



**TES will get
you there.**

An approachable, human, and positive experience that will nurture organisations throughout their digital transformation journey.

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With quality, integrity and passion, TES will get you there

As a leading UK Microsoft reseller, TES is a hub of knowledge on the best solutions for digital transformation. Like its partnership with Microsoft, TES endeavours to build the same trusted, long-term partnerships with its customers.

TES starts with empathy and compassion, and taking the time to understand your organisation's specific needs. Identifying these areas during consultation arms TES with all the knowledge required to recommend the right solution and design a roadmap for collaborating with you on deploying that solution, at the right pace for your team.

TES considers its relationship with every customer a partnership from day one, at hand to offer advice, share its expertise and alleviate any concerns during the process. TES dedicates a team to your organisation to ensure ongoing support is there when you need it. The approach is defined by three core values: quality, integrity, and passion.

By harnessing Microsoft platforms, TES can deliver solutions tailored to specific organisational needs. Microsoft Dynamics 365 solutions and add-on functionality through TES apps can combine to solve any organisational challenge or requirement. The right solution for you is a tailored response to your exacting needs.


Paul Faulkner
CEO



Digital Solutions

Whether you're looking for better sight of all finance activity and a more effective way to manage day-to-day tasks, build and maintain relationships, turn data insights into actions that inform better decision making, or expand on your Microsoft Dynamics 365 solution, TES is the partner that will help you step into digital transformation.

For much-improved method and methodology, process, procedure, and organisation, **TES will get you there**.

Explore the right solution for you...

Business Central

The heart of Microsoft Dynamics 365 Business Central is its capabilities to manage all finance activities.

Power Platform

Microsoft Power Platform offers the capability to turn ideas and needs into impactful solutions.

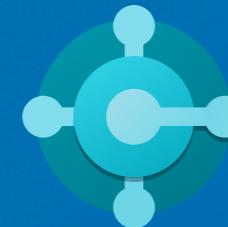
CRM

Microsoft Dynamics 365 CRM solutions unlock better ways to manage any relationship more effectively.

TES Add-on Apps

TES add-on apps expand on the functionality of your Microsoft Dynamics 365 system for a tailored solution.

Microsoft Dynamics 365 Business Central



The heart of Business Central is its capabilities to manage finance. As a partner with vast experience in implementing Business Central and training teams just like yours to use the solution effectively, TES is at hand to guide your organisation to where it needs to be.

If you're finding that outdated systems are causing blockages to the day-to-day operations of your finance team, then digital transformation with Microsoft Dynamics 365 Business Central provides all the functionality you need to enjoy a user-friendly and efficient solution.

Microsoft Dynamics 365 Business Central is agile enough to change configuration, and big enough to evolve and grow with your organisation.

Supporting the day-to-day activities of your finance team

- Managing receivables
- Managing payments
- Invoicing prepayments
- Reconciling bank accounts
- Managing inter-company transactions
- Accounting for costs
- Managing stock costs
- Consolidating finance data from multiple organisations
- Post transactions directly to the general ledger
- Allocate costs and income

- Import payroll transactions
- Work with VAT on sales & purchases
- Report VAT to tax authorities
- Analysing cash flows and forecasting
- End-to-end reporting functionality



Adapt faster, work smarter and perform better with Business Central



TES Add-on Apps for Business Central



Fund Accounting/Donor Reporting (Linked Dimensions)

Business Central has functionality to cater for fund accounting and donor reporting, however manual intervention is required.

This TES IP builds on the standard Business Central functionality of Dimensions, however it enhances it so that NFP organisations can easily report on fund type; restricted/unrestricted, both internally for fund accounting purposes and also to help produce donor reporting requirements that are required in NFP implementations.



Expensed VAT/Partial Recovery

This TES IP enhances standard Business Central so that you can set up partial VAT recovery against specifically tagged data and choose what percentage to claim back on your VAT returns. The remainder of the VAT amount is posted to the expense account where the posting was coded to.



Vendor Bank Account Security

This TES IP enhances the work-flow of the system for updating or creating supplier bank account details.

TES is finding that more and more charity and NFP organisations are being targeted for fraud purposes and audits are requiring a greater level of system security around this process.



Document Approvals (Purchasing Portal & My Cost Centres)

This TES IP allows the roll-out of the finance system to your organisations' budget holders. By using this functionality, your budget holders will be able to monitor the spend against their project budget and enter purchase documents for approval work-flow against the project.



Accruals Worksheet

This TES IP expands on the standard functionality of Business Central to post accruals on anything that is not stock related.

The accruals worksheet works with Total Approvals so that all of your purchase data can easily be retrieved into a worksheet, so that you can post your accrual data.



Andy Langler The Health Foundation IT Programme Manager

We wanted a partner that understood the NFP sector. TES had a good track record, and our consultant really understood us. Not only did they accommodate our requirements, they pushed back with other available options and really worked alongside the team.



