

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.





An HCL Technologies Company

Local and Regional Government

Pitch Deck

This document is intended to showcase our services, products and unique capabilities to help the Local and Regional Government market.

- **Audience:** Prospects, existing customers, Microsoft, and HCL
- **Updates:** This deck is current as of March 2020

Questions?

Contact Bethany.Foyt@hcl-powerobjects.com

About PowerObjects



PowerObjects is a **leader in delivering Microsoft Business Applications** solutions and the **Dynamics 365 workloads** through unparalleled offerings of service, support, education, and add-ons.



PowerObjects' mission is to be the **number one Microsoft Business Applications Provider in the world** by delivering solutions that help organizations **increase productivity, streamline business processes, and build better relationships.**

PowerObjects'

Four Pillars



SERVICE

100% Focused on providing end-to-end Service for Microsoft Business Applications



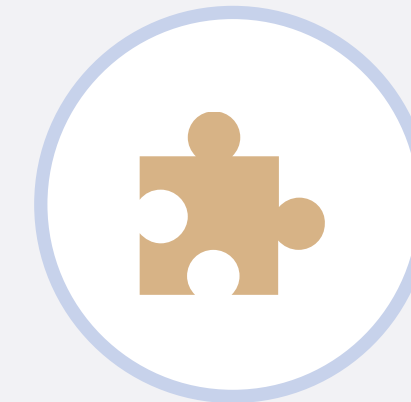
SUPPORT

With the largest dedicated CRM SUPPORT desk outside of Microsoft, PowerObjects offers proactive, responsive support to our users. Options include standard on-demand support or premium support services.



EDUCATION

PowerObjects promotes CRM & F&O EDUCATION to empower users to get the most out of their Dynamics 365 implementations



ADD-ONS

We are always improving and adding to our suite of Dynamics 365 ADD-ONS for CRM. These plug-and-play tools enhance sales, marketing, productivity, and more.

Local and Regional Government Challenges

Making the Business Case

Meeting challenges for Local and Regional Government

OPERATIONAL REDUNDANCY

- Complex Integrations, high cost of ownership of IT
 - Re-think design from point of view of the customer
 - Demand driven processes
- UKAR

DISENGAGED CITIZENS

- Providing a 'digital by default' and omni-channel customer experience
 - Reinforce communities
 - Respond to issues quickly and knowledgeably
- Colchester Borough Council

DEPARTMENTAL DIFFERENCES

- Work effectively across different skill bases
 - Share and collaborate on joined-up data
 - Use AI to increase cooperation
- Singapore Authority



BUDGET

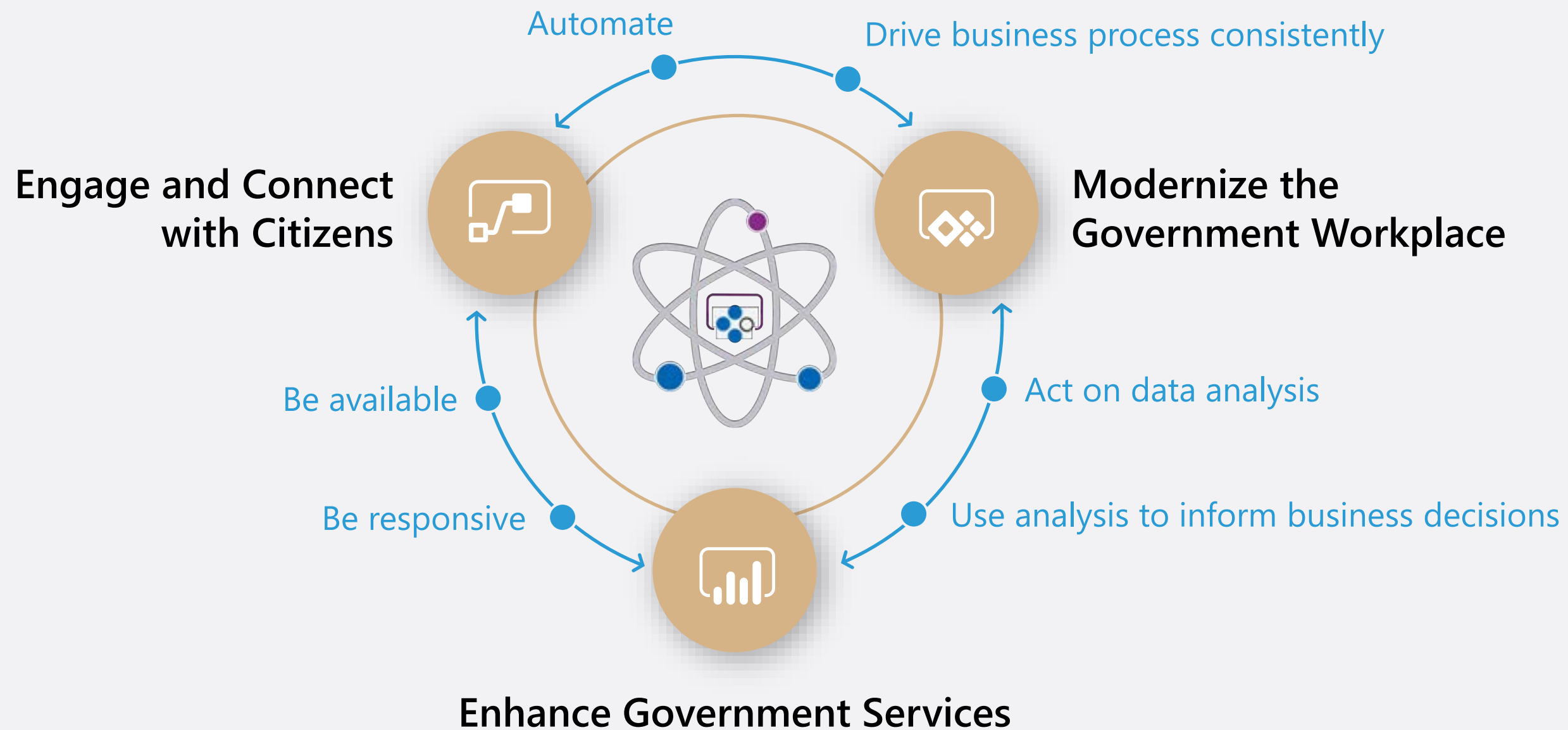
- Savings down the line and wider benefits that lead to £££
 - An effective Local Authority attracts inward investment
- WYCA

