Dynamics 365 for Government

Applying the power of Microsoft Dynamics 365 to enhance citizen experience

Provide a modern digital services and citizen engagement platform based on Microsoft Dynamics 365 and the Microsoft Cloud.

What is Citizen Experience powered by Microsoft Dynamics 365?

Based on our expertise in delivering Microsoft Dynamics 365 solutions for government organisations, we leverage pre-built solutions to accelerate the delivery of outstanding experiences for citizens. Our solutions address common challenges such as multi-channel engagement, security-by-design and legacy integration. We apply the power of the full Microsoft technology stack, using pre-integrated Power Platform and Microsoft Azure services to maximise the capabilities of Dynamics 365.

Why Citizen Experiences with Microsoft Dynamics 365?

- Generate real time insights and trends, enabling more informed strategic decisions
- Enable automation of processes through integration with line of business applications using Microsoft Power Automate & Logic Apps
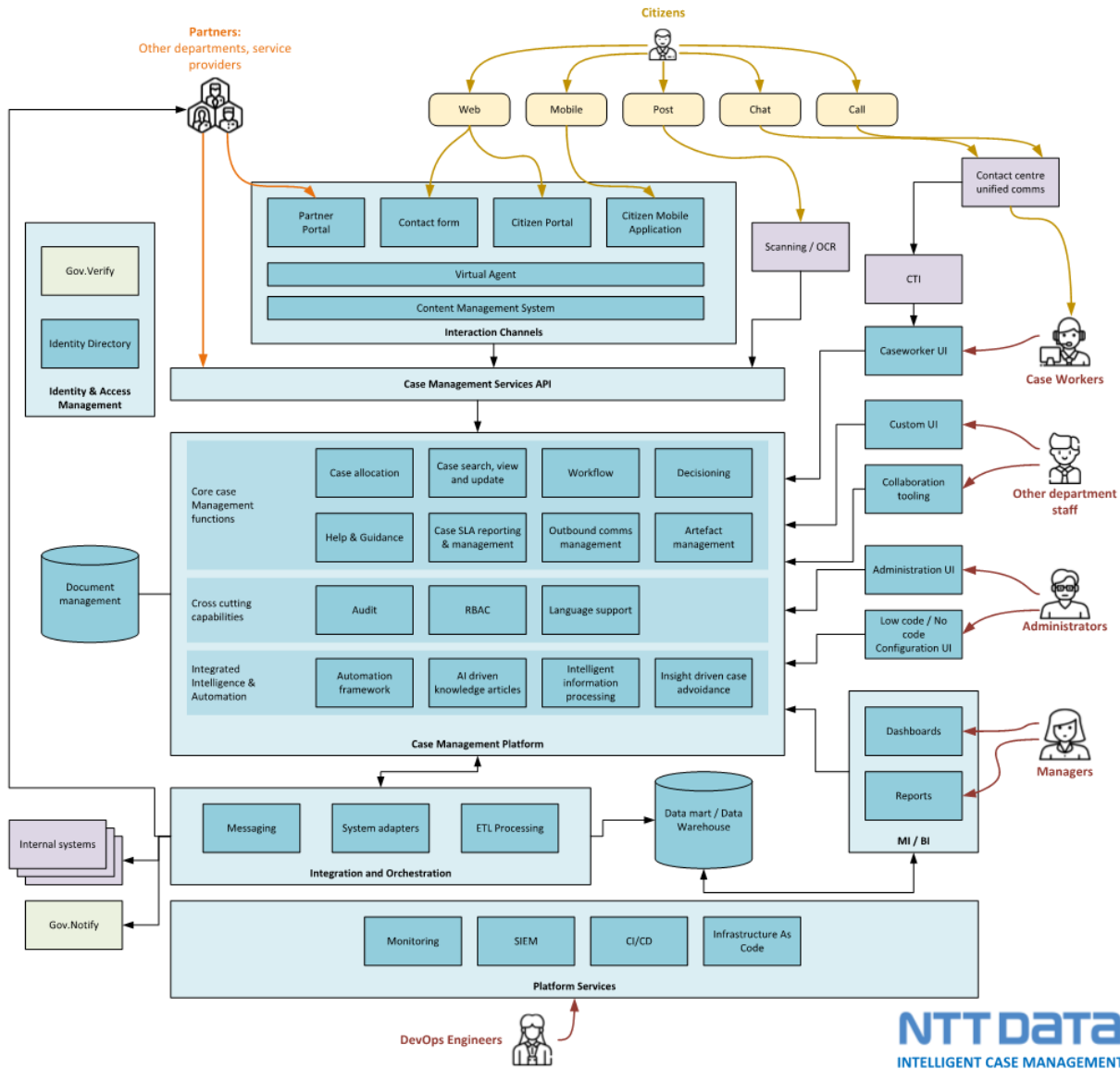- Enhance the security and accuracy of data

