



# Adaptable Government Solutions

Connect, enable and service citizens with Microsoft Dynamics 365

# Introduction

Gartner states, **“By 2022, half of all digital government key performance indicators will include a citizen/customer experience metric to ensure that services delivered are citizen-centric”**.<sup>1</sup>

Governments face an immense amount of pressure to respond quickly to internal and external demands. Changes in regulation, stakeholder needs, technology, and security require agencies to access real-time data to make informed strategic decisions. Adaptability and responsiveness must be embedded within the core operations of a government organisation.

Agencies have the unique challenge of being both transparent and secure. Regulations and reporting rules require them to have deep insight into their business operations and metrics. At the same time, they must ensure the right people have access to the right data, whilst not compromising privacy.

DXC Technology helps government departments and agencies fulfill their promise to citizens through technology, capability, and culture. Whether it's modernising and protecting government infrastructure or improving services, with the right technology and a collaborative, innovative partner, government agencies can respond efficiently and effectively to changes in the market and citizen expectations.



**“Government leaders are under intense pressure to rapidly deliver better performance for their constituents at a low cost—all within a high-stakes, often opaque environment of unprecedented change.”<sup>2</sup>**

Microsoft Dynamics 365 leverages Microsoft interoperability to bring agility and resilience to government agencies, whilst ensuring data security. Dynamics 365 is a suite of solutions that delivers exceptional employee and customer experience through its end-to-end business process support, reporting, and analytics.

We asked leaders across our DXC Practice for Microsoft for their observations of how Dynamics 365 is addressing government agency needs. This ebook looks at what's most critical for governments to consider and how we are leveraging advanced Dynamics 365 solutions and methodologies for our customers to create a robust workplace experience. At DXC, we simplify, modernise, accelerate, and reimagine business applications within a high-performance cloud environment.



## Four critical drivers for Government



### Simplify the complexity of digital transformation

*“Given the challenges, it can take many years to fully digitise public services. However, governments can mitigate complexity if they break implementation down into small steps. Ideally, these will start with quick wins to generate momentum... Moreover, implementing these changes is relatively speedy and inexpensive.”<sup>3</sup>*

The way governments support their citizens is evolving. With increasing expectations from businesses and citizens alike for centralised and personalised services, government agencies must take advantage of digital transformation to connect, enable and service their communities.

Having a clear view of their skills and capabilities ensures government agencies deliver the most value to public sector customers and key stakeholders. Organisations that can successfully tackle complexity within their operations will remain agile, be able to respond efficiently and effectively to changes in the market, and fulfil communities' expectations.



### Modernise the legacy

*“In this dynamic environment, traditional, technology-centric approaches to software quality fail to quickly deliver the innovation and breakthrough experiences required to succeed at digital government today.”<sup>4</sup>*

While the drive for change is accelerating, so too is the drive to decrease costs and optimise IT efficiency across government agencies. Legacy systems, aging infrastructure and application proliferation all drag on the ability to transform and meet the challenges of a more digital workplace.

Consolidating instances of applications, migrating legacy applications to the cloud, and optimising applications using advanced technologies and intelligent automation will yield greater operational and cost efficiency.



## The acceleration imperative

In a report from Deloitte, seventy per cent of respondents expected their organisations to change more over the next five years-but sixty per cent also indicated they are concerned that the pace of the change is “not good.”<sup>5</sup>

Seventy per cent of these respondents say they are already seeing positive impacts from the digital initiatives introduced during the pandemic. To thrive in a fast changing and uncertain world, government agencies must immediately begin their digital journey. With the lessons of the last two years still fresh, now is the time to look at building and integrating systems across the stack to enable end-to-end processes that are efficient, secure and reliable.

**“In today’s world, government enterprises face an immense amount of pressure to be agile, resilient and secure as they move to a digital first stance.”<sup>5</sup>**



## Reimagining for digital first government

In a recent survey by Deloitte, almost 600 out of the 800 government officials (from eight countries) indicated that “COVID-19 had accelerated their government’s digital transformation, yet 80% of respondents believe that their organisations’ digital efforts haven’t gone far enough.”<sup>6</sup>

Given the experience of the last two years, government agencies and public enterprises have a unique opportunity to become digital first organisations. New work from home models and the willingness of to consume government services virtually, gives organisations the licence to adopt to remote-first operating environments to improve employee experiences and digitalise citizen and business touchpoints.

