

MICROSOFT PRODUCTS OFFERING

**G-CLOUD12**

TopOneCRM

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ABOUT THIS DOCUMENT

This document outlines TopOneCRM product offerings as a Gold Microsoft Partner for Cloud Platforms which enabling the ability to make the most of the Microsoft Cloud - through Office 365, Azure, Dynamics CRM, and more.

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Microsoft Cloud Product Offerings

TopOneCRM is a Gold Microsoft Partner for Cloud Platforms, focusing on enterprise productivity and cloud solutions, supporting organisations across a range of industries. Accordingly, we deliver Microsoft capabilities and ensure the following for all our digital transformation project:

* An easy to ‘use’ experience
* An industry-standard development platform with highly flexible configuration and change opportunities
* A continually patched and updated (“evergreen”) base platform
* Interoperability and interfaces with Office 365, including Outlook and productivity apps
* Full integration with PowerBI and other analytics services
* Flexibility in choice of storage of customer data (including options of Hybrid vs. Cloud deployments)
* Automated processes to improve customer value management activities

At the heart of our client's vision is to ensure they users feel they have both the tools and the online workplace which enables them to work without friction, without unnecessary delay or challenge, and with the capability to improve outcomes.

**What do we mean by “Digital Transformation”?**

Digital transformation is a term which can be understood to mean many different things – from one organisation to the next, or even from person to person within the same team. To eliminate any confusion or inaccuracy, for the purposes of this document, we intend “Digital Transformation” to mean the following:

**Digital Transformation:**

The act of using modern technology to overcome business challenges. This involves two simultaneous paths: building technology solutions to meet specific requirements and needs from the business and implementing people and process changes to take advantage of the opportunities available using modern technology.

Doing only the first part is no more than a traditional IT project. Doing only the second is no more than a traditional Business Change project. Digital transformation is about doing both together, hand in hand. As such, it is a potentially large, positively disruptive, and revolutionary change within any organisation.

Project Objectives

Derived from our vision statement, we deliver on the strategic objectives for our clients with clear focus on four core areas:

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Engage Customers |  | Empower Employees |  | Optimise Operations |  | Transform Products |
|  |  |  |  |  |  |  |

These core areas are supported by logical architectures that describe the overall designs and structure of the outputs of the project. This enables us to ensure we are developing and creating a joined-up, end-to-end solution, which enables people in the organisation to reap the benefits of the new digital workplace without disruption or issue. A diagram example for a non-technical perspective, together key deliverables is provided below.

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**DELIVERABLE** **DESCRIPTION** **KEY ACTIONS**

Enterprise Define the Business vision

Architecture for the Enterprise team

with clear outcome that

is aligned with the

company’s overall

strategy

People and Develop end-to-end

Change engagement and training

Architecture plan, and enable key

governance measuring

impact of the new work

environment

Information Design a future-proof

Architecture approach to the storage,

usage and disposition of

information and data

within the system

* Meet key stakeholders to gather detailed requirements
* Define success / acceptance criteria
* Engage with senior leadership / users to sign-off the vision / outcome
* Define comms strategy / training plan, ensuring alignment with the business’ wider plan
* Establish governance framework and RACI matrix
* Provide Training and knowledge delivery
* Implement Management Dashboard to measure impact
* Review the current state and develop final design through workshops or one-to-one interactions with business functions
* Define governance and policy for information management and reporting

To support the goals of the logical architectures we develop system architecture based around the **Microsoft Cloud Productivity and Platforms stack**, including Office 365, Azure, Dynamics 365, andperiphery components. To ensure our clients benefit from the cloud licencing models, we identify ‘fit for purpose’ tools from Microsoft productivity suite and manage the license agreements based on our client needs/ industry sector. Additional information on licensing and productivity tools can be found on [Microsoft Online Portal.](https://www.microsoft.com/en-gb?s_kwcid=AL!4249!10!79096135525217!79096143592113&OCID=AID2000001_SEM_XpFnvgAAAaesqUrD:20200411064622:s&msclkid=b3c71fa90f6c19b01f99413868ccf0df&s_kwcid=AL!4249!10!79096135525217!79096143592113&ef_id=XpFnvgAAAaesqUrD:20200411064622:s)