OPTIMISED SERVICE

- Reduce waste and increase customer and stakeholder satisfaction
 - Be open to all, at any time, from anywhere
- UN HCR

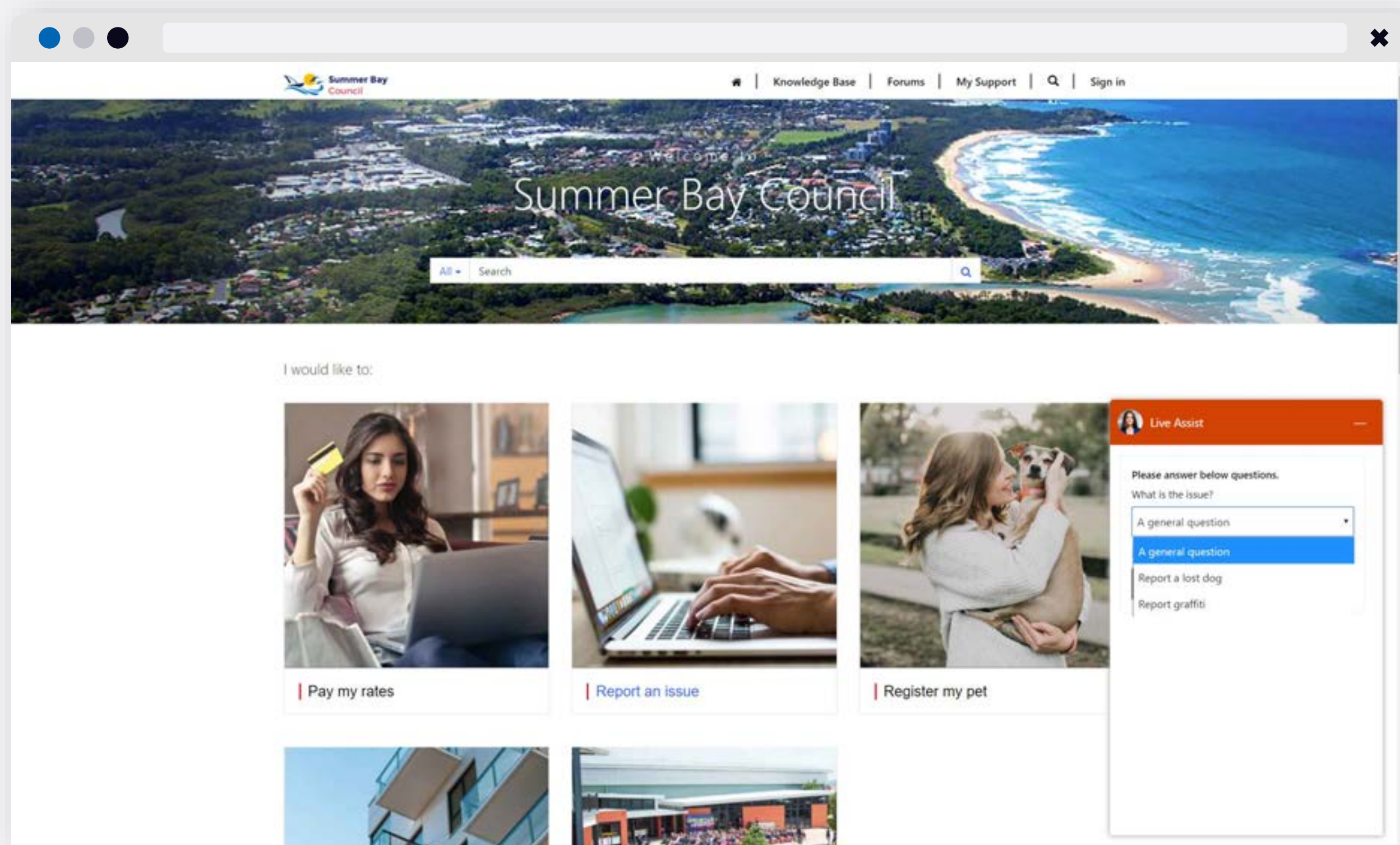
Meeting the Business Challenges

PowerObjects will enable you to...



Engaging with Citizens

Self Service Portal



Engaging with Citizens

Case Management

Summer Bay Council

Home > Report an Issue

Report an Issue

Address (Step 2 of 4)

Street
1 Pacific Hwy
1 Pacific Hwy, Surrey, BC V3Z, Canada
Sydney

Postcode
2060

State
NSW

Country
Australia

Latitude
-33.84087

Longitude
151.20939

Previous Next

Live Assist
We are here to help

Engaging with Citizens

Payments Power APP

The screenshot displays a web browser window with the URL <https://portalsummerbaycouncil.powerappsportals.com/payment/>. The page title is "Make a payment". Below the title, there is a "PowerObject" logo and a "Loading Payment" button. The main form area contains the following sections:

- Purchase Details:**
 - Customer Email
 - Phone #
 - Purchase Amount: \$100.00 (SAUD)
- Credit Card Details:**
 - Logos for VISA and MasterCard.
 - Card Number (input field)
 - Name on Card (input field)
 - Expiry Date (Month and Year dropdowns, with 2019 selected for the year)
 - CCV (input field)

At the bottom of the form, there are two buttons: "Pay Now" (blue) and "Cancel" (white).