**“Institutions that reinvent themselves to make the most of better insight and foresight, as preferences evolve, will disproportionately succeed.”<sup>6</sup>**

# 60%

less effort required for case-handling through digitising public services<sup>3</sup>

# 75%

identified cost and budget pressures and citizen demands are far and away the two primary drivers of digital transformation<sup>7</sup>

<sup>1</sup>Gartner - accelerate-digital-for-future-ready-government-ebook

<sup>2</sup>Mckinsey - government-transformations-in-times-of-extraordinary-change-key-considerations-for-public-sector-leader

<sup>3</sup>Mckinsey - digital-public-services-how-to-achieve-fast-transformation-at-scale

<sup>4</sup>Gartner - accelerate-digital-for-future-ready-government-ebook

<sup>5</sup>Deloitte Insights, Seven pivots for government’s digital transformation, May 26, 2021

<sup>6</sup>Deloitte Insights, Seven pivots for government’s digital transformation, May 26, 2021

<sup>7</sup>Deloitte - digital-government-transformation



## DXC Practice for Microsoft responds with Microsoft Dynamics 365

The Dynamics 365 portfolio of business applications enables agility and innovation by bringing together data from across government agencies, with unified ERP and CRM functionality in the Microsoft cloud. It provides robust analytic capabilities and access to real-time data, optimising operations, service capability, and creating engaging citizen and employee experiences.

**“Investments in cybersecurity, cloud services and business intelligence remain the most in-demand technology investments, which has been the case for several years.”<sup>8</sup>**

The entire Microsoft cloud comes together as a unified digital-transformation platform with consistent security, identity and compliance boundaries. Dynamics 365 delivers a cloud-based business applications solution that offers a single platform covering the front and back office. It removes data silos and disparate system barriers to enable government departments to work together, seamlessly. Importantly, Dynamics 365 provides cloud applications that are scalable, secure and consumable in a composable manner: applications can be selected and assembled in various combinations to satisfy specific business requirements.

Leaders from within the DXC Practice for Microsoft outline how Dynamics 365 meets the needs of today's governments and identify what differentiates the Microsoft Business Applications portfolio in the market.

# Make it simple – remove complexity and enhance existing solutions

At DXC, we simplify organisational architecture and business applications infrastructure by consolidating numerous existing solutions and diverse platforms. Reducing complexity delivers an easier to use, more efficient environment, and lowers ongoing operational costs.

Dynamics 365 allows government departments to collect, organise and leverage citizen information to streamline operational and financial interactions and makes that data available for downstream use.

Many agencies are now moving towards a more simplified set of applications and are investing in Microsoft Business Applications because it's simpler, more integrated, and importantly, more familiar to users.

Additionally, these cloud applications can be incorporated into existing application architectures and integrated with other core applications such as SAP, Salesforce, Workday, Oracle, ServiceNow or other custom applications - leveraging data and analytics from across the government organisation.

“Microsoft Dynamics 365 is able to meet the scale of large government organisations quite easily. It's built on an extensible, secure and scalable framework or infrastructure. It enables rapid implementation through modular deployment of components. This means customers don't have to undertake a Big Bang to replace all their applications at once - they can take things one step at a time towards an eventual endpoint.”

