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Microsoft Dynamics 365 Government Accelerator & Online Discovery Assessment

Microsoft Dynamics 365 Government Accelerator

A cloud-based platform built for Public Sector organisations to streamline processes and deliver better services more efficiently and more easily.

It does this by providing ready-built applications and processes that you can quickly deploy to solve common challenges.

It's made for organisations that require a robust and secure platform – built on a common data platform - to manage operations and deliver services to people.

The Microsoft Dynamics 365 Government Accelerator provides:

- Pre-built blueprints for solutions to common functions

- A common data model to unify information across departments

- Standardised and quickly deployable service applications

- A sample customisable resident portal

- Pre-built front and back-office programmes

Microsoft Dynamics 365 Government Accelerator

The HSO Dynamics 365 Government Accelerator frees you from the worry of departments operating on siloed technology, of the need for expensive off the shelf products, or delivery of poor citizen experiences.

The benefits of Microsoft Dynamics 365 Government Accelerator

Improved efficiency and effectiveness

The pre-built data models and advanced analytics capabilities of the Dynamics 365 government accelerator can help you streamline operations, improve collaboration, and make data-driven decisions that improve outcomes.

Enhanced security and compliance

The Dynamics 365 government accelerator is built on the Microsoft Cloud, which is secure and compliant with a range of government regulations and standards. This gives you peace of mind that your data is protected, and your operations are compliant.

Better people engagement

By using, and building on, the Dynamics 365 government accelerator, you can improve citizen engagement by providing better and more timely services. For example, you can use the platform to build self-service portals that enable citizens to access information and services online, reducing the need for them to visit offices in person.

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Microsoft Dynamics 365 Government Accelerator

Challenges solved

Local Authorities have very complicated processes for a multitude of services	Local Authority data is fragmented and siloed	Local Authorities have a growing pressure for a single external facing portal	Local Authorities struggle to deliver cross service real time reporting
GA simplified the UX and process for vast and varied complex services	GA standardizes the data schema cross service and cross council	Self service portal out the box and no-code model driven app to maintain / add services	Merging multiple instances of Dynamics 365 into a secure single citizen platform

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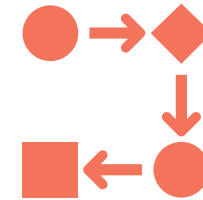# Microsoft Dynamics 365 Government Accelerator - Key Capabilities

Contact Centre Platform

- Omnichannel
- Workspace
- Teams / Swarming
- SLAs

Reporting

- Customer Voice
- Real time reporting
- Dashboards
- Forecasting
- Customer service insights

Managing front line services

- Scheduling
- Routing
- Business process flows
- Knowledge

South Gloucestershire Council

Delivering for you

Benefit

Developed a scalable solution for authority-wide connected technology deployment.

Customer:

South Gloucestershire Council

Industry:

Public Sector:

- Local Government

Country:

United Kingdom

Products and services:

- Dynamics 365 Government Accelerator
- Dynamics 365 CE
- Power Platform

"We're excited to be the first council to collaborate with HSO on their Dynamics 365 Government Accelerator. A framework on which we can create a single view of our citizens to deliver seamlessly connected services from across the authority."

Andrew Jones - Design, Develop & Transition Manager - South Gloucestershire Council

Situation:

South Gloucestershire Council wanted to:
- Reduce the constraints imposed by operating on legacy technology.
- Deliver more consistent citizen services.
- Create a single version of each citizen.
- Use a framework to make future technology deployment easy
- Connect technology services used across the authority.

Solution:

Dynamics 365 Government Accelerator. A new framework solution designed to provide a best practice approach to local authority technology adoption.

The accelerator provided the starting foundation on which to deploy modules to manage FOI, DSAR, and complaints. Modules that can be quickly deployed and services consumed.

Impact:

With the Dynamics 365 Government Accelerator, authority departments no longer operate in silo. Instead, each operates using a single technology platform, able to quickly deploy new, instantly connected, modules as needs arise.

With this single view the council can now deliver more relevant services and experiences.

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Next Steps – Online Discovery Assessment

Sign up for the FREE Microsoft Dynamics 365 Government accelerator discovery assessment to find out if the Microsoft Dynamics 365 Government Accelerator is for you.