Engaging with Citizens

Forms Pro for CSAT and Surveys

The screenshot shows a web browser window displaying the Summer Bay Council's Community Satisfaction Survey. The page has a header with the council's logo, navigation links (Home, Knowledge Base, Forums, My Support, Sign in), and a breadcrumb trail (Home > Community Satisfaction Survey). A button indicates 'Press F11 to exit full screen'. The main title is 'Community Satisfaction Survey'. Below this is a green banner with a megaphone icon and the text 'WE WANT YOUR FEEDBACK' and 'Community Satisfaction Survey'. The survey content is titled '1. QUALITY OF LIFE' and features a table with five priority levels: 'Not a Priority', 'Slight Priority', 'Moderate Priority', 'High Priority', and 'Extremely High Priority'. The table lists eight categories: 'Community aesthetics/beauty', 'Parks and greenbelts', 'Equal opportunity/social justice', 'Education', 'Environmental quality', 'Preserving historic structures/areas', 'Housing choice', and 'Housing cost'. Each category has five radio buttons corresponding to the priority levels. A 'Live Assist' chat button is visible in the bottom right corner.

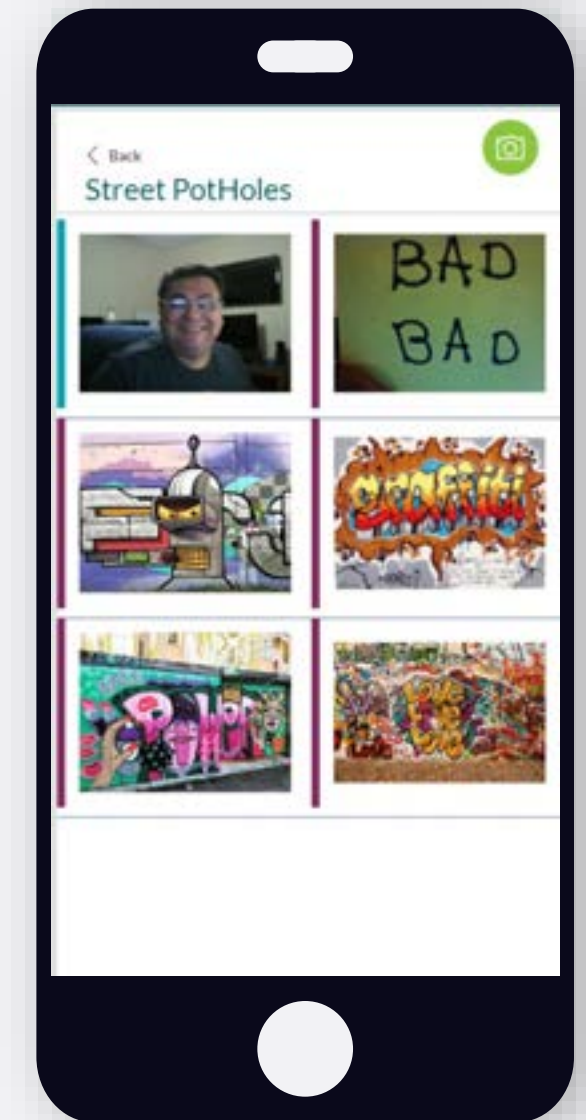
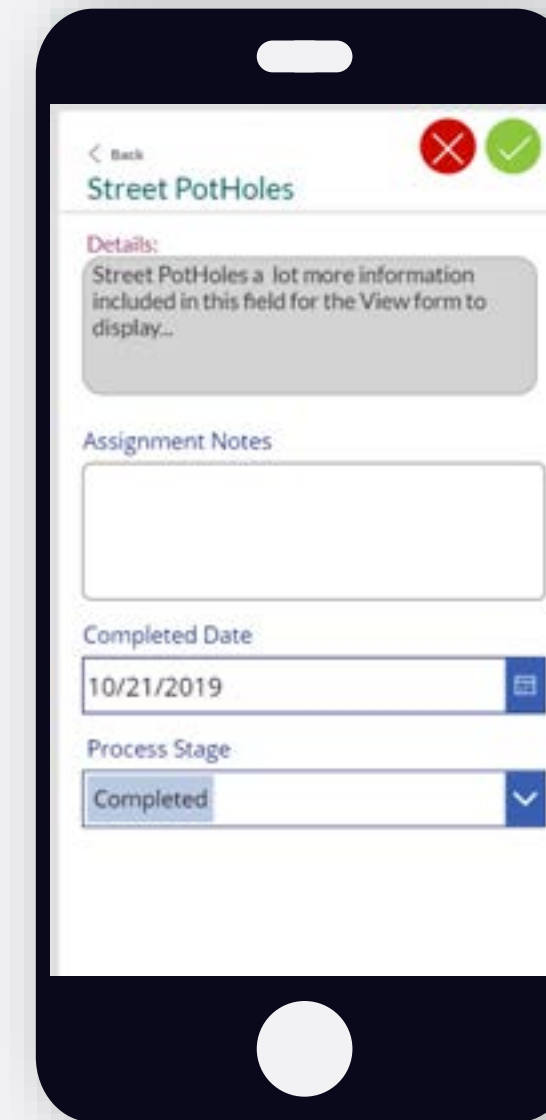
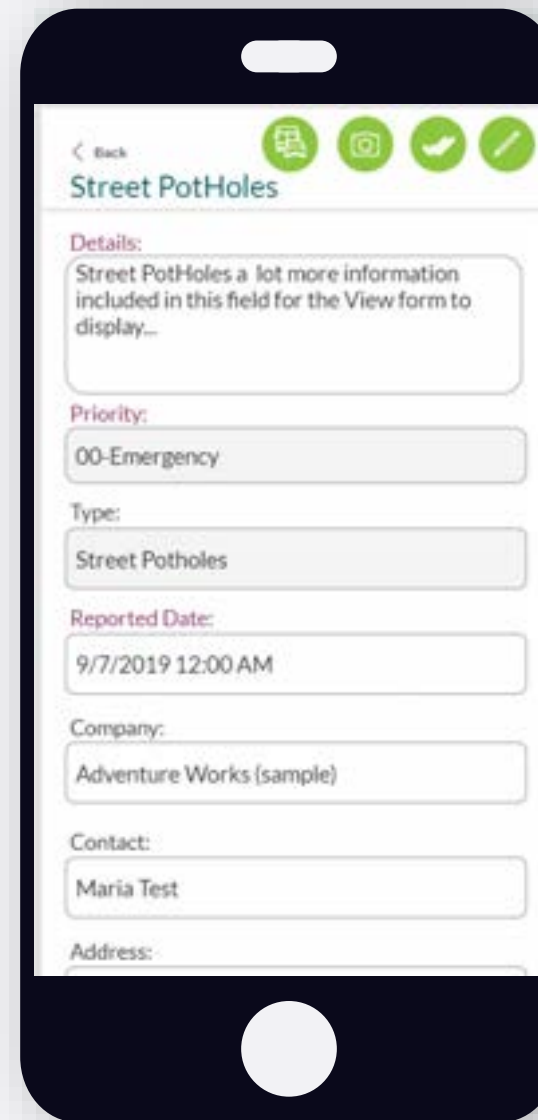
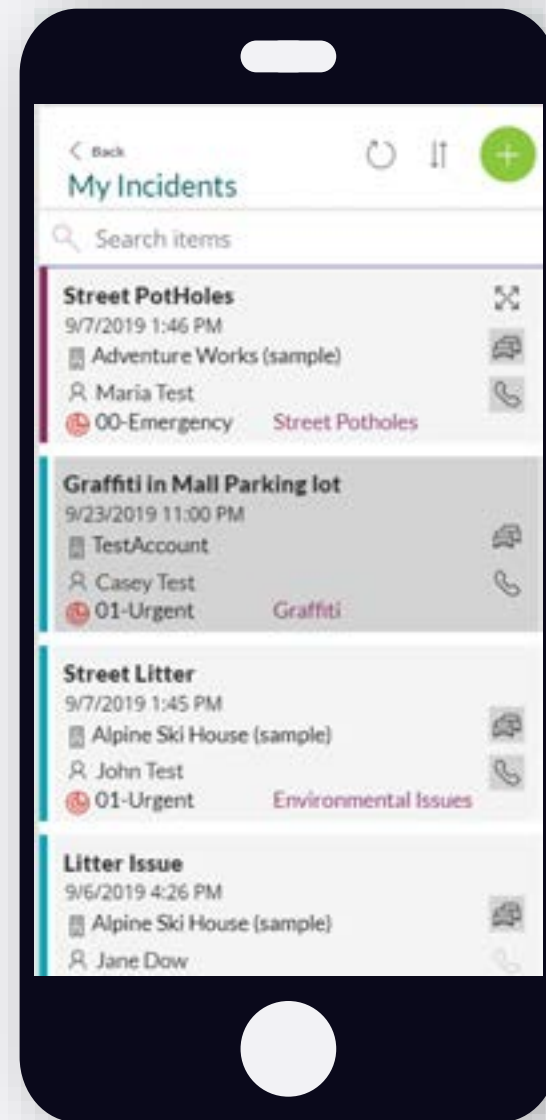
	Not a Priority	Slight Priority	Moderate Priority	High Priority	Extremely High Priority
Community aesthetics/beauty	☐	☐	☐	☐	☐
Parks and greenbelts	☐	☐	☐	☐	☐
Equal opportunity/social justice	☐	☐	☐	☐	☐
Education	☐	☐	☐	☐	☐
Environmental quality	☐	☐	☐	☐	☐
Preserving historic structures/areas	☐	☐	☐	☐	☐
Housing choice	☐	☐	☐	☐	☐
Housing cost	☐	☐	☐	☐	☐