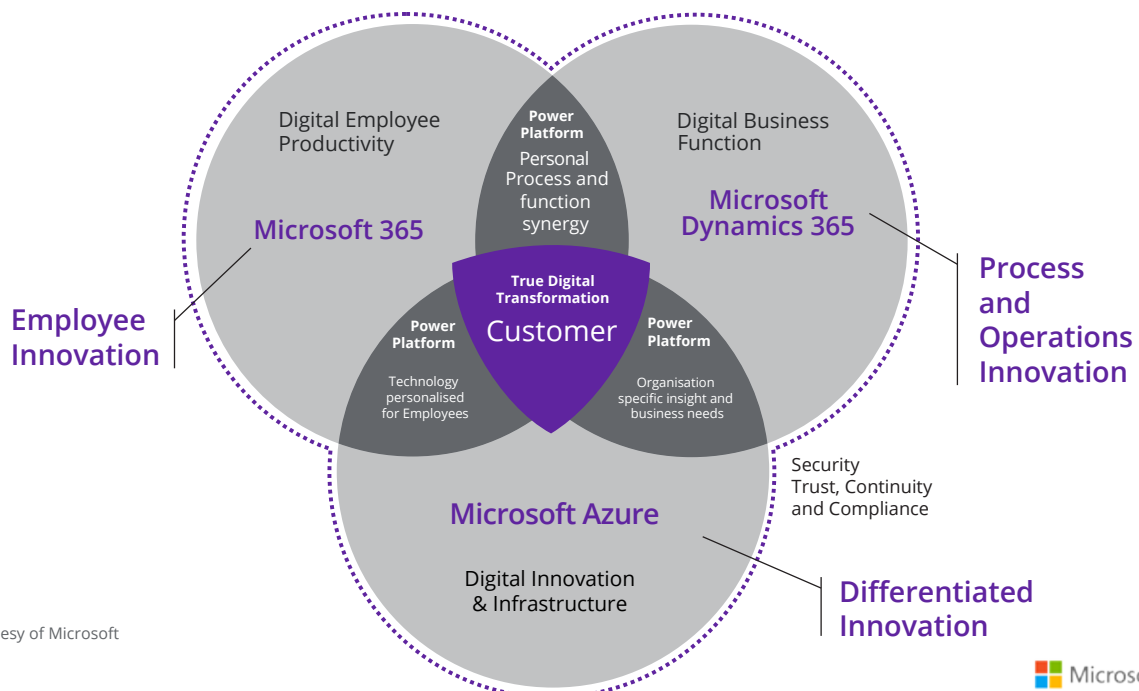
## Phillip Walsh

CTO / Chief Business Architect, DXC Practice for Microsoft

“When you embed Dynamics 365 Sales into Outlook, users can be using your CRM system without even knowing it—making it really simple for your end users and the organisation to get immediate benefit. That's particularly important to our government customers.”

## Jeff Felice

Customer Engagement Director, DXC Practice for Microsoft



# Case Study:

## WaterNSW



WaterNSW is a state-owned corporation, which operates the state's rivers and water supply systems. Formed in 2015, WaterNSW is the result of a merger between State Water, the Sydney Catchment Authority and the Department of Primary Industries.

As a newly amalgamated organisation, WaterNSW needed a single, consolidated, integrated solution to operate corporate functions and asset management.

Partnering with DXC, WaterNSW deployed a three-part Microsoft platform consisting of Azure, Microsoft Dynamics 365, and Office 365. The Dynamics 365 project at WaterNSW was the biggest implementation at an Australian state government agency at the time, due to the breadth and scope of the solution.

Within weeks of going live in April 2019, WaterNSW experienced transformative change. Business processes were simplified, introducing new efficiencies to employees. Fast, comprehensive views into data enabled better business decisions. Connectivity across the system allowed workflows to operate more smoothly and quickly.



“WaterNSW chose DXC as its partner because of the team’s expertise and leadership in Dynamics 365, its exceptional track record of provisioning end-to-end solutions and its skill at providing business process change and system integration. DXC brought strong capabilities for technical implementation and functional consulting, which we needed to link business processes to software configuration. During the project, the DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs.”

“We’ve also transformed how we capture and store condition data on field assets with Dynamics 365 and the Azure cloud.”

**Ian Robinson**

Chief Information Officer, WaterNSW

# Make it modern – remove legacy applications

Microsoft Dynamics 365 has reframed the way the public sector approaches the implementation of essential business systems. At the heart of many government agencies are core business systems that are the result of years of investment in traditional, on-premise applications.

These core applications have evolved to fit unique departmental processes, modified to industry best practices and often siloed data away from end users - holding it safe but inaccessible to individuals across the department or other aligned agencies.

As these applications reach end of life, many agencies have looked to deepen their investment in Microsoft's data-first cloud strategy, composed of Microsoft Dynamics 365 for applications functionality, Microsoft Power Platform as a workflow and productivity application platform, and Microsoft Azure as a secure, infrastructure platform.

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“A lot of governments tend to have fairly immature business processes. They need to move into a more digital landscape - move things online, take away those traditional back-office systems and move to self-service capabilities.”

