



the results company

A silhouette of a person standing in a field, looking towards a bright sunset. The sun is low on the horizon, creating a strong lens flare and illuminating the scene with a warm, golden light. The person's head is positioned directly in front of the sun, creating a silhouette effect.

How to make your Microsoft project
a guaranteed success

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How to make your new technology project a guaranteed success

Whatever your biggest challenge, technology has solutions.

If only new technology projects weren't so risky.

According to Gartner, 75% of ERP projects fail. McKinsey found 90% of digital transformations produce **zero** ROI, burdening your operation with even *more* problems, inefficiencies and overheads.

How to stop this happening to you?

Before you start, your technology project must take your unique business needs into account. Its success depends on making two correct decisions:

1. Your technology provider must have solutions compatible with your current processes or able to support modern and newly defined processes as part of a business transformation. This provides a smooth transition from your old systems to the new. Once you have the right technology in place, you're also better equipped to deal with sudden challenges.

2. Your business transformation partner must understand how your new software applies to you and your colleagues. They must take a proven best-practice approach in bringing together your people, data, processes and activities in the most efficient way. And, where possible, use templated frameworks to deliver rapid results. They must also stay laser focused on your exact goals, so your project never strays off course.

Getting these two decisions wrong is a key reason some technology projects fail.

Fortunately, avoiding these early mistakes is easy.

In 10 minutes, this brochure shows you how.

After reading, you launch projects in the quickest possible time. Mistakes and mishaps are easy to resolve. Meanwhile, you keep your ongoing costs to the barest minimum.

Please email m lonnon@hso.com to arrange your free business value assessment ...

... or turn the page to begin.

3 reasons to choose Microsoft as your new technology vendor

Your first reason is obvious: **familiarity**.

You know and understand much of Microsoft's software. You and your colleagues likely use Microsoft in their everyday work, so you save time training and bringing them up to speed.

Microsoft's cloud platform and tools are **compatible** with other third-party systems too.

It connects to Adobe, SAP, Amazon – and other software you already use.

You don't have to tear everything down and start afresh.

Finally, it's **scalable**.

You only pay for the solutions you actually need.

This is where the right technology partner effectively pays for themselves.

Once they understand how these solutions relate to you, they're in a position to:

- ✓ Get your new project launched in record time.
- ✓ Keep your *ongoing* costs to an absolute minimum.

After 30 years, serving 1,200+ unique clients, we've seen every sort of technology challenge ...

... and built tested, proven templates to fast-track your project.

80% of your project can be plotted ahead of time – with predictable results.

You're also matched with HSO project experts from your industry.

They understand every detail of Microsoft's stack, how it relates to your work - and how our project templates can be customised to your specific needs.

The easiest way to begin is with a free business value assessment.

Please email mlonnon@hso.com now to arrange yours.

Instantly overcome your technology project's biggest threat

Technology projects fail when they're disorganised.

Scattered information sends conflicting signals to each department. Nobody can make accurate decisions in the moments that matter. Meanwhile, problems escalate as duplicated and/or inaccurate data piles into different silos.

It's why HSO technology projects begin with your current setup.

- What do you already have in place?
- What solutions are you using, and what little-known tools have you missed?
- How are your systems connected – and could they be simplified?

These are just some of the questions to answer.

From there, our focus moves to **Microsoft Azure** and the **Common Data Platform**.

By organising your **data, applications** and **tools** onto a single cloud platform, Azure:

- ✓ **Speeds up decisions:** Bring together data from all your departments, applications and systems to reveal new insights you hadn't seen before.
- ✓ **Reduces security stress:** 3,500 Microsoft professionals constantly strengthen its systems against hackers. Your tools and applications automatically keep pace with new updates as they happen.
- ✓ **Slashes overheads:** Save on physical storage and security costs. With Azure, you're part of the world's largest cloud network. It effortlessly reconfigures to your needs - as you scale up or down. *HSO clients typically save 30% on their project's hosting.*

How you use Azure depends on your key goals.

