The first step in a project is the Customer Kick off meeting (CKOM) provides the executive stakeholders, the internal project team, and the customer project team with an overview of the project vision, scope, objectives, key performance indicators (KPIs), and benefits. In addition, the meetings cover the schedule, milestone, resources, roles and responsibilities, and deliverables.

- CKOM – This is the official start of the project where project team members are established, responsibilities are agreed, timelines re-confirmed, resource availability is defined (this takes note of planned annual leave or key business activities e.g. year-end or Budget setting) and implementation approach agreed. From this the Project Initiation Document (PID).
- PID – This encompasses everything that was established/ agreed in the CKOM as well as the agreed project success criteria, the agreed project plan, the risks and issues log. Once this is signed off, then the software installation begins.

Gateway 2. Software installation

During this Gateway we set up the software applications ready for the application configuration phase.

- Business Central – Is the set up and activation of Business Central in your O365 tenant.
- Jet – Is installed into your O365 environment
- TES NFP – Is installed into your Business Central application
- Continia Document Capture – This is installed into Business Central
- Expense management (Optional) – If you decide to use our expense management solution, this will be installed into Business Central. If you decided not to use Continia expense management, then this would be skipped.

Gateway 3. Key user training

We will be training the key users on how to use Business Central using a standard generic application, to give your users the full understanding of its capability. Training will be classroom-based training hands on 'you do I do', video and textbook based learning.

- Introduction to Business Central – This is the foundational level introduction into Business Central. All TES employees (not just consultants) have this training. It gives you a base understanding of Business Central.
- App setup – This is more advanced Business Central focusing on setting up and maintain report and document formats and your Business Central application.
- Financial management – Learn how to setup GL, Accounts Receivable, Accounts Payable, No. series, COA, Dimensions, Periods/ Period Close, Process VAT, Multi Currencies and Bank accounts
- Job costing – This focuses on setting up Jobs/ projects, job journals, create sales invoice from Jobs and project accounting
- Inventory management– This course focuses on inventory control, reservations, order tracking, managing inventory at multiple locations, managing location transfers, assembling items, basic warehousing, and item tracking using serial and lot numbers.

- Trade - This course covers selling items and services, post sales and purchase invoices, return items, assemble items, purchase items and services and replenish items.
- Inventory costing – This focuses on costing methods, Cost adjustments, inventory periods, inventory posting, production, order costing and reconciliation to the GL.
- Intercompany/ consolidation – This focuses on intercompany setup, IC partners, IC COA, IC dimensions, Consolidation company, Consolidation COA, Multi currency consolidation, Consolidation reporting.
- Fixed Assets – This course focuses on how to perform numerous Fixed Asset transactions, how to handle reclassifications, maintenance, Fixed Asset Insurance.

Gateway 4. Scoping and Gap Analysis

During this Gateway we work through configuration setup questionnaires to get the detailed understanding of the scope and needs of the configuration. We also explore the ‘Gaps’ identified during the sales process.

- GAP analysis –This is where we drill into the flagged ‘development’ requirements listed in the detailed pricing.
- Data Transformation Analysis – This is activity explores the data migration route from Exchequer to Business Central, understanding the volume, quality and consistency and whether data cleansing/ transformation needs to take place before uploading to the new finance system. We can provide data migration templates.

Gateway 5. Project Consultancy & Milestones

This is the configuration phase of the application, where each area of the application is broken up into separate milestones. This provides an additional level of quality assurance as we cannot progress to the next Milestone until the previous has been signed-off by you.

- Finance Milestone
- Jobs Milestone
- Inventory management Milestone
- Trade Milestone
- Fixed Assets/ Intercompany Milestone
- NFP Pack Milestone

Gateway 6. Add-ons Training

We will train the key users on the ISV add-ons, to give them full understanding of their capability.

- Jet – Training the users on creating report wizards, view and edit results, create financial statements
- Document capture – We train the key users how to scan PDF files from pre-defined email address, how documents are scanned and transferred to Business Central, setting up workflows, Accessing scanned files.
- Expense management (Optional) – If you decided to go with Continia expense management we will train you to set up users for the phone app and web portal, set up workflows, configure expense types and input fields.
- TES NFP Pack – We will train the users on Fund accounting, Partial VAT, reporting, Vendor bank account security, Accruals worksheet.