**Phillip Walsh**

CTO / Chief Business Architect, DXC Practice for Microsoft

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“What's common to government agencies is they want to replace their legacy solutions and do it quickly. They want to modernise fast. The problem they face is that they have no single version of the truth. There's a lack of integration across the backend information systems of record — they lack visibility due to ageing legacy systems and infrastructure. That's where Microsoft is able to modernise and integrate quickly.”

**Dahlia Kayal Raj**

Enterprise Practice Director, DXC Practice for Microsoft





# Case Study:

## State Police



The criminal prosecution process can be long and complex and involves a host of people, ranging from investigators, prosecutors and court staff to the defendant and their solicitors. Following announcements of record investments in technology and modernising court complexes, this state's justice department proposed reforms that required agencies to digitise their prosecution processes and IT systems to provide a more efficient, smarter justice system that delivers for the community.

Based on justice sector knowledge, an exceptional track record in delivering end-to-end Microsoft Dynamics solutions, and skills in providing business process change and system integration, the police selected DXC Technology to implement Microsoft Dynamics 365 Customer Engagement. Running on Azure, the cloud solution leveraged out-of-the-box functionality provided by the DXC Smart Government Solutions for Microsoft Dynamics 365. These modular Accelerators are part of the DXC Justice Case Management solution that addresses specific needs related to prosecutions and matter management.

The DXC Practice for Microsoft's application of agile methodology enabled a fast and seamless implementation with technology matched to user needs. The solution was implemented over nine months with DXC able to translate the existing system's look and feel to the new interface.

DXC supported the police in delivering this essential solution, taking a large workforce with local processes and procedures and standardising these across the state. Easy access to and management of relevant case information is provided through a consolidated case management system that ensures a single source of truth for police prosecutors. Integration with the core operational policing system enables police prosecutors to work more efficiently while collaborating to save time and costs associated with law enforcement.



**"The DXC team was highly professional, accessible, and disciplined in delivering our outcomes while remaining flexible to our needs."**

**"We selected DXC as our partner for their strong technical implementation and functional consulting capabilities and ability to link business processes to technology."**

A spokesperson from police

# Make it quick – quick wins, simplification, fast implementations and true ROI

The pressures of time, budget and resources are common to every project.

In the past, turnaround times on projects could be extended, and sometimes projects were never completed as the market had moved on. Dynamics 365 is specifically aimed at quick wins. While it's still very broad in terms of the applications available, it's also very modular, which means it's easy to implement one module at a time and get incremental returns on investment as each module is deployed.

DXC uses proven project methodology comprised of established best practices, prescriptive processes and a supporting standardised toolset to drive successful implementations of Dynamics 365.

This methodology is influenced by Lean, DevOps, PMBOK, PRINCE2, Six Sigma, ITIL, Agile and Microsoft-specific methodologies and frameworks, such as Success by Design. It incorporates traditional implementation phasing with the disciplines and activities of evolving agile practices.

DXC has succeeded in developing a proven methodology that drives successful implementations. Our Evolve methodology is designed to ensure projects go-live quickly and with a fast return on investment. Gap analysis, implementation, system development lifecycle, and project closeout are much easier and quicker with a solution that provides standardisation and customisation where it makes sense.



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“We can simplify processes and bring a lot of IP into projects. For example, we can provide pre-formatted reusable IP that DXC has used before, ensuring that the infrastructure around Dynamics 365 is compliant within a government agency, and compliant with security and accessibility standards.”

**William Moore**

Senior Executive, DXC Practice for Microsoft

“One of the great advantages of the Dynamics 365 platforms is time to value. It lets you stand up the solution really quickly, which is a big advantage over some of the more traditional enterprise applications.”

**Kevin Killey**

Managing Partner, DXC Practice for Microsoft

# Case Study:

## Queensland Treasury Corporation



Striving for operational excellence and mitigating risk by eliminating inefficiencies are part of Queensland Treasury Corporation's DNA and were the driving factors for the organisation's modernisation of its financial management system.

As part of an organisational transformation that began about six years ago, much of their operations had already transitioned to Microsoft platforms, but in 2019 the Finance team determined modernisation was needed.

The organisation identified Microsoft Dynamics 365 Finance to improve access to data and streamline and automate multiple processes — while laying the foundations for ongoing innovation.

Rapid deployment was essential. The rollout needed to be completed by the end of June 2020 ready for go-live on 1 July 2020 to avoid the finance team having to wrangle two separate platforms when the new financial year rolled in. **The implementation was achieved in just five and a half months** — and in time for the start of the 2020-21 financial year.

