POWER OBJECTS

An HCL Technologies Company

PowerObjects is 100% focused on Microsoft Business Applications. Driving success for your end-to-end journey with our four pillars of service, support, education and add-ons.

PowerObjects' Four Pillars

Agenda

Power Objects Executive Summary and value proposition

Execution approach

ASM Service offerings, HCL Tools, Solution approach, Operating model, Team structure, RACI Matrix and Coverage plan

Execution Enablers

People, process (SLAs and KPIs), innovation

Transition approach

Transition approach, ICM workflow, Onsite/Offshore communication process

Sample Dashboard & Case studies

PowerObjects
Dynamics 365 Capability (1-2)

Service Area	Service Line	Services
System Integration	CE & F&O Consulting	• Pre-ERP / CRM Assessment Consulting • Post ERP / CRM Support Consulting
	CE & F&O Implementation	• Configuration & Customizations • Roll out • Data Migration • Power platform • Common Data Services (CDS) • Integration with SharePoint, Lync, Yammer, Azure or O365 set up
	Testing & Validation Services	• Testing Automation • Performance testing • Data migration testing • Integration testing
Application Support & Maintenance (ASM)	L2 & L3 Technical Support	• L2 & L3 Support (Onsite / Offshore) • Production Support & Administration
	Enhancement Services	• Upgrades • Enhancements

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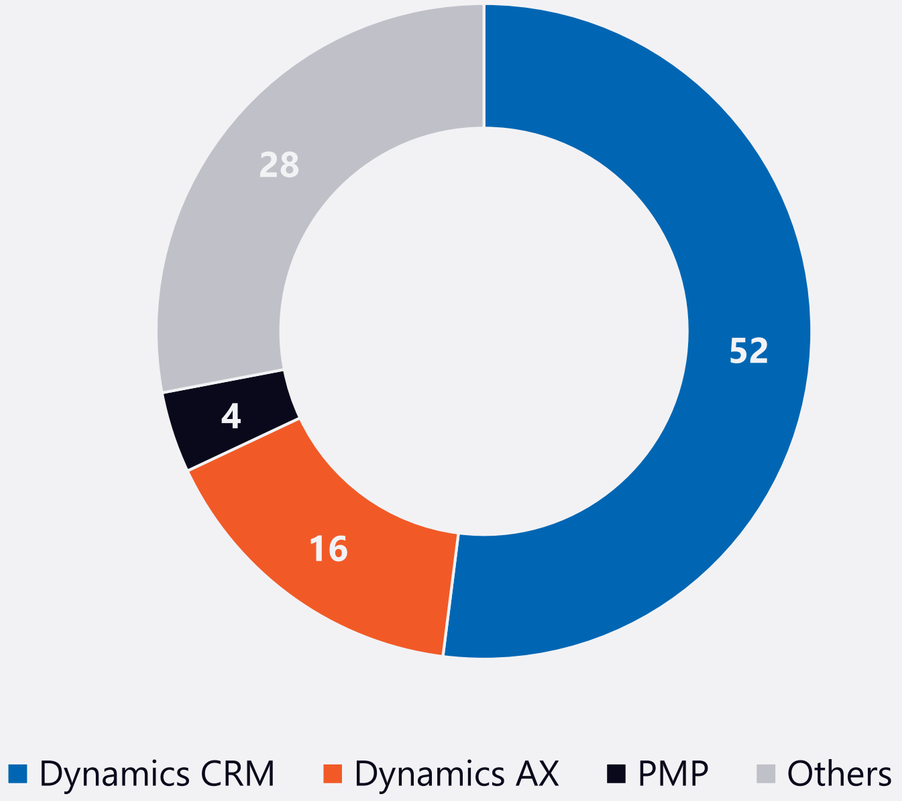
PowerObjects
Dynamics 365 Capability (2-2)

1200+ Consultants | 90% Certified | Products | Verticals | Solutions

key notes

- Gold Certified Partner for Microsoft Dynamics
- >90 % of resources Microsoft Certified
- Microsoft Dynamics 365 and associated stack technologies
- Manufacturing
- Financial Services
- Public Sector
- Consumer Services
- Life Sciences & Healthcare
- **FinEdge™** for Retail Banking, Insurance & Wealth
- **GamEdge™** Loyalty CRM for Retail, Gaming and Hospitality.
- **Citizen Care™** Citizen Service and Experience Engagement
- **PowerProperty** for Housing

