CAPABILITY STATEMENT

365 Solutions Group
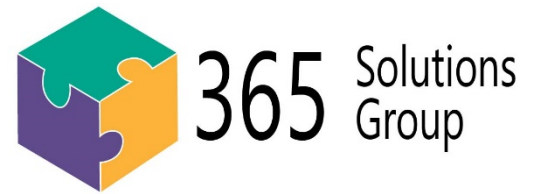
Awarded Top Office 365 Solution Provider in 2020, along with 2020 Business Leader of the Year, 365 Solutions Group is a 'business for good' that specializes in digital transformation services.

We improve your efficiency and technology by showing you how to use the tools you already own to connect separate systems and automate processes.

Ambassadors for Microsoft's Tech for Social Impact, 365 Solutions Group help For Purpose organizations and SMB enterprises to become more productive, to support being more competitive and scalable.

Focusing on Microsoft 365, Dynamics 365 and related technologies, 365 Solutions Group work with our customers to identify bottlenecks, inefficient processes and double handling of information, then design and implement cost-effective solutions to fix them.

Our Mission

To give you peace of mind that your systems and processes empower your team to be happy and productive in their work, and to give you time back each day so you can focus on delivering what you went into business for in the first place**.**

Our promise to our clients:

1. Seeking to Understand, Before Being Understood
2. Being Early Adopters
3. Challenging Your Thinking

"365 Solutions Group have been professional and responsive and continue to build PowerApps for a variety of departments within Origin Energy. "
Steve Grant, Maintenance Planner and Scheduler, Origin Energy

"The whole process was seamless, the response time to questions was second to none, everything just happened seamlessly, which I cannot thank you guys enough for."
David Honeywill, Honeywill Consulting

"If anyone needs 365 Solutions Group, and they probably do, give them a call and get them onto it because they really know not just how to deal with your problem but deal with you as a person."
Nik Brown, Creative Director, Sky Jellyfish

Our Services and Capabilities:

Digital Transformation through Automation & Integration

We bring together disparate systems to pass information between business applications, and use Power Automate workflows to reduce data entry and manual business processes, saving time and improving staff efficiency

Complete Business Applications, CRM, and ERP

Dynamics 365 and Business Central expand Microsoft's capabilities to compete with Sales Force, Hub Spot and even accounting tools like Xero. We can develop project management, customer management, marketing, and invoicing within the Microsoft framework.

Simple or Complex Document Management Systems

SharePoint Online can be as simple or intricate as required for a single source of truth with automatic versioning and intranet capabilities for true company-wide information management.

User-friendly Power Apps provide in-you-pocket forms and data

Geo-located task check lists, instant incident forms that can upload photos, and interactive pretty interfaces connects to multiple data sources for easy phone or browser access using Microsoft Power Apps.

Real time business insights and intelligent interactive dashboards

Connect and compare data from virtually any source in graphical Power BI dashboards to enable fast and meaningful business decisions.

Cloud-Centric Managed Services IT support

If most of your daily operations are in the cloud, we offer tiered support and all-you-can-eat helpdesk plans including devices

SharePoint

Information management, shared document storage and source of truth intranet

Microsoft Teams

Chat-based collaboration hub provides 'single pane of glass' into all other business systems

Power BI

Dashboards and interactive visual BI reports connected to multiple data sources.

Power Automate

'Trigger and action' based workflow tool that integrates 365 with almost any system.

Power Apps

Low-code visual interface designer for forms and mobile apps for user friendly access to any 365 data.

Dynamics 365

Modular customizable business applications, inc. CRM sales, field services, Fundraising and more.

Microsoft Dynamics 365 Business Central

Enterprise-grade accounting and ERP features inc. inventory

Our Values

Honest Over Impressive	We Talk Human	Meaningful, Enjoyable Work	Passion For Excellence	Total Ownership

Read Some of Our Customer Outcomes:

Company: Honeywill Consulting

Outcome: Saved over 20 hours per project time by automating admin tasks.

Project: We **replaced Excel forms** with SharePoint forms, leveraged Business Central (ERP) data, and **automatically generated** email folders, document repositories, **Word templates**, sending bulk emails, quoting spreadsheets and more. Simple, real-world systems to complete details once, and **watch information appear** in 6 useful places, making their lives so much easier, and allowing them to focus on delivering excellent project services.

[Watch David's Video Testimonial](#)

Company: Smart Employment Solutions

Outcome: Replaced existing systems, and improved automation.

Project: We **replaced their previous on-premises** apprentice management system with Microsoft Dynamics CRM. We developed new rich functionality with **automatic task creation**, multi-year placement process tracking and streamlined reporting, to match apprentices to hiring companies with specific admin and team member functions.

Company: JFP Urban Consultants

Outcomes: Provided clarity with a digital roadmap, implemented a single source of truth, digitised forms and created dynamic contact lists.

Project: Starting with a structured **audit of technology systems**, we provided a an 18-month roadmap to improvements. We also began our journey by implementing a **single source of truth intranet** in SharePoint, including dynamic user-specific content and links, **digitising on-premises** intranet features and **automating forms and workflows**.

Company: Dickinson Construction

Outcomes: Reduced risk, improved compliance and saved time with automated contractor on-site inductions and check-ins.

Project: We began by building a contractor's check-in safety system, with an **online induction** system that generates individual worker's induction numbers via a text message. Individual workmen can now check in and out via a QR code using their unique induction number, feeding into a **SharePoint database**. We also aided **compliance** with a foremen's **Power App** accessible via tablet, to monitor and edit the current site attendance, along with emergency information and specific induction details.

Customer Outcomes Continued:

Company: Pickwick Group

Outcome: Real-time, interactive business intelligence dashboards to aid in actionable proactive reporting of client services and staff time.

Project: We gave Power BI **training**, connected to **various databases** including staff tracking and resourcing planning applications, to present **sharable graphic dashboards** that **automatically filtered** the client-data based on the access rights of who was looking at it.

Company: Volunteer Marine Rescue Brisbane

Outcome: Saved over 3,000 hours every year in manual admin tasks and recovered $25,000 per annum in missed membership renewal revenue.

Project: We **migrated an Access database** accessible only from the office or by VPN into an 'any location, any time' membership database in SharePoint, then **integrated** website enrolments, MYOB invoicing, MailChimp newsletters, on-premises security boom gate access and reminder **workflows** with letter generation and member reminders.

Watch Thomas' Video Testimonial

Company: Sporting Wheelies

Outcome: Increased compliance, streamlined risk management and reduced admin through a mobile Incident Reporting Power App.

Project: Alongside a SharePoint Document Management project, we built a compliance relevant **incident management** app including redacted identifying information, **workflows** for resolution management, and risk register updates in SharePoint. The Power App can be accessed by authorised users on any **phone, tablet** or through the browser on a PC/laptop.

Company: Princes Trust Australia

Outcome: Protected devices, **proactive** support, and someone to call.

Project: Following SharePoint and integration projects, we provided tiered support as an ongoing **all-you-can-eat helpdesk** Managed Services for Microsoft and device management, including email signature management and a self-service learning platform for Microsoft.

Prince's Trust Australia

Watch Christopher's Video Testimonial

Check out more video customer testimonials at 365solutionsgroup.com.au/media