Meeting the Business Challenges

LRG Case Management

Canvas PowerApp

- App for case management and resolution
- Capture photos
- Close case with a simple button
- Add comments to case
- One-push case report using Power Automate



Modernizing Government Enhanced Services

Social Tweet tracking using Automate to score tweets and add them to timeline, retweet, create a case – using Azure Sentiment Analysis

The screenshot shows the ABE POWERAPPS Incident Management interface. The top navigation bar includes 'ABE POWERAPPS', 'Incident Management', and 'Incidents (Cases) > Street PotHoles'. The left sidebar shows 'Home', 'Recent', 'Pinned', and 'Case Management' with sub-items 'Accounts', 'Contacts', and 'Incidents (Cases)'. The main content area displays a 'Street PotHoles' case with the following details:

- Subject:** Street PotHoles
- Details:** Street PotHoles a lot more information included in t...
- Owner:** John User
- Incident Type:** Street Potholes
- Priority:** 00-Emergency
- Reported Date:** 9/7/2019
- Process Stage:** Submit
- Address:**
 - Company:** Adventure Works (sample)
 - Street:** 1106 S Broadway
 - Contact Name:** Maria Test
 - City:** Carrollton

The screenshot shows the Dynamics 365 Omnichannel for Customer Service interface. The top navigation bar includes 'Dynamics 365' and 'Omnichannel for Customer Service'. The left sidebar shows 'Home'. The main content area displays a 'Park Renovation Work' case with the following details:

- General:** Mark Complete, Delete, Refresh, Close TweeterParent, To Opportunity, To Case, Add to Queue, Queue Item Details, Assign, Share, Email a Link.
- Tweeter:** Normal, Open, Maya Weston (Owner).
- New Section:**
 - Tweet ID:** 1234
 - Tweet Text:** Council has initiated park renovation work which is expected to be completed in 6 months, cheers!
 - Agg. Sentiment Score:** 0.63
 - Last updated:** 9/11/2019 1:05 PM
 - Total Likes:** 4
 - Total Tweets:** 4
 - Date Created:** 27/09/2019 2:45 PM
- Retweets (TweeterParentID):**
 - Group By:** (no grouping)
 - Columns:** Tweet ID, Tweet Text, Sentiment Score, Likes, TweeterParentID, Created On.
 - Table:**