Pictured:
Chris Wilson
CTO



Microsoft Dynamics 365 CRM

You will most likely be aware of how a CRM solution will help an organisation connect better with its customers. After all, it's in the name: Customer Relationship Management. But TES encourage organisations to consider CRM as a tool to manage any important relationship.

TES works in partnership with organisations keen to manage internal and external relationships more efficiently and effectively. That could be a relationship with anyone from charity volunteers and fundraisers to school students, civil servants, or customers.

Any relationship that matters, CRM holds the tools to manage them with clarity. By connecting the core activities of your organisation with a reporting function that turns insights into actions, you'll benefit from one version of the truth.

365 for Sales

This adaptive selling solution helps sales teams navigate the realities of selling in the modern world. At its core is an intelligence system, monitoring insights and actively recommending actions.

365 for Customer Service

Built-in intelligence for Dynamics 365 Customer Service enables organisations to personalise support for every customer, with full view of every associated activity.

365 for Marketing

To communicate with audiences effectively, a personalised experience across all touch points is necessary. Dynamics 365 Marketing revolutionises marketing automation, personalisation, and real-time engagement.

365 for Field Service

When customers reach out for guidance, assistance, and clarity, Dynamics 365 for Field Service helps you provide that much needed reassurance. Leverage an 'always on' service to provide real-time support anytime, anywhere.

 Connect better with the people most important to your organisation.

Microsoft Dynamics 365 CRM

TES Add-on Apps for CRM



Contact Management

Operating a single, secure database of all contacts is a prerequisite of every organisation. The D365 Contact Management App provides this capability, in addition to recording the relationships between contacts and the interactions occurring between them and your organisation.



Fundraising

The Fundraising App manages all sources of donation revenue your organisation might receive, either internally sourced from the fundraising team and organisation website, or from external 3rd party sources, such as online donation platforms.



Tax Efficient Giving

To maximise the benefit of fundraising activity, the Tax Efficient Giving App enables an organisation to efficiently access complimentary services such as the HMRC Gift Aid service and Give-As-You-Earn scheme.



Membership

The Membership App provides a platform by which an organisation can configure and deliver a range of membership schemes, complimented by a portal that allows members to self-service renewals and manage their communication preferences.



Volunteer Management

The Volunteer Management App supports every stage of the volunteer life-cycle from on-boarding, skills and accreditation recording, through to event attendance and personalised proactive communications.



Case Management

The Case Management App provides charities with the ability to effectively manage inbound communications from contacts.

Cases can be attributed priorities, classified, and assigned to individuals or teams within the organisation, ensuring the most efficient processing.



Sales and Subscriptions

To increase effectiveness of your charity's commercial operation, this TES IP provides the ability to sell conventional merchandise stock and also products, such as magazines, that are provided on a subscription basis.



Digital Engagement

The D365 Marketing App can support several Digital Engagement tactics. This TES IP can define contacts by certain qualification criteria, creating rich email designs with mail merge elements, and email communications to segments of contacts in multi-stage journeys.



Legacy Management

Charities which benefit from legacy income can use the Legacy Management App to manage any prospective opportunity through to final delivery.



Grant Management

The Grant Management App provides organisations with the ability to support both inbound grant applications and outbound grant awards. It leverages the core CRM capabilities of the system to support all grant activities with an audit log of communications, scheduled activity planning and storage of linked documents.



Event Management

Delivering events, both real world and virtual, allows organisations to maximise engagements with existing contacts and provide a platform to extend their reach to new opportunities. The Event Management App provides functionality which supports planning and registration, through to delivery and follow-up.



Spokesperson from the Diocese of Salisbury

With TES' help and excellent systematic training, we were able to go live within 3 months!



Pictured:
Adam Sheehan
Product Strategist

 Impactful solutions for any challenge! 

Microsoft Power Platform

Microsoft Power Platform offers the capability to turn ideas and needs into impactful solutions. Solutions that will improve data analysis, automate processes and tasks, or solve specific challenges.

Connect to several data sources and a library of connectors to benefit from one version of the truth. Turn insights into actions and expand the capabilities of your Dynamics 365 solutions to harness apps and functionality that's unique to the needs of your organisation.

The Microsoft Power Platform is divided into four core products. Those four products are outlined below.



Power BI

Power BI offers all departments within an organisation access to data and insights that will inform more confident decision making at all levels.



Power Apps

Build apps that modernise and improve processes at speed to solve any organisational challenge. Microsoft Power Apps will empower your organisation to launch apps quickly with pre-built templates, a drag and drop system and quick deployment options.



Power Automate

Automate organisational processes to improve the day-to-day administration and management of tasks. Streamline repetitive tasks to free up valuable time for anyone within your organisation that needs to focus on more important activity.



Power Virtual Agents

Improve communication both internally and externally with Power Virtual Agents. Create intelligent chat bots to respond at speed and at any time to queries from internal and external sources.