Gateway 7. System walkthrough / Deployment

This is a customer led process, to ensure that the application processes/ workflows follow the correct path and are complete. At this point we introduce our transition and support team as well as your assigned Account Manager.

- Full System walkthrough – It’s important to focus on completeness of processes, this is involves following each workflow from start to finish e.g. order to cash workflow.
- UAT - UAT scripts are defined together, however we do provide UAT script templates

Gateway 8. Go-live

Once the UAT and Full system walkthrough are complete and signed-off then the system is ready to go-live. We will establish a cut-over plan at the point of the system going-live on the 1st November.

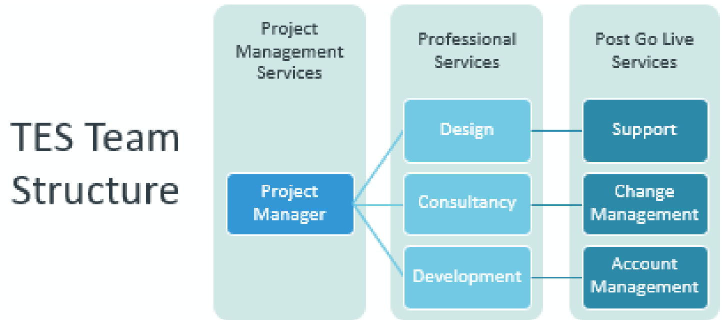
- Support consultancy – We provide additional support in case there are any hiccups from users as they switch to a new finance system.

Post go-live we then conduct a project review session to understand what went well, what needs improve and identify key lessons learnt. This helps us to continue improve and refine our project delivery. Once this is complete our transition team will work with you to transition to our support desk and Account Management.

Project Team Structure

Once we allocate our team to a project, they will remain through to project completion/ go-live, unless there are extenuating circumstances in which case we'll substitute in another consultant. All our consultants are Microsoft certified and are experienced delivering Dynamics 365 finance systems.

Our project Team structure is designed to also provide a clear escalation route for any queries/ concerns as well as any changes to the project scope or requirements. Our project manager provides overall governance and control for the project.



3. Support Services

During the working relationship with Total Enterprise Solutions customers require problems, incidents and change management requests to be resolved and the TES service desk is always on hand to help you with these queries. This enables you to concentrate on the smooth running of your business.

We help you by providing:

• **Response Team**: These TES staff members are the first point of call to help you with your query and are applications specialists in Microsoft Dynamics NAV and our selected add-ons. Each of your tickets will be allocated a priority level that you define, and we work to pre-defined levels to maintain our service to you.

• **Escalation Team**: These are experienced consultants and support developers who can be mobilised instantly through the response team. This team will also manage the relationship between the software vendors in case we need to escalate any issues to them.

The basic support package includes:

• **Incident Management**: We will support your incident requests with an uncapped number of calls to help you with your application support needs. We include basic account management which will identify possible top up training and consultancy needs.

• **Service runs**: 9.00am to 17:30pm every working day

Additional services can be priced upon request. Some example of these can be:

• **Client Service Director**: A senior operator resource is allocated to your account who will provide enhanced monthly operation report data defined with you and can attend selected meetings to provide input on strategy.

• **Disaster Recovery and Backup Management**: We will work with you to ensure that your system is up all the time and we will provide you piece of mind that should any data is lost; we can help you get this back up and running.

• **Virtual IT Director**: We can arrange scheduled visits of our most experienced staff to fulfil a virtual role to help suggest the best way for you to operate.

As well as your support plan, our software vendors require enhancement to be paid based on software licence:

• **Software Upgrades:** Your enhancement will entitle you to free software versions, cumulative updates and hotfixes to be applied through our consulting services at additional cost.

• **Customer Source**: Supplier portal for looking at online training videos and licence view requests.

• **Additional Licence Requests**: We can purchase additional software granules at any point to add to your existing installation.

We also provide a fully managed service to give you complete assurance and peace of mind:

- **Patch management:** We perform full testing of monthly patches and bi-annual updates to ensure all you system processes and functions work as required with no downtime.
- **Update documentation**: We provide full documentation and user guides to keep you updated with the latest features and functional releases from Microsoft.
- **Licence Management**: We ensure that you licences are correctly managed and are completely compliant at all times.