Tweet ID	Tweet Text	Sentiment Score	Likes	TweeterParentID	Created On
23343	Excellent initiative and was pending since long. go...	0.80	3	Park Renovation Work	27/09/2019 2:29 PM
2343	Too much traffic congestion this has caused. I dont ...	0.60	4	Park Renovation Work	27/09/2019 2:27 PM
45656	It can cause various problems if not managed well...	0.40	6	Park Renovation Work	27/09/2019 2:29 PM
564543	Park is getting completely new look and very much ...	0.70	10	Park Renovation Work	27/09/2019 2:30 PM

Meeting the Business Challenges

Enhancing Service

I am a resident and there is offensive graffiti on the wall outside my house:



- Report this on a web site along with any pictures and location details on a map and then track our response
- We will automatically assign your report to the Officer who can deal with it quickest
- Any offensive graffiti will be removed within 24 hours



- You will be kept informed on progress and we will send you a picture of the cleaned site
- You will be invited to give your opinion on the efficiency of the service

Meeting the Business Challenges

PowerObjects enables this by...

1. Dynamics Power Portal

Power Portal where residents can quickly upload details of an incident, including pictures and map location

2. Dynamics 365 App

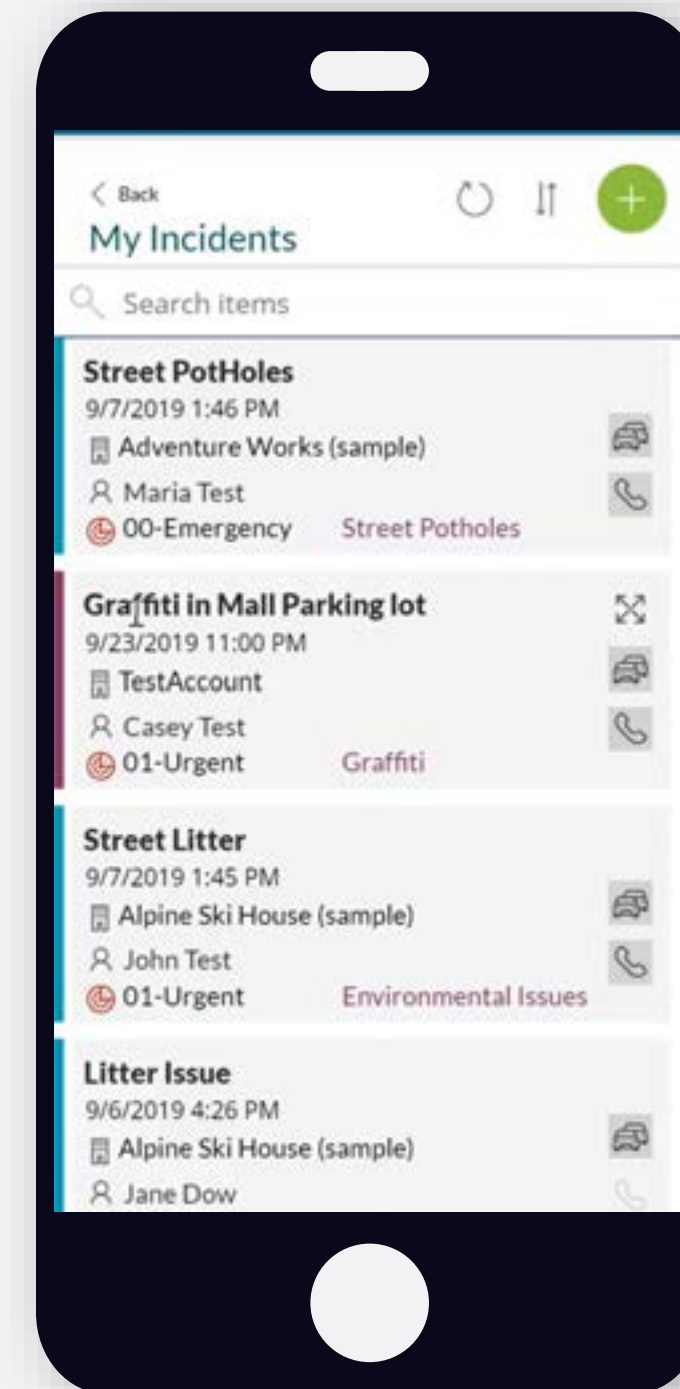
The Dynamics App ensures that customer services staff can see all relevant data and that the case is automatically routed to the nearest operative

3. Dynamics Power Apps

In the field, the operative will see all details and location in a Power App, carry out any work and take pictures to share with the resident.

4. Power BI

Power BI dashboards in the Dynamics 365 App show the management team the case workloads and insight into incidents