To understand how and where this might fit your organisation – as each is different – HSO recommends undertaking a discovery assessment. This is a methodical evaluation of your processes to identify inefficiencies and areas for improvement. From here, our experts will develop a roadmap for process optimisation.

The assessment can help identify areas where automation or technology can be used to streamline operations, improve efficiency, and reduce costs. It is a crucial first step in any process improvement initiative and can provide insights that lead to significant gains in productivity and profitability.

[Sign up for your Online Discovery Assessment](#)

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About HSO

HSO is a Business Transformation Partner with deep industry expertise and global reach.

We leverage the full power of Microsoft technology to transform the way you work and improve business performance.

We help companies modernize business operations, adopt intelligent automation, deliver real-time performance insights and connect the enterprise – accelerating the impact of digital transformation.
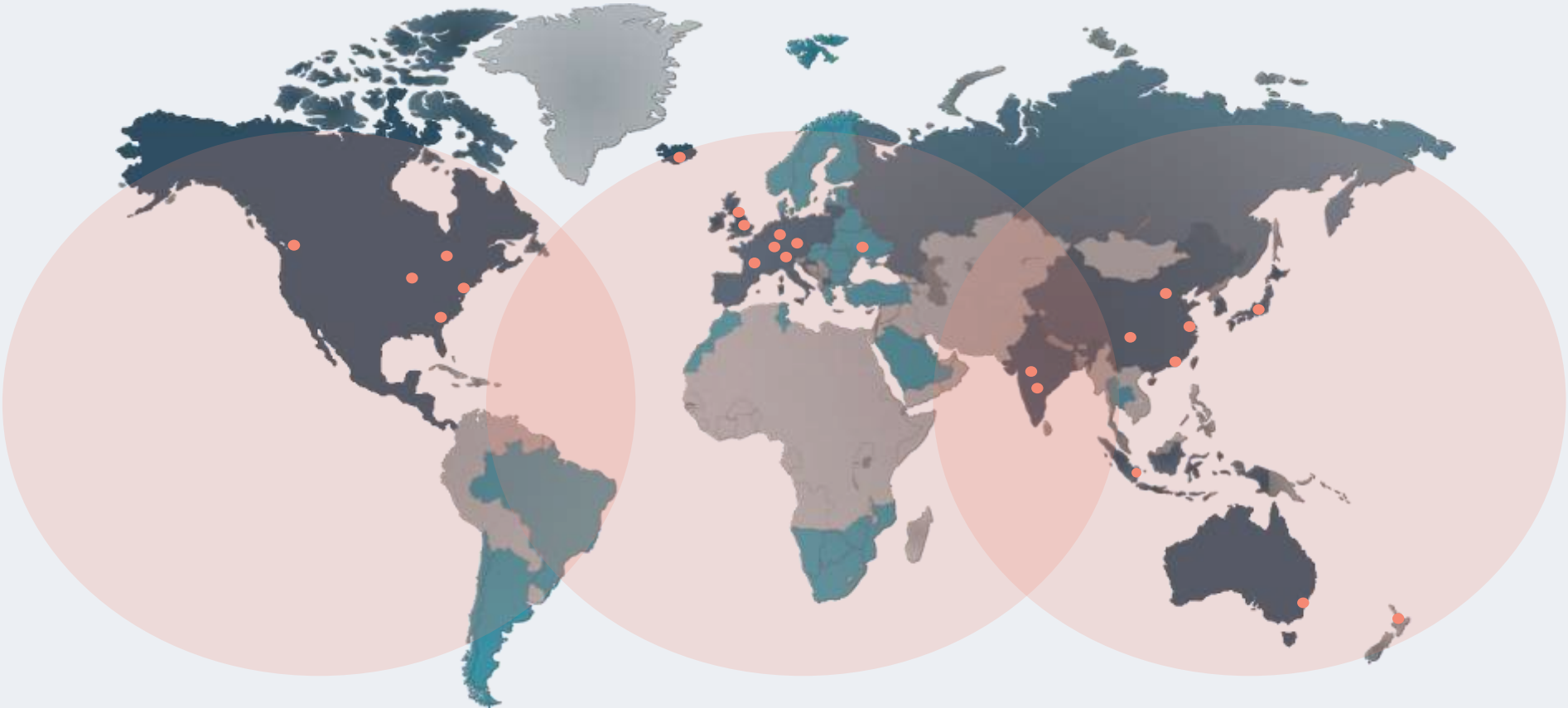
Founded in 1987 and recognised as a trusted advisor, HSO is one of the world's top business solution and implementation partners, large enough to serve, small enough to care.