Microsoft Dynamics Practice Resources Split by Certification



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Our Global Footprint (1-2)

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Our Global Footprint (2-2)

Canada
- Toronto, ON

United States
- Minneapolis, MN
- Dallas, TX

United Kingdom
- London

India
- Bangalore
- Madurai
- Hyderabad
- Chennai

Singapore
- Singapore

Australia
- Sydney

6
Most Valued Professionals (MVPs)

1,250
Projects Delivered

1200+
Certified Dynamics 365 Consultants

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Why PowerObjects ASM

Competitive Rates

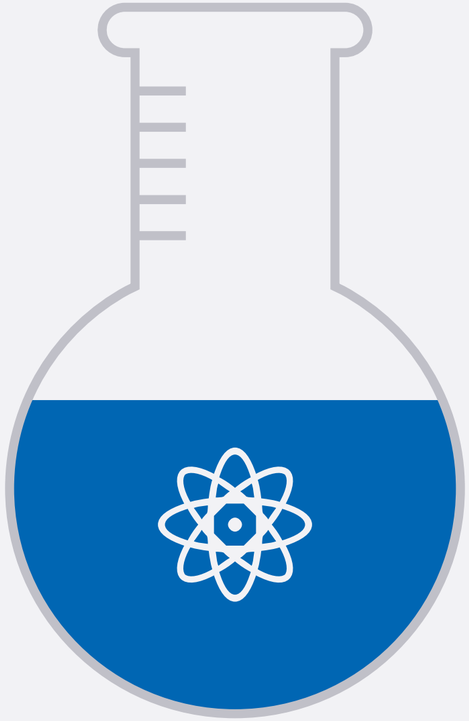
Customized rates ($75-$100 onshore & $20-$30 offshore) based on complexity of service and resource engagement mix

Scaled to strengths of 4 pillars

SERVICE SUPPORT EDUCATION ADD-ONS

COEs

Business supported by world class PowerObjects University & internal centers of excellence around D365 workloads. Strategic investment on COEs & dedicated focus on capability building



Proven Leadership & Team

Driven by same PO leadership empowered by strong core values, proven team track record & highly trained & certified consultants all across the globe

Dynamics Anywhere

Any D365 workload be it in cloud, internal data centers, complex private cloud or partner hosted

Flexibility & Transparency

Customizable engagement models, flexible SLAs, transparent reporting & no black boxing – pay for what you get (outcomes, resourcing, deliverables & approach)

Local & Global Scale

Ability to easily scale and service single location to multiple global locations, from 20 users to 20,000 users, from CRM/AX to whole D365 suite & related technologies with strong offshore presence

Full Service Landscape

Entire breath of ASM from help desk to L2/L3 support to road mapping and delivering your next big maintenance release to enhancements to transitioning to larger transformational initiatives

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Your Business Requirements - Your Scope - Your Team
3 Offerings

Package One

15k/month (min commit 1 year)

- One 20% Onshore Dedicated Support Engineer Manager
- Two 100% Offshore Dedicated ASM Developers/Consultants

Package Two

30k/month (min commit 1 year)

- One 40% Onshore Dedicated Support Engineer Manager
- Four 100% Offshore Dedicated ASM Developers/Consultants
- Up to 2 Weeks Onite Yearly
- Includes 24/7 Emergency Support with SLAs

Package Three (Custom)

60k/monthly rate (min commit 1 year)

- Dedicated Support Engineer Manager – Custom
- Offshore Dedicated ASM Developers/Consultants – Custom
- Onsite – Custom
- 24/7 Emergency Support with SLAs – Custom

Alternate ASM Framework Powered by Dryice for Autonomics and Orchestration

ASM
Application Maintenance Offerings

Corrective Maintenance
Deals with defects and faults found in the code

Corrections to defects found in the code or incomplete Change Requests.

Perfective Maintenance
Deals with updating the software according to changes in user requirements

Software updates according to changes in user requirements, including functional enhancements to increase system performance and improve the user interface.