Meeting the Business Challenges

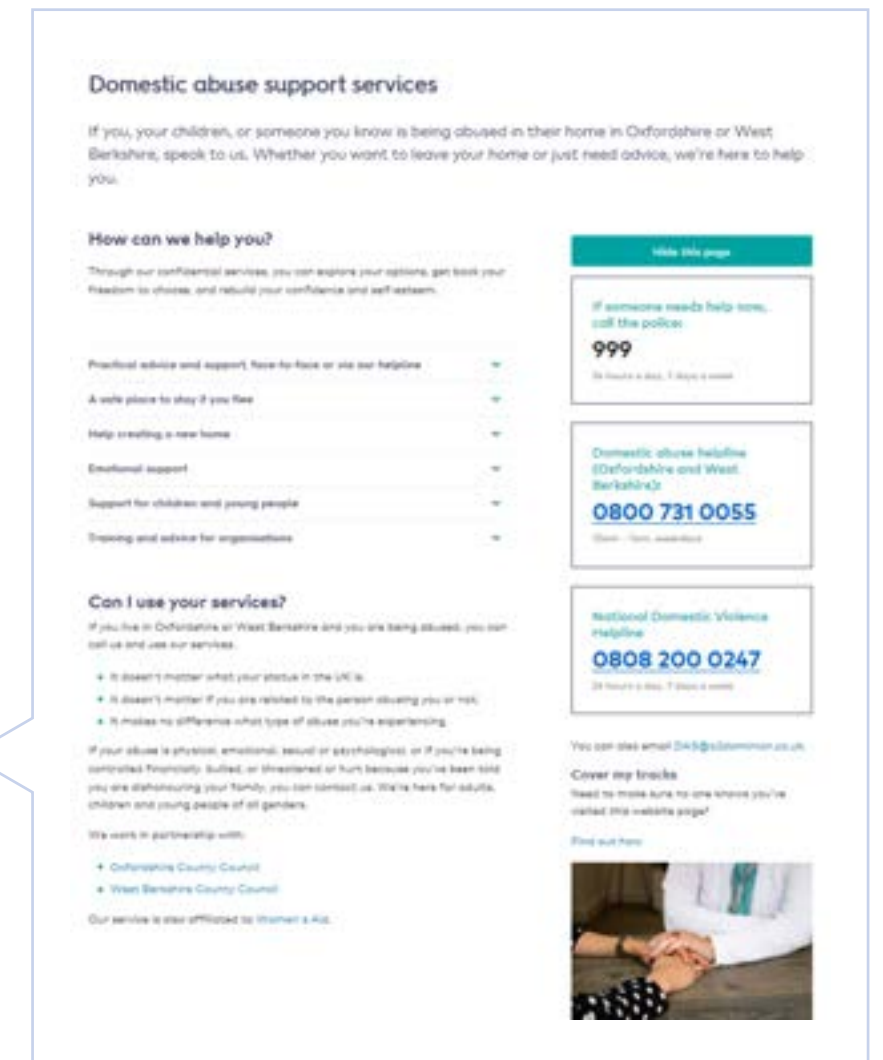
Enhancing Service

I am a citizen and a victim of Domestic Violence...



- You can report this on a web site safely and securely
- We can provide immediate help and provide a place of safety
- You can be automatically referred to a network of agencies who can support you

- You will be kept informed and able to find relevant information such as advice and videos
- We will stay in touch with you while and after your case is being managed
- Your personal details and case will be safely and securely looked after



Meeting the Business Challenges

PowerObjects enables this by...

A full set of cloud-based Dynamics Tools:

1. Dynamics Power Portal for self-service and Help

Power Portal Victims can quickly see in a user-friendly knowledge base how to get help, talk to someone, get away from a bad safeguarding situation, ensure family are looked after, even how to ensure nobody can see that they have looked for this online

2. Dynamics 365 App

The Dynamics App ensures that customer services staff can see all relevant data and that processes and procedures are clear to follow and specific to the role and security

3. Dynamics Power Apps for Case Workers

Case workers can use a set of Power Apps to carry out assessments for safety and referrals

4. Microsoft Forms Pro for survey and assessment monitoring charted via Power BI

Monitoring and measuring the outcomes and effectiveness of services is provisioned through Microsoft Forms Pro by simple links to click on mobiles and viewed in Power BI dashboards in the Dynamics 365 App

5. Azure Services for data integration to agency services

Using Azure Integration Services makes it easy to refer and track externally cases involving specialist agencies

Microsoft Dynamics | Portals | Power Apps | Power BI

PowerObjects Solutions

Social Care

- Person-centred Care
- Long-Term Conditions
- Empowered Operatives
- Connected Services



Asset management

- replenishing and ordering stock, updating component lifetime and financial depreciation
- Bar code automation



Arts and Culture

- Targeted Marketing
- Customer Surveys
- Integrated with Eventbrite and Ticketing systems
- Sentiment AI
- Power BI Reports



Place and Safety

- Health and Safety / Compliance
- Fire Assessments
- Accessibility

Meeting the Business Challenges

Maximizing budget...



Configuration-First Design & Build.

How we will adopt a Configuration-First design-and-build approach, by leveraging as much functionality OOB as possible.



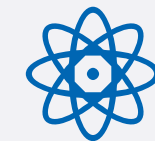
Empowering Your Team.

Effective Knowledge Transfer will take place through co-location and close delivery engagement but also through utilizing the Education tools and assets within PowerObjects.



Low-Risk & Optimized Project Plan.

The hybrid-divisional/departamental roll-out will enable an optimal resource utilization model, a de-risked approach to deployment and lowest impact to the group business.



Utilising our IP to Accelerate Time to Value.

We will position our IP only where it can add-value to this project from a solution management and commercial perspective, e.g., PowerProperty & our Marketing Automation PowerPack Add-ons.

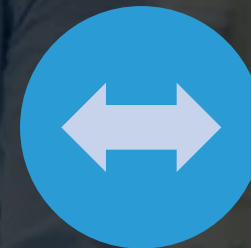
Microsoft Dynamics 365



Subscribe



Build



Consume

Why PowerObjects

Top 5 Reasons to make PowerObjects your Partner

MICROSOFT GLOBAL
PARTNER OF THE YEAR

2019 WINNER

Dynamics 365 for Customer
Service Award

Financial Services Award

MICROSOFT US
PARTNER OF THE YEAR

2019 WINNER

PowerApps Award



Expertise

PowerObjects is 100% focused on Microsoft Business Applications which means that each of our consultants have extensive experience with this technology. Additionally, every PowerObjects consultant is aligned to a Center of Excellence to foster focused industry and workload expertise and fuel knowledge sharing.