- Big, quantifiable goals tend to suit a traditional planned project. Everything is plotted ahead of time - according to a tested, proven roadmap. Your new systems are launched on Azure all at once.
- Smaller "side" goals are more experimental. You test and refine ideas outside your main operation, building your solution in bite-sized chunks. Once your project is ready – with everyone's full approval – Azure connects it to the rest of your business with ease.

Don't consider Azure until you know which project template is right for you.

To arrange your FREE business value assessment with an HSO expert, please email mtonnon@hso.com

Harness the hidden insights buried in your data

Once your project goals are clear, Microsoft has everything needed to:

- ✓ **Get instant answers** to any business question – by analysing data in real time.
- ✓ **Reduce overheads** – by simplifying your systems and cutting out unnecessary third-party software.
- ✓ **Boost efficiency** – by connecting all your data, workflows and activities, while automating repetitive tasks between them.

Nevertheless, it's a vast and complicated stack of solutions to choose from.

How can you instantly know which matter most to you?

To solve this problem, your HSO as your technology partner works with experts in your specific industry. They have specialist knowledge of:

- Your particular problems.
- The Microsoft solutions that will deliver the best results for you.
- And how they combine with your processes.

Most likely, their suggestions will involve **Microsoft Dynamics 365**.

By connecting to ALL your business data, this extraordinary suite of cloud-based applications provides:

- ✓ A complete ERP solution, customised to your operation.
- ✓ Industry-specific solutions, with tools for consumer insights, fraud protection, supply chains, field services and more.
- ✓ Startling new improvements you'd otherwise miss. Dynamics 365's artificial intelligence tools constantly seek new ways to strengthen your processes as new information pours in.

Everything is 100% flexible.

You only pay for the business applications you actually need and use.

Again, it's why skimping on your technology partner makes no sense.

Getting the right help now may cost a little more upfront. However, it makes every corner of your operation more efficient and effective. By simplifying your software, you keep ongoing costs to a minimum. You could even consolidate many existing third-party tools – for an immediate saving.

Please email mlonnon@hso.com now to arrange your free HSO business value assessment. Find out what these changes are worth to you.

There's no risk to begin.

Uncover 'invisible' opportunities

hidden in plain sight

Of course, you could have the most expensive technology available.

It won't make a bit of difference unless your colleagues know how to use it and see the benefit of doing so.

So your technology project's success also depends on:

- Correctly identifying who's responsible for what.
- Getting buy-in from the people who will use it.
- Bringing colleagues up to speed on whichever tools matter to them.
- Structuring your training – in specific, proven ways - to make these new improvements stick.

These extra considerations are easy to ignore.

Yet we've found they result in successful project delivery.

Nowhere is this more obvious than in **Microsoft 365** and the **Power Platform**.

These platforms are so accessible, you may already have them as part of your current license agreement.

Armed with the right skills, anyone can now use them to:

- ✓ Build custom, low-code apps to solve any problem – with **Power Apps'** easy drag-and-drop tools.
- ✓ Discover new relationships hidden in your data – and get accurate answers to any business question *in real time* – with **Power BI**.
- ✓ Speed up communication, collaborate and manage tasks from a single hub – with **Microsoft Teams**.
- ✓ Automate all your gruelling repetitive work – by combining **Virtual Agents** with **Power Automate**.

In our experience, fewer than 10% of companies get maximum value from these tools.

By devising a *customised* training plan – to suit you and your colleagues work, and your organisation – your HSO technology partner uncovers new "invisible" opportunities.

Many of them hidden under your nose.

To get started, please email mLonnon@hso.com. Arrange your complimentary HSO business value assessment today.

Get expert guidance from veterans in *your* industry

Your industry has unique challenges and quirks.

Your technology partner must understand how your industry works.

Otherwise, they cannot setup your technology in the most efficient way possible. They cannot address your exact needs.

It's for this key reason your HSO project is overseen by veteran experts in your field.