Adaptive Maintenance
Deals with adapting the software with new environment

Adapting software with new environments, including operating systems and hardware upgrades.

Preventive Maintenance
Deals with activities aimed at increasing the system's maintainability

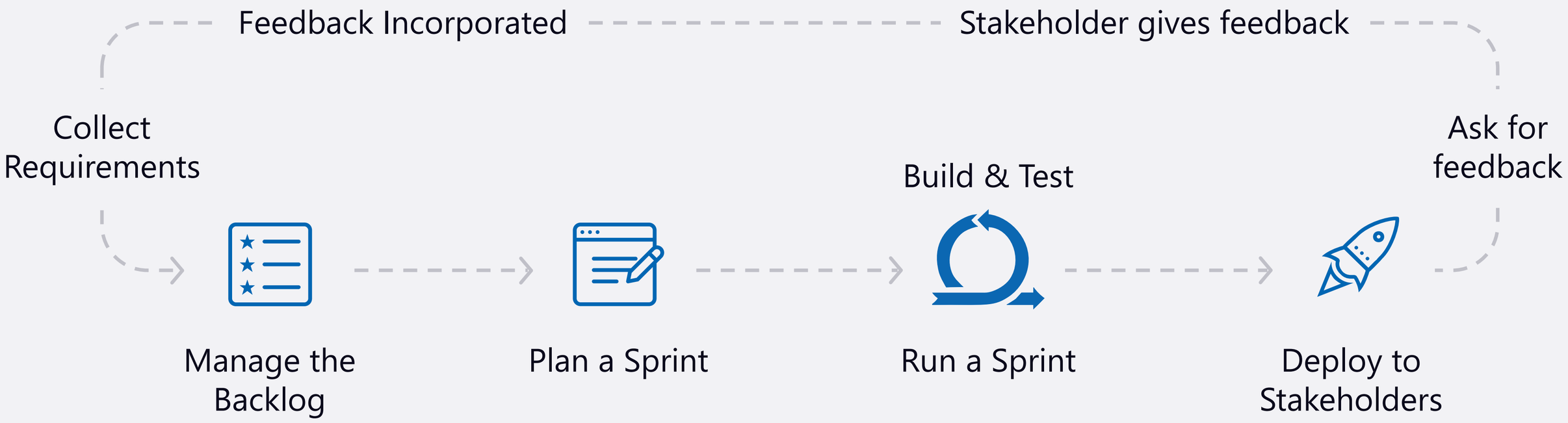
Proactive activities aimed at increasing the system's maintainability and improving the modular structure of the system.

Modern Engineering
Model Plan (1-4)

Modern engineering model for continuous improvement and
Agile releases similar to PDCA Model Plan › Do › Check › Act Cycle

- Single Backlog for Continuous Business Planning and customer feedback
- DEVOPS for Continuous Integration, Release and Support
- Combined engineering for Continuous testing and increase engineering accountability and capacity
- Agile Methodology for Continuous delivery of features
- Live Site for Continuous feedback, learning and monitoring
- Service Maturity Model for continuous service and operations

Modern Engineering
Process and Practices (2-4)



Modern Engineering
Customer Experience (3-4)

Single Backlog

Single Backlog for continuous business planning and customer feedback

Combined Engineering

Combined Engineering for continuous testing and increase engineering accountability and capacity