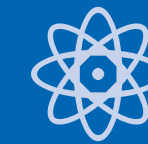
Speed-to-value

PowerObjects can solve critical business issues quickly and with minimal risk through prebuilt industry products and accelerators built on Microsoft Business Applications.



Safe pair of hands

PowerObjects has over 1,220 active customers, 32% of whom are enrolled in our reference program. We also have the largest dedicated support desk of any Microsoft Partner.



Microsoft partnership

PowerObjects is the largest Microsoft Dynamics 365 partner in the world. Our success all points back to two themes: our fanatical focus on Microsoft Dynamics 365 and our set of Guiding Principles.



End-to-end services

With over 2000 implementations under our belt, PowerObjects is the only vendor that delivers the full lifecycle of cloud professional services: advisory, transformation, integration, and management.

In our customer's words...

Top 5 Reasons Customers Choose PowerObjects

EXPERTISE

"Having PowerObjects provide a deeper insight into how our system works, really gave the sales teams the confidence to begin exploring and using the tool. Without user adoption, it fails – it's that simple. But PowerObjects ensured that wouldn't be the case."

Jon Shortland
Director of Channels & Alliances,
Cloudhouse Technologies

SPEED-TO-VALUE

"The workplace efficiencies we've gained since implementing Dynamics 365 are astronomical. A year and a half ago, when we first started looking at doing this, we had three accountants and were looking to add a fourth. Now we only need two: they are 100% caught up on their backlogged work and our businesses has essentially doubled."

Jordan Sanford
Director of Business Systems,
Prestige

SAFE PAIR OF HANDS

"Not everybody knows how to design their own computer system. And so, having a support team like PowerObjects just gives you the comfort level that you can actually take on a computer system and really use it to its full advantage because the people at PowerObjects know how to maximize it and will give you the right advice."

Ken Kelly
President,
Kelly Roofing

MICROSOFT PARTNERSHIP

"Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack. The value of Microsoft's Canadian data center, the feature richness of Dynamics 365, and the ease of integration into our existing technology footprint were key deciding factors for us."

Allan Measor
Vice President,
Business Transformation and Customer Enablement at
Moneris

END-TO-END SERVICES

"I would definitely recommend Dynamics to other local government organizations. As we've seen over the years, the initial investment really has paid off – and we're only getting started. There is a lot more functionality within Dynamics than you might originally even see. That's what I've appreciated about PowerObjects. They've helped us see that the sky's the limit with what we can accomplish with Dynamics."

Jake Anderson,
Project Manager,
Stearns County

Awards



- 2019 Microsoft Dynamics 365 for Customer Service Global Partner of the Year
- 2019 Microsoft Financial Services Global Partner of the Year
- 2019 Microsoft US Partner Award for Business Applications - PowerApps
- 2018 Microsoft US Partner Award for Dynamics 365 for Customer Service
- 2018 Microsoft Dynamics 365 for Customer Service Partner of the Year, Global Finalist
- 2017 Microsoft Worldwide Partner of the Year Award for Dynamics 365 Consulting and Systems Integration
- 2016 Microsoft Modern Marketer Partner of the Year
- 2015 Microsoft Dynamics Cloud CRM Partner of the Year
- 2014 Microsoft Dynamics CRM Partner of the Year Finalist
- 2011, 2013, 2016 - 2018 Inner Circle for Microsoft Dynamics
- 2009 - 2017 President's Club for Microsoft Dynamics
- 4 Convergence Customer Excellence Awards

PowerObjects' Microsoft Dynamics 365 FastTrack Recognized Solution Architects

FastTrack Recognized Solution Architects consistently exhibit deep architecture expertise and create high quality solutions for customers during Dynamics 365 FastTrack-governed engagements.

CONGRATULATIONS TO OUR 2020 FASTTRACK SOLUTIONS ARCHITECTS!