These might include former executives, professionals with specialist expertise, or even ex-CEOs. It's how we've delivered 2,500+ successful projects – in every industry you can imagine.

"HSO delivered the project to AO's demanding timescales, matched our pace, and delivered with speed, but without compromising on the quality".
- AO (**Retail**)

"After just two months and with fifteen staff using the CRM system, the results were immediately noticeable for executives, business developers, business unit managers and account managers."
- Ab Ovo (**Professional services**)

"HSO has sufficient knowledge and know-how in many disciplines, not only ERP but also CRM and business analytics. And precisely because all technology and applications are increasingly being integrated, we need a partner who has all this knowledge in-house."
- Caldic (**Distribution**)

"Over 1,500 homes across the city now have assistive technology. It provides reassurance for the families, but also gives independence for the individual."
- Sunderland City Council (**Public sector**)

"We needed a platform that connected commerce delivery, and we needed it to scale as the business evolves. HSO and Dynamics have given us the ability to do this."
- Boden (**Fashion retail**)

Protecting your investment and achieve long-term success

Our service doesn't end with your project's launch, either.

If you wish, a Service Manager is assigned to maintain your systems.

They understand everything about your setup – and how it relates to your operation.

This frees you from 3 worries:

1. You don't worry about your technology "falling behind". Your team is constantly updated on new developments which affect you.
2. You don't worry about staff turnover. Important knowledge – connecting your people to your technology – is preserved, no matter who leaves the business.
3. You don't worry about things going wrong. There are HSO offices in 41 offices countries, offering 24/7 support, to handle any problems that arise.

It all starts with your simple – **complimentary** – HSO business value assessment.

Please email m lonnon@hso.com to speak with an HSO advisor now.

Don't take a chance with the wrong technology partner arrange your *free* HSO business value assessment today

As you've seen, software is only part of your technology project.

Just as important are your people and existing processes. Everything must connect and work together to maximise efficiency throughout your operation. This oversight is why some technology projects fail.

It's why your choice of technology *partner* is so very important.

- Do they have experience solving your specific problem?
- Are their experts fluent with your industry's challenges and nuances?
- Are they proven to deliver projects fast – to your exact requirements – while minimising your ongoing costs?

With HSO, the answer to all these questions is an undeniable “yes.”

Your project is built off the back of 2,500+ past successes. We've delivered for some 1,200 unique clients – in retail, manufacturing, distribution, professional services, financial services and the public sector.

HSO has been a Microsoft Gold partner since 2002; a coveted standard which **only 1% of its partners meet.**

HSO also sits in Microsoft's 'Inner Circle,' closed off to most other partners. This grants you early access to new, advanced technologies, helping you steal a march on rivals.

Meanwhile, you're always assisted by top experts in your industry.

In 2021, HSO was voted the '#1 Best Technology Company' to work for as well as one of the UKs 100 Best Large Companies to work for.

Quite simply, we attract and hire the very best technology talent, so you don't have to.

When you consider all this, does it make sense to gamble on anyone else?

Arrange your *free* complimentary HSO business value assessment with an HSO expert today.



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3rd floor, Jackson House, Sibson Road, Sale, M33 7RR | T +44 (0)20 3128 7767 | info-uk@hso.com

Hso is a leading global technology and professional services company, delivering successful business transformations, using Microsoft cloud business applications, data and analytics, that improve results of our customers. As a Microsoft Solution Integrator, HSO innovates, designs, implements, integrates, optimises and manages business processes and applications based on Microsoft Dynamics 365, Microsoft 365 and Microsoft Azure.

With over 1000 professionals throughout Europe, North America and Asia, HSO combines innovative technology with extensive industry expertise in retail, distribution, manufacturing and (field) services and unique global delivery capabilities to help customers achieve and maintain competitive advantage (anywhere) in today's digital and global world.

HSO has been part of Microsoft's Inner Circle since 2007, the top 1% of best performing Microsoft partners worldwide. Visit www.hso.com for more information