SMM

Service Maturity Model for continuous service and operations

DevOps

DEVOPS for continuous integration, release and support

Live Site

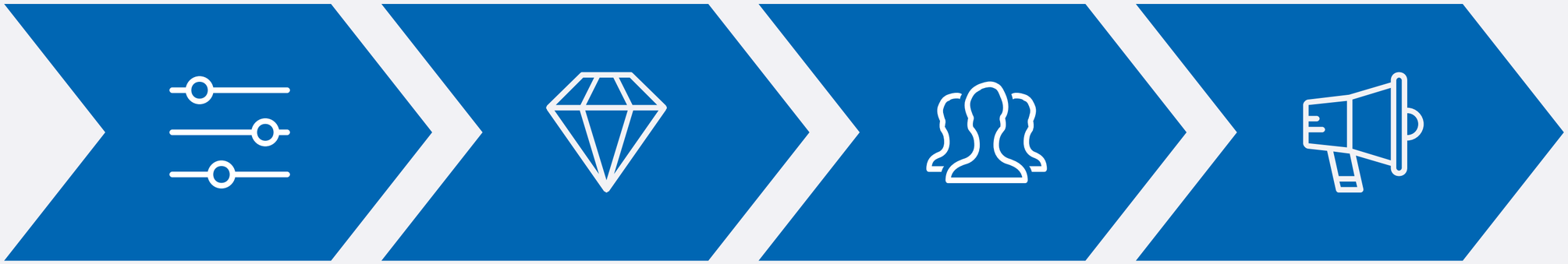
Live Site for continuous feedback, learning and monitoring

Agile

Agile Methodology for continuous delivery of features

Modern Engineering
Working Style (4-4)

Main traits of working style and should be through-out agile projects



Processes and Practices

Critical Thinking

Team Work

Communication

ASM
Operating Model

Usage of standard methods, tools and processes

One Management Team

- Clear roles & responsibilities
- Single governance structure
- Defined interaction model and escalation processes
- Optimized resource pool effectively leveraging experts

Defined & Repeatable Delivery Model

- Proven and repeatable delivery approach
- Standard reporting, metrics and SLAs
- Defined deliverables and quality standards

Standard Methods & Processes

- Clear entry and exit criteria
- Consistent and standard processes
- Emphasis on continuous improvement

Common Tools & Environments

- Process optimization through tooling automation
- Usage of key assets

ASM
Service Offerings

Help Desk and L1

- Flexible Hours
- L1 Troubleshooting
- User Assistance Q&A
- User Onboarding
- Knowledge Base Maintenance

L2, L3, and Administrative

- L2 and L3 Troubleshooting
- CRM and AX Administration
- Data Maintenance and Repair
- Root Cause Analysis
- Ticket Reduction Analysis

System Maintenance

- Rollups, Updates, and Upgrades
- IT Infrastructure Support Team
- System Troubleshooting
- Dynamics 365 Optimization

Change Requests

- Release Management
- Configuration Fixes
- Code Fixes
- Integration Fixes
- Testing
- Training
- Deployments

Enhancement Requests

- Roadmap Development
- New Configurations
- New Developments
- New Integrations
- Testing
- Training
- Deployment
- Next Steps and Versions

Dedicated ASM Team
Scope of Services

Enhancements

- Deployment Planning
- Integration Updates
- Testing
- Training
- Changes to Existing Features and Capabilities
- Changes to Existing Extensions
- Changes to Existing Integrations

Administration and Level 1-3 Support

- 24/7 Break/Fix Support
- L2 and L3 Troubleshooting
- Dynamics 365 Administration
- Root Cause Analysis
- Ticket Trend Analysis
- User Onboarding
- Knowledge Base Maintenance

System Maintenance

- 24/7 IT Team Support
- Ongoing Maintenance
- Maintenance Repair
- System Troubleshooting
- Managed Updates
- Testing

ASM
Sample SLAs and Priority Definitions (1-2)

Priority	Impact	Description	Characteristics	Priority Examples	Investigation/Response SLAs	
					MTTR	IRT
1	Critical	An event that causes a total outage or that causes a major product or system to become largely unavailable or cease to function	**No Agreeable Workaround Available Very Urgent/Show Stopper (Multiple Users)** • System unavailable/System crash/ UI freezes • Work stoppage situation for business/Impact on core business scenarios/Affects multiple users stopping workflow	• Network outages / data center issues • Application unavailable • Integration failure	4 Hours	2 Hours
2	High	An event that is considered to be a service degradation	**Reasonable Workaround Available Very Urgent/Show Stopper (Multiple Users)** • Impact to other downstream systems/revenue or metrics reporting • Multiple user escalations/work impacting but with reasonable and agreeable workaround	• Errors on functionality • Erratic performance • Overall tool integration failure • Workflows not working as intended impacting business	12 Hours	2 Hours

ASM
Sample SLAs and Priority Definitions (2-2)