Microsoft Dynamics 365 Customer Engagement

- Stephen Ronning
- Sowmya Kamineni
- John Jones
- Sebastian Waksmundzki

Microsoft Power Apps

- Nghiem Doan



Global Delivery Capabilities



1,200

Active Dynamics Customers

1 Million

PowerPack Users

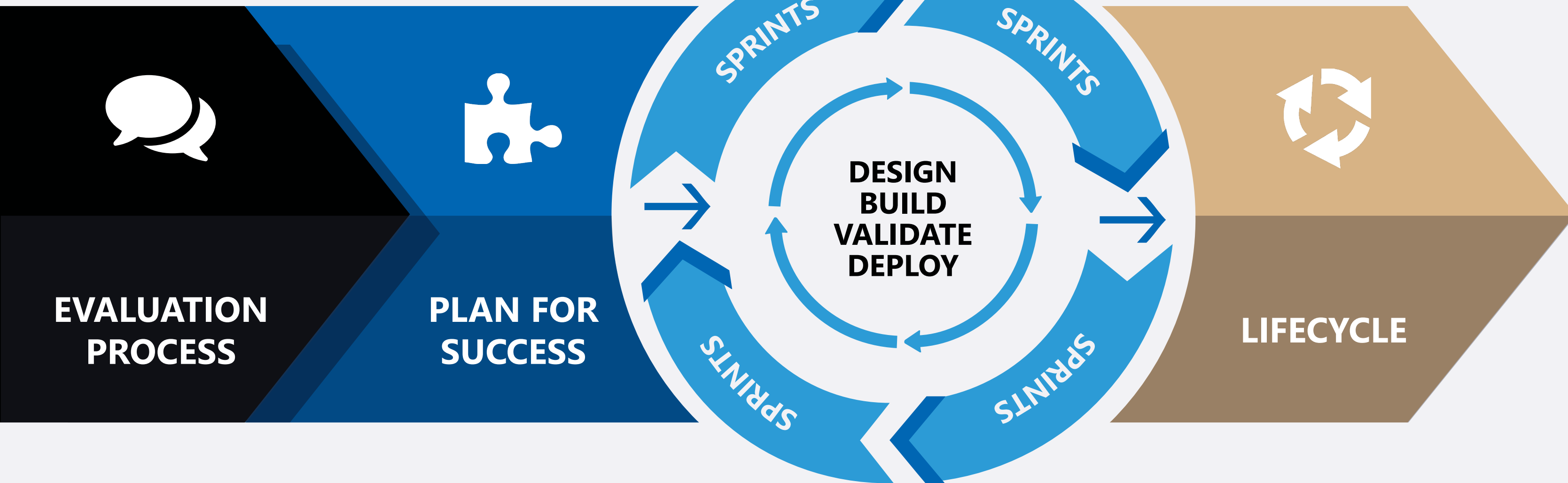
1,300

Dynamics Consultants

32

Local and Regional
Government Deployments

Our Delivery Methodology



- Ask – Listen – Learn
- Diagnose & document
- Solution demonstration
- Proposal presentation
- Reach agreement

- Project kickoff meeting
- Business requirements & documentation
- Define the team & roles
- Create project plan & schedule
- Communicate project to team

- Deploy the base system
- Create organization structure
- Define users, roles, & security
- Model the organization & processes
- Design & build workflows & reports
- Data migration
- Validate & test the system
- System administrator training
- Small change management
- Additional training
- Additional phases & projects

- Technical support
- Small change management
- Additional training
- Additional phases & projects

PowerObjects

Proof of Expertise



Education Offerings



Course Catalog



Customer Stories



PowerPack Add-Ons



CRM Book



Daily Blog



PowerPlus



PO TV

Focus on the Customer

Customer Community at PowerObjects

The Customer Community at PowerObjects embodies two separate and distinct areas of focus – Reference Community and our PowerPlus Program.

REFERENCE COMMUNITY		POWERPLUS PROGRAM
Private – no public-facing acknowledgement of partnership	EXPOSURE LEVEL	Public program - primarily focused on various public relations activities
Sharing your PowerObjects and Dynamics Business Applications experience with others in the Dynamics community	PRIMARY PURPOSE	PR-related opportunities, engagements, and events providing exposure to your organization
Networking opportunities with other organizations using Dynamics 365, as well as discounts on many group education events	BENEFIT TO YOU	Speaking engagements at events hosted by PowerObjects, Microsoft, User Groups, and more, as well as discounts on many group education events
Your willingness to take reference calls and share your experience working with us	BENEFIT TO POWER OBJECTS	Your testimonial videos and case studies on our website, video case studies on YouTube

32%
Customers enrolled in Customer Community in 2019

170
Number of References Worldwide

Customer References:

Go-to-Market Focus

		Financial Services	Property	Manufacturing	Oil and Gas	Utilities	Health and Life Sciences	Local and Regional Government
 ACTIVE ACCOUNTS  CUSTOMER REFERENCES		278	31	224	24	22	165	32
		33	11	28	3	4	23	7
18 Customer Video Testimonials 50⁺ Written Success Stories 13 Countries Program Spanning								

What Our Customers Say...

MORE SALES

“CRM allowed us to tighten up what reps were attacking day in and day out. We generated more sales, and our conversion rate was as high as it's ever been.”

- Mike Daly, Medica

MEDICA.

PROGRESSIVE TECHNOLOGIES

“We have to challenge ourselves not only to have the best software and the best and most progressive technologies that we possibly can, we have to make sure that that’s embraced by all facets of our organization.”

- Chris Rossman, Director Of Services & Aftermarket Support, Nov



INDUSTRY EXPERTISE

“The top reason I would recommend PowerObjects to another financial services firm is the fact that the company and its engineers really understand the unique needs of a financial organization like ours. The engineers at PowerObjects are truly empowered to come up with their own solutions. I haven’t seen that anywhere else.”

- Amy Tran-Balbin, Vice President, Owl Rock

OWL ROCK
CAPITAL PARTNERS

What Our Customers Say...

MAXIMIZING VALUE

"Having a support team like PowerObjects just gives you the comfort level that you can actually take on a computer system like Dynamics and really use it to its full advantage, because the people at PowerObjects know how to maximize it and will give you the right advice every step of the way."

- Joe Kelly, Sales Manager,
Kelly Roofing



THE SKY IS THE LIMIT!

"I would definitely recommend Dynamics to other local government organizations. As we've seen over the years, the initial investment really has paid off - and we're only getting started. There is a lot more functionality within Dynamics then you might originally even see. That's what I've appreciated about PowerObjects. They've helped us see that the sky's the limit with what we can accomplish with Dynamics."

- Jake Anderso, project Manager,
Stearns County



SEAMLESS EXPERIENCE

"Our team members were able to easily adjust to the platform and our customers now receive a seamless experience because of our investment in the Microsoft stack."

- Allan Measor, Vice President,
Business Transformation and
Customer Enablement at Moneris



PowerObjects Customers Take it to the Next Level

Largest housing association in the U.K., undergoing *Digital Transformation...*

Effectively managing and scheduling resources worldwide...



Making *data-driven decisions* based on *real-time updates*

| Next Steps

| Connect with us...



Global Locations

United States

Canada

United Kingdom

Denmark

Australia

Singapore



Online

 powerobjects.com

 powerobjects.com/events

 First.last@hcl-powerobjects.com

A large crowd of people, many wearing blue shirts with the 'POWER OBJECTS' logo, are gathered in a large exhibition hall. In the background, various company banners are visible, including 'POWER OBJECTS An HCL Technologies Company', 'MICROSOFT DYNAMICS 365', 'SAMSUNG', 'Sonus', 'icertis', 'bmc', 'CDW PEOPLE WHO GET IT', 'Cisco', and 'Zerto'. A sign for 'Aisle 1000' is also visible. The text 'Local and Regional Government' is overlaid in white.

Local and Regional Government

THANK YOU!



Questions