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HSO – Global Reach

Legend:
- 15+ "home" countries
- Native resources in 25+ countries, 30+ languages
- Clients and projects/services delivered to 60+ countries
- Office locations
- Coverage

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Crown Commercial Service Supplier

ABOUT HSO

HSO is a Business Transformation Partner with deep Public Sector expertise and global reach, using the power of Microsoft technology to transform the way you work and improve business performance.

FACTS & FIGURES

300+ UK employees
1500+ globally

100% Focus on Microsoft

2500+ successful implementations

30+ years in business

Top 3 of MSFT Partners Globally

1200+ clients

TECHNOLOGY'S **#1** BEST COMPANY TO WORK FOR 2021

GLOBAL EXPERTS

INDUSTRY FOCUS

NOT FOR PROFIT

LOCAL GOVERNMENT

CENTRAL GOVERNMENT

BLUE LIGHT

HOUSING ASSOCIATIONS

HEALTH SERVICES

PARTNER STRENGTHS

- Dedicated industry marketing leads & catalyst-ready sales teams (ranked 6th globally)
- Full spectrum of Dynamics 365, Azure and Power Platform solutions
- Pre-built vertical IP provides best-in-class capabilities to win more deals
- Strong global footprint with Dynamics 365 practices in 25 offices across the globe
- 30 years experience implementing Microsoft applications
- Strong and stable workforce with deep domain knowledge

AWARDS & RECOGNITION

2023 Partner of the Year Winner Dynamics 365 Finance Award & D365 Sales & Marketing Partner of the Year Finalist

2021 Microsoft Dynamics 365 Supply Chain Management & Finance Partner of the Year Finalist

2020 Microsoft Modernize Finance & Operations Partner of the Year Winner

2019 Microsoft Dynamics Financial Services Partner of the Year *Finalist*

Inner Circle Top 1% *of Microsoft Partners*

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CONTACTS

Andy Venter
Head of Public Sector aventer@hso.com
Tel: +44 (0)07557357062

Russ Charlesworth
Public Sector Business Development rcharlesworth@hso.com
Tel: +44 (0)7702867443

Michael Lonnon
Head of Public Sector Marketing mlonnon@hso.com
Tel: +44 (0)7849087668

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WHY HSO?

THE DIFFERENCE IS: *Your project is designed and implemented on time, and your ongoing costs are minimised*

After 30 years, serving 1,200+ clients, we've seen every sort of technology challenge. And built and tested, proven templates to fast-track your Microsoft project. 80% of your project can be plotted ahead of time – with *predictable* results.

- ✓ Public Sector-specific accelerators **reduce time to value**
- ✓ Solutions delivered by **Public Sector experts**
- ✓ Implemented by **Microsoft specialists**

Meet the changing needs of your communities with a Microsoft partner that knows your industry and how to solve the challenges you face in service delivery.

Not for Profit | **Local Government** | **Blue Light** | **Housing Associations** | **Health Services** | **Central Government**

Azure | Dynamics 365 | Power Platform | Microsoft 365 | Power BI | Cloud & Infrastructure | Managed Services

Microsoft experts …	**Outstanding delivery…**	**Continuous improvement …**	**Results-oriented …**	**Return on investment …**
Choose the right path to success and quick value.	Modern fit for purpose solutions reducing reliance on legacy IT.	Gain and maintain buy in to further increase value.	An outcome-based approach, focused on staff and communities delivers the best outcomes.	We focus on increasing the value from your Microsoft investments.

PUBLIC SECTOR CLIENTS

Kent County Council | Birmingham City Council | The Insolvency Service | Fife Council | NHS Royal Free London NHS Foundation Trust | norse GROUP | AMNESTY INTERNATIONAL | British Heart Foundation | Thames Valley Police | ISLE of WIGHT COUNCIL

"The Business Value Assessment helps show where we can get best value from Power Platform. The information will help us take advantage of Dataverse so we can begin to find ways to save time and money."
Thames Valley Police

"Having conducted a robust data & analytics maturity assessment with HSO, it opened our eyes to the opportunities to improve citizen experiences. It also detailed the path to follow in systems and people investment to shape this new data led way of working."
IOW Council