Priority	Impact	Description	Characteristics	Priority Examples	Investigation/Response SLAs	
					MTTR	IRT
3	Medium	Actions needed to prevent or confirm a service degradation	**Reasonable Workaround Available** **Urgent** • UI or workflow impact / data discrepancy / intermittent issues • Limited users impacted	• Reporting issues • Core Application Functionality Issues.	3 Days (72 Hours)	2 Hours
4	Low	A request for a work item or non-service impacting standard alarm	**Clear Solution or Workaround Available** **Little to No Urgency** • System not operating as per user expectation/specs • Minimal impact to user functionality/core business scenarios without work stoppage or downstream impact • User access, roles and permissions	• Supported bulk uploads/Data updates or cleans • Functionality works with a mismatch in requirements vs. implementation • User error/training opportunity • User can't work in the system due to security role issues / permissions • Adhoc user requests	10 Days (240 Hours)	2 Hours

ASM
Sample SLA Indicators & KPIs

Current	Future	Future++
Time to Respond Time to Resolve Time to Escalate CSAT	QOQ Emp Prod imp QOQ incident reduction	Service KPI's Service happiness Index Closed loop feedbacks
Ageing % of Re-open L3 -> L4 escalation	Problem tickets created Problem tickets resolved Effort reduced through automation	CSAT improvement KPI health End user delight
Deliver SLA's	**Enhance SLA's**	**Enrich & Manage SLA's**

Typical SLA/KPI's

Leading Indicators

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Sample Support coverage

Offshore – GDC coverage

- Shift Coverage Planning and Capacity Management
- Liaison with L1/L2/L3 and Engg teams
- Hi-Priority / MI communication
- Reporting Shift hand-over
- Coordinating and Scheduled releases
- SLA compliance and reporting

Critical Shift coverage

- One US shift planned by providing coverage during business hours to limit dependency from offshore.
- Two / Three shifts operating from India and providing on call support during non business hours.
- The team in US/India will handle the premium and standard incidents and provide coverage for all critical applications.

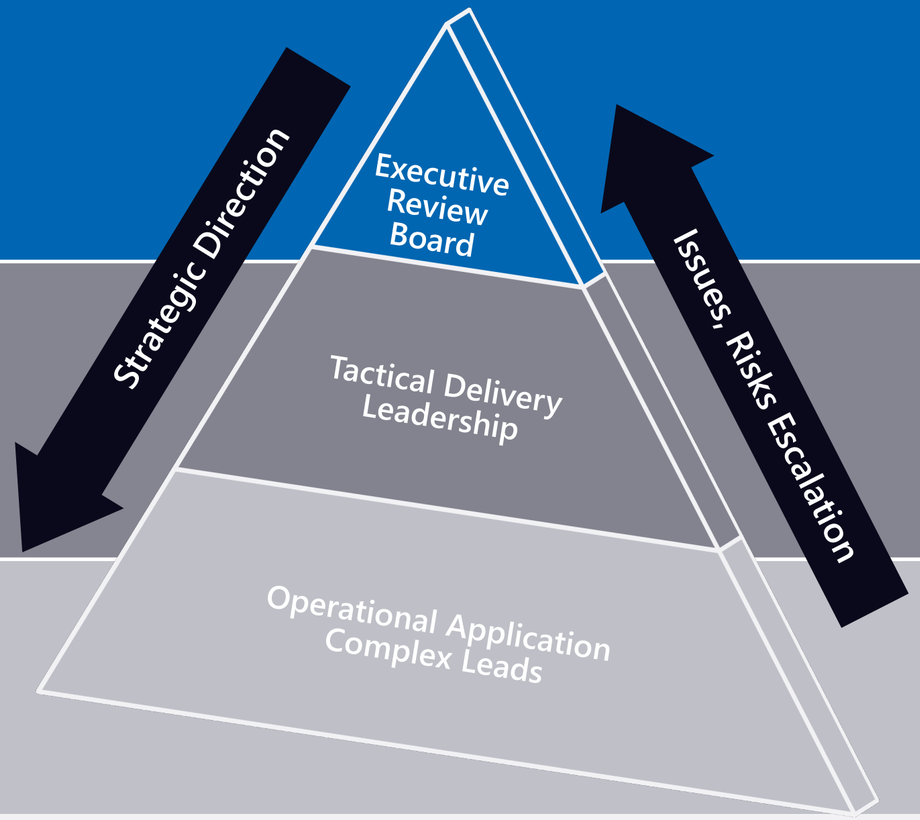
Location Strategy

- Critical influencing factors
  - Business criticality, Level of offshoring , Graveyard shift coverage , Proximity to business
- Our proposed solution
  - Only US and India considered
  - In year 2 – Near shore and Tier 2 city in India options considered for horizontal towers to mitigate attrition and cost