Adaptive
- An agile approach to delivering citizen experiences, based on robust rules, data and architecture.

Compliance
- 100% compliance with required processes, measured and reported directly to stakeholders.

Automation
- Automate, monitor and predict tasks to ensure efficiency, predictability, transparency and traceability.

Differentiated UX
- Applying lean UX principles into requirements and design processes to maximise form, fit and function.

Department for Education

Department for Education: We delivered and support a Dynamics case management solution for DfE, which handles over 300,000 cases each year and accommodates the needs of over 3,000 users. The solution integrates with external systems via standards-based APIs. The security landscape is typical of a large government department, with stringent security controls and accreditation requirements.

"The commitment and drive that we have seen demonstrated by NTT DATA is particularly noteworthy – true partners in the endeavour, they have been there with our staff throughout the testing and refinement of the system and taken personal responsibility for keeping the project focused on delivery"

NTT DATA

Solution Accelerator Example: Intelligent Case Management

Partners:
Other departments, service providers

Citizens

Web | Mobile | Post | Chat | Call

Contact centre unified comms

Partner Portal | Contact form | Citizen Portal | Citizen Mobile Application

Virtual Agent

Content Management System

Interaction Channels

Gov.Verify

Identity Directory

Identity & Access Management

Scanning / OCR

CTI

Caseworker UI — **Case Workers**

Case Management Services API

Custom UI — **Other department staff**

Collaboration tooling

Administration UI — **Administrators**

Low code / No code Configuration UI

Core case Management functions:
- Case allocation
- Case search, view and update
- Workflow
- Decisioning
- Help & Guidance
- Case SLA reporting & management
- Outbound comms management
- Artefact management

Cross cutting capabilities:
- Audit
- RBAC
- Language support

Integrated Intelligence & Automation:
- Automation framework
- AI driven knowledge articles
- Intelligent information processing
- Insight driven case avoidance

Document management

Case Management Platform

Dashboards — **Managers**

Reports

MI / BI

Messaging | System adapters | ETL Processing

Data mart / Data Warehouse

Integration and Orchestration

Internal systems

Gov.Notify

Monitoring | SIEM | CI/CD | Infrastructure As Code

Platform Services

DevOps Engineers

NTT DATA — INTELLIGENT CASE MANAGEMENT

Configuration-based

- The solution is based entirely on configuration of out-of-the-box Microsoft technologies.
- The core solution can be supplemented by a range of Azure services to enhance the solution, such as automation by configuration of Microsoft Power Automate flows, and Azure Cognitive Services to provide Artificial Intelligence capabilities.

Secure and robust

- Can be deployed independently or onto existing Azure subscriptions, providing a proven pattern to deploy across government organisations operating within a secure context.

About the NTT DATA Dynamics 365 practice

We cover the full lifecycle from Dynamics 365 advisory and strategy services, through to solution delivery and operational support. We have a 20+ year track record in the successful implementation of Dynamics and CRM projects, and have a global staff base of over 1,000 Microsoft consultants, of which over 400 are Dynamics experts.

NTT DATA