The Dynamics 365 platform is also far simpler to manage. Where a version update on its legacy and highly customised finance platform could take months to complete, having embraced Dynamics 365 pretty much out of the box, **updates take only two hours each quarter**.



“It links into the other tools that we use, namely Power BI, to access that data and to give us more information, more analytics, and more insights — which is also very important. It's the productivity/efficiency factor and more advanced information.”

“Moving to this platform it was very clear it is actually going to be a lot cheaper for us, and we have certainly increased our productivity internally since adopting this.”

**Jane Keating**

Managing Director, Finance, Data & Compliance  
Queensland Treasury Corporation

# Make it standard – leverage existing investment in Microsoft

Microsoft technology is already widespread across the public sector and investment in Dynamics 365 leverages the familiar user interface and interconnectivity provided by the Microsoft technology stack: reducing per seat investment, building user adoptability, and enhancing data integrity across applications.

When Dynamics 365 is added to an existing Microsoft technology stack, it delivers a consistent and familiar environment for the business. Dynamics 365 has many out-of-the-box connections with the Microsoft applications that employees are already using.



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“Most government agencies are already using components of the Microsoft stack, so it’s not a big leap to expand from this. Some departments are managing queries via multiple manual email inboxes – all using Microsoft Office 365 but without any workflow or business processes to simplify and streamline their workloads. That’s where they should think of replacing existing manual processes with a solution like Dynamics 365 Contact Centre solution.”

**Dahlia Kayal Raj**

Enterprise Practice Director, DXC Practice for Microsoft

## Case Study: RSL DefenceCare



A not-for-profit organisation that focused on helping Australian veterans and their families, RSL DefenceCare needed a fast, 360-degree, evidence-based view of their customers. Offering veterans access to a range of different health, legal and financial services, RSL DefenceCare needed to better understand their service offerings and the outcomes that each person received during service. They required a solution that seamlessly integrated with their existing Microsoft applications.

DXC helped RSL DefenceCare reach their goals through a curated solution offering. Microsoft Dynamics 365 Service and Cloud deployment fostered an ease of integration as well as a familiar user interface.

Through the introduction of Dynamics 365's robust data management and analytical capabilities the team became much more proactive in helping its customers. This also allowed for real-time data and meaningful insights on service outcomes, automated processes, and improved management of payments and receipts.



“DefenceCare partnered with DXC because of its history and experience delivering successful Microsoft implementations of all sizes. The DXC team take time to listen, learn and understand an environment before suggesting solutions that meet immediate requirements and anticipate future requirements.”

**Raj Nair**

Chief Operating Officer, RSL NSW

# Navigating the way forward with DXC and Microsoft Dynamics 365

Now more than ever, governments are challenged by strategic, economic and social changes on an unprecedented scale. It is critical for modern governments to remain agile and respond to these pressures in a consistent, timely, and manageable way.

With a deep understanding of the unique business requirements essential to the public sector, DXC empowers agencies to digitally transform and move to the cloud through cost-effective, rapid projects using Microsoft Business Applications. DXC specialises in new implementations and upgrades to cloud-based solutions, powered by Dynamics 365 and the Power Platform built on the security of Azure.

A leading Microsoft Partner with experience at local, state and federal levels of government, we understand the constraints and interplays within and across the public sector. Furthermore, our proven methodologies, accelerators and government-specific solutions modernise, leverage and improve existing core business applications - enabling interoperability and integration across complex infrastructures and legacy solutions.

Adopting a holistic view of a government organisation, we propose strategies that are actionable, achievable, and directly aligned to priorities to ensure projects are delivered with reliable and predictable outcomes



Our goal is to make you a Microsoft customer for life and a DXC customer by choice.

Learn more:

[dxc.com/au/en/practices/microsoft](https://dxc.com/au/en/practices/microsoft)

[dxc.com/nz/en/practices/microsoft](https://dxc.com/nz/en/practices/microsoft)

## About DXC Technology

About DXC Technology DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernising IT, optimising data architectures, and ensuring security and scalability across public, private and hybrid clouds. The world's largest companies and public sector organisations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. Learn more about how we deliver excellence for our customers and colleagues at [DXC.com](https://dxc.com)