ASM
Sample Governance Structure

Communication Plan to define how reporting is shared between the project teams and all stakeholders across locations. All relevant artifacts containing information are categorized and a priority assigned to them based on the type of information and the frequency of communication.

Channel	Frequency	Participants
○ Strategic Planning ○ Contract Review ○ Service Report Review	Quarterly	Executive Review Board
○ Program & Project Plan updates ○ Weekly Status Report ○ Work Prioritization ○ Demand Review ○ Issue Resolution	Ad Hoc Weekly Monthly	Tactical Delivery Leadership
○ Technical Discussions ○ Issue Resolution ○ Weekly Status Report ○ Deliverable Review and Approval	Ad hoc Daily Weekly	Operational Application Complex Leads



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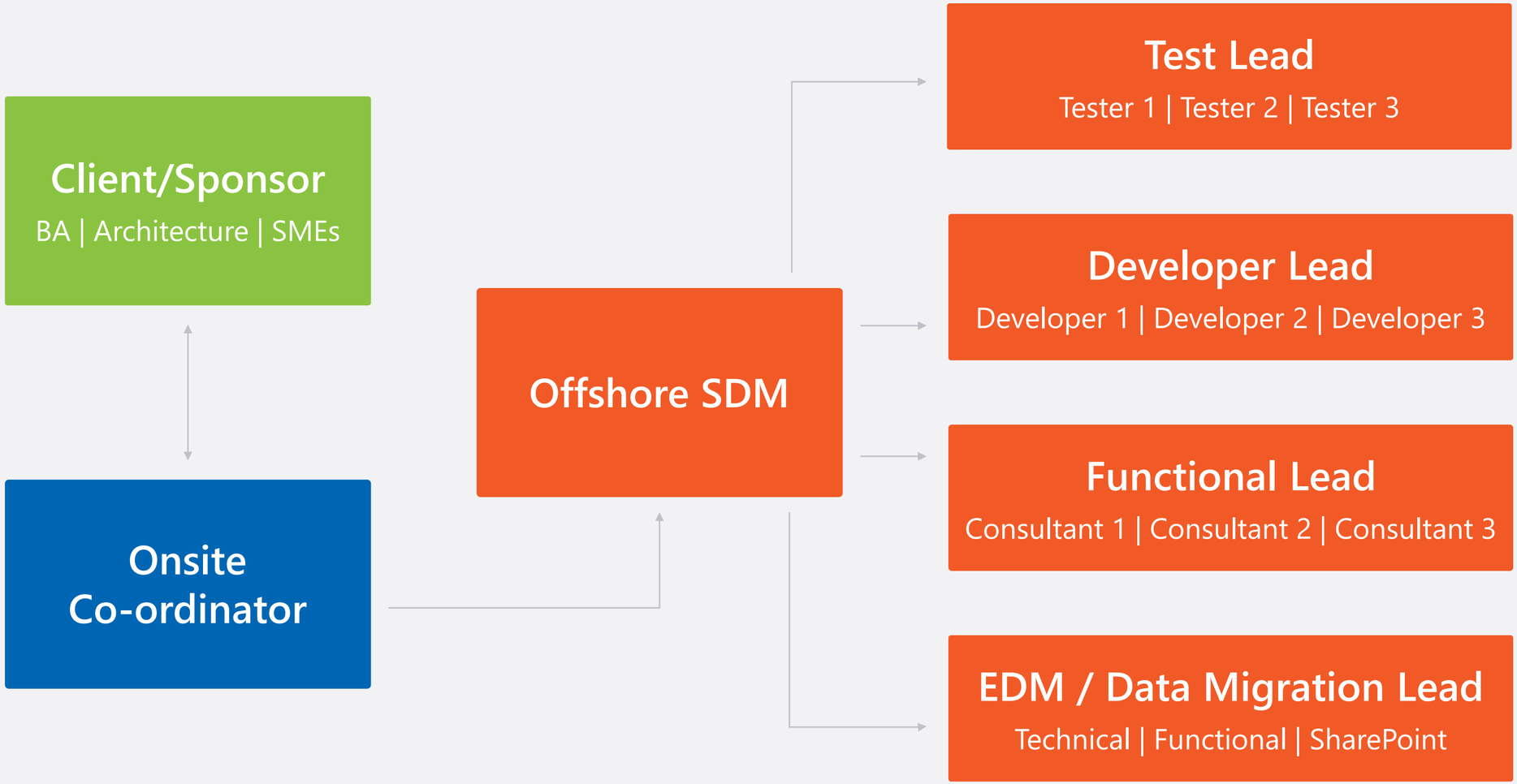
Sample Onsite – Offshore Team Structure

Client
Onsite
Offshore



ASM
Sample Roles and Responsibilities

Team	Roles	Responsibilities
L1 Business Operations	• Customer engagement • Queue triage • Address business process issue • Support maintenance	• Triage all incoming tickets • Resolve business issues and /or escalate issues • Ticket communications and closures • Log feature requests ; maintain support DLs; Create and maintain support documentation; Measure and report on issue performance
L2 Technical Operations	• Issue Investigation & Resolution, providing Workarounds and Data Fixes without code changes • Outage management • Address technical issues • Analyze data discrepancy	• Log issue / escalate and resolve technical issues • Data load execution • Create and maintain support documentation • Ticket communications and closure
L3	• Code investigation /Bug Fixes - Corrective Maintenance • Technical Analysis - Corrective/Perfective/Preventive Maintenance • Defect Fixes	• Analyze and investigate issues • Develop and Test resolutions • Provide inputs where needed
Extended Team PMs and SMEs	• Business Process Expert • Functional Expert	• Provide subject matter expertise for ticket resolution • Validate and approve data updates • GTM training, readiness (FAQs/KBs) and triage support

Support Assumptions (1-2)

SLA Model

- Baseline period of 3-6 months is assumed, during which SLAs will be mutually decided between HCL and customer. SLA measurement will start from Day 1 of support post baseline period.
- SLA clocks are ON HOLD while waiting for customer/ external parties (OLA applicability).
- SLAs DO NOT apply to Service Requests or Enhancements.
- Financial penalties do NOT apply
- GDC Holidays' Coverage: GDC will work as per GDC business calendar. On GDC Public holiday's, support will be provided only for P1 issues through on-call for which SLA will not be applicable.
- Only agreed number of P1 ticket's will be supported with SLA in a month. if there is more than agreed ticket's, they will be serviced on best effort basis. SLA compliances are bound for agreed P1 ticket in a month

Support Volumetric and Estimation

- Service request and Enhancement work related capacity is bucketed as per the package and is based on prioritization of work by customer.
- Performance will be tracked at actuals during the baseline period (3-6 months) and the commitments are readjusted with customer.

Support Assumptions (2-2)

For ramp up / ramp down requests

- Resource ramp up & ramp down Notice period is assumed to be as per contract.

General Assumptions

- Software Licenses should be owned by customer
- No Productivity improvement consideration included. If Team size is greater than 5, then performance improvement consideration can be considered during the actual Project solutioning
- Annual volume commitment from client is required. No roll-over of unused capacity to the next month
- Ramp-up and Ramp-down lead times are applicable
- Development and support of/for reports will be considered as enhancements
- All languages other than ENGLISH are assumed out of scope for support team
- Small Enhancements (<40 Person hours of effort) will be delivered depending on team availability. Enhancements >45 hours will be considered as Change requests and will have a different pyramid structure and associated costs
- Tickets relating to Design/Architecture are assumed to be out of scope of the support team - Design/Architecture Issues typically handle on best effort basis ; Design Issues related to AX product or third party product will be handled by respective product owner.

Sample
Onsite/Offshore Responsibilities

Onsite		Offshore
• Hand-over open/pending support tickets • Inform / Clarify on tickets handed over • Clarifications obtained from customer • Issues / Concerns / Escalations	**Daily**	• Hand-over open/pending support tickets • Inform / Clarify on tickets handed over • Issues / Concerns / Escalations • Clarifications to be sought from Customer • Requests verified and moved to Production
• Clarifications from client on deliverables • Ad-hoc fix/support for production moves • Escalations	**Need Basis**	• Clarifications on tickets/requests • Escalations
• Governance meetings with client • Plan for the week • Issues & Concerns	**Weekly / Monthly**	• Status Report • Discussion on Service Level metrics • Route cause Analysis findings • Change Requests

PO Microsoft Dynamics 365
Centre of Excellence (CoE) focus areas

People

Consultants with both implementation and support experience across Microsoft stack viz. CE, Finance & Operations , SharePoint Online, Power BI, Power Apps, Internet of things (IOT)

Knowledge Management

Standards, templates, white papers, case studies and knowledge articles from earlier experiences and blog posts.

Tools & Accelerators

Usage of tools & accelerators viz. Templates as per size and complexity of the programs, DevOps & Modern Engineering extended frameworks for continuous development, integration and deployment. Power Apps as point solutions.

Infrastructure, R&D and shared services

Co development of Solutions with customers, dedicated Labs for business process automation framework development, training, environments and application support & maintenance

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HCL
Tooling Framework (1-2)

*** Applicable only for large programs*

ASSeT™ (Transition Framework) integrated with PM Smart™

Due Diligence | Initiation | Absorption | Replication | Observation

- Unique end to end comprehensive framework starting from Due Diligence to Steady State which uses PMSMART tool as platform for enablement

PRIZM™ (IT Portfolio Visibility tool)

Business Process | Application Technology | Category & Criticality | Usability & Performance | Security & Knowledge

- PRIZM provides visibility into the different business processes, their applications & underlying hardware
- Lays foundation of application portfolio Optimization during transition

Microsoft Academy (Knowledge)

Knowledge Capture | Documentation & Recordings | Process & Microsoft specific knowledge | Cross Leverage for Team ramp-up

- Microsoft academy will be enhanced during transition to ensure the knowledge captured is re-used for ramping up the team

HCL
Tooling Framework (2-2)

*** Applicable only for large programs*

Service Orchestration (Service Orchestration enabled through focused team)

Service Definition | Service Design | Service Execution | Service Maturity

- Service Orchestration framework to be used to define the service level maturity roadmap - Scortch

KT STUDIO™ (Remote knowledge transfer tool)

KT Studio Setup | SWAT Team | Governance library | Application Access | Transition Cost

- KT Studio – tool for enabling knowledge transition from remote locations

PM Smart (Transition Governance tool)

Phase Status | Track Status | Book Status | Risk Management | Knowledge Map

- PM Smart – Governance tool for transition management
- Access will be provided on need basis
- Online dashboard and drill down view

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Modern Engineering Platform

Pre-configured tools, environments, automation blueprints features to increase the speed of adoption

Development

- VSO Extension
  - Customization management
  - Solution management

Source Control

- Customization & Configuration in source control with fine granularity

Code Analysis

- Solution Quality checks
  - Customization Analysis reports for best practices

Continuous Integration

- Preconfigured build definitions
  - Generate deployable Data packages
  - Quality gates specific for CRM/AX solutions for gated check-ins

Deploy

- Configurable deployment script
- Preconfigured release definitions with release manager
- Full Rollback effectively managing additive nature of CRM/AX solutions layering

Test

- Unit testing framework for Plug-in workflow Can trigger Coded UI post deployment(WIP)*

Dynamics 365 Modern Engineering Platform

- Team Project
- Agile/Scrum Process Template
- Requirement/Work item management
- Traceability

VSTS - TFVC

LCS

TFS / VSTS Build

TFS / VTS Release Manager

- VS Coded UI/ Task Recorder
- Selenium(Future Item)

Team Foundation Server / Microsoft Visual Studio Team Services (VSTS)