Iram Iqbal
Project Manager



Managed Service

TES understands that for different organisations there isn't a one size fits all in terms of ongoing support for their Microsoft Dynamics 365 solutions. Helping to fix incidents, manage different types of accessibility, or make changes whether big or small to your digital solutions can be burdens eased through TES' managed services.

Not only is the service flexible, it is also delivered to ITIL standard; ITIL being the recognised international gold standard in IT service management, which TES is audited on. TES also leverages the best available tools, including ServiceNOW, which is used as its customer services and support management software. This offers customers direct access to the team with a live chat function, a self-service portal for incident and change management, and a how-to library of resourceful content.

As well as access to Microsoft standard documentation, TES has an extensive knowledge base of training videos and guides to enable customers to find solutions quickly, anytime.

Support on implementation of your digital solution covers, but is not limited, to the following categories:



Incident Management



Access Management



Request for Change



Service Requests



Problem Management



Upgrade Assurance



Hayley Greenhal

Patch & Release Scheduling Co-Ordinator

Tailored and effective deployment

TES offers deployment options that give you flexibility on how and when your solution can be implemented.

The experience earned implementing solutions for organisations in several sector categories, alongside the learning from the industry's best practice methods such as the PRINCE2 process, TES has developed its own unique methodology to ensure the smoothest possible transition to digitisation and deploying your solution. Depending on your organisation's needs, two options are presented: TES Flex and TES Accelerator.



Option 1:

TES Flex

TES Flex is a method of deployment that offers you more in the way of configuration. It is best suited to appease specific requirements and tailored functionality of a Microsoft Dynamics 365 solution.

TES Flex is the most empowering method in terms of knowledge around the solution being deployed, guiding users every step of the way with a 'train first' approach. It includes high levels of 'show and tell' and a deep dive into system capability. It advises on how to improve internal processes and how to optimise the solution to your organisational needs.

The Flex deployment method compartmentalises projects into manageable and controllable stages. TES defines these stages in eight scenarios, shown below.



1. Business analysis & scoping



2. Key user training



3. Review, analyse & agree design



4. System configuration & customisation



5. User acceptance testing



6. System walk-through



7. End-user training



8. Go-live



9. Aftercare

Option 2:

TES Accelerator

TES Accelerator is a pre-packaged and cost-effective deployment method. It allows organisations to land with their solution and provide the opportunity to expand in the future.

TES Accelerator is utilised for an initially reduced scope project, and requires much less input from you, without losing value to your end solution. It's a quick implementation and in fact, the fastest way your organisation can step into digital transformation.

The key deployment phases for the TES Accelerator method are shown below.



>
Dan West
New Business Sales Executive





Dean Beard The Welsh Parliament Members' Business Support Manager

IWhen we had TES going through the system with us directly, we made more progress in three or four days than throughout the whole journey. Having someone available, on hand and there for you was priceless. **I**



Sector-tailored solutions

TES has worked closely with customers in the Charity & NFP, Commercial and Public sectors to define tailored solutions that satisfy any organisational challenge and requirement.

By focusing on these sectors specifically, it allows TES to apply more time and innovative thinking around the best possible journey to digital transformation. It allows for a tailored implementation of Microsoft Dynamics 365 Business Central and CRM, based on unique needs.

Charity & NFP

Let TES help you drive social impact

As a charity or NFP, your organisation faces very different challenges to many other types of organisations. TES understands this better than anyone. By partnering with organisations like yours for well over a decade, the business has founded an expert team that is understanding of the typical needs and pains of charity and NFP organisations. TES is your partner for unlocking more effective management of fundamental activities through the use of digital solutions.

For example: fundraising, gift aid and donations, SORP/SOFA compliance, charity VAT, and volunteer management are all organisational activities that need effective management. Many needs are specific to your organisation, so a solution tailored to your exact requirements is something you'll be keen to see become a reality.



Public Sector

Improve on essential services to the Public Sector

Fund accounting, derived financial hierarchies, and posting definitions for accounts receivable and the general ledger are finance activities TES understands are critical after years of working in partnership with organisations like yours. On top of specific finance operations, administrative requirements for organisations like yours are often more time consuming, and managing data and insights across departments can be complex.

Public education, transit, infrastructure, law, and organisations working for the government are all responsible for providing a public service. These organisations are keen to understand how digital transformation can assist the complex day-to-day management of finance, administration, internal and external communications, as well as managing important relationships. Clear sight and management of such activities will improve what are undoubtedly essential services to the public.

Whilst the functionality in the solutions implemented by TES share commonality between sectors, TES also tailors and implements solutions to meet the rules, regulations, and reporting requirements that serve the public sector.

With experience and seamless implementation of digital solutions for the sector, TES is ideally placed to help your public sector organisation get to where it needs to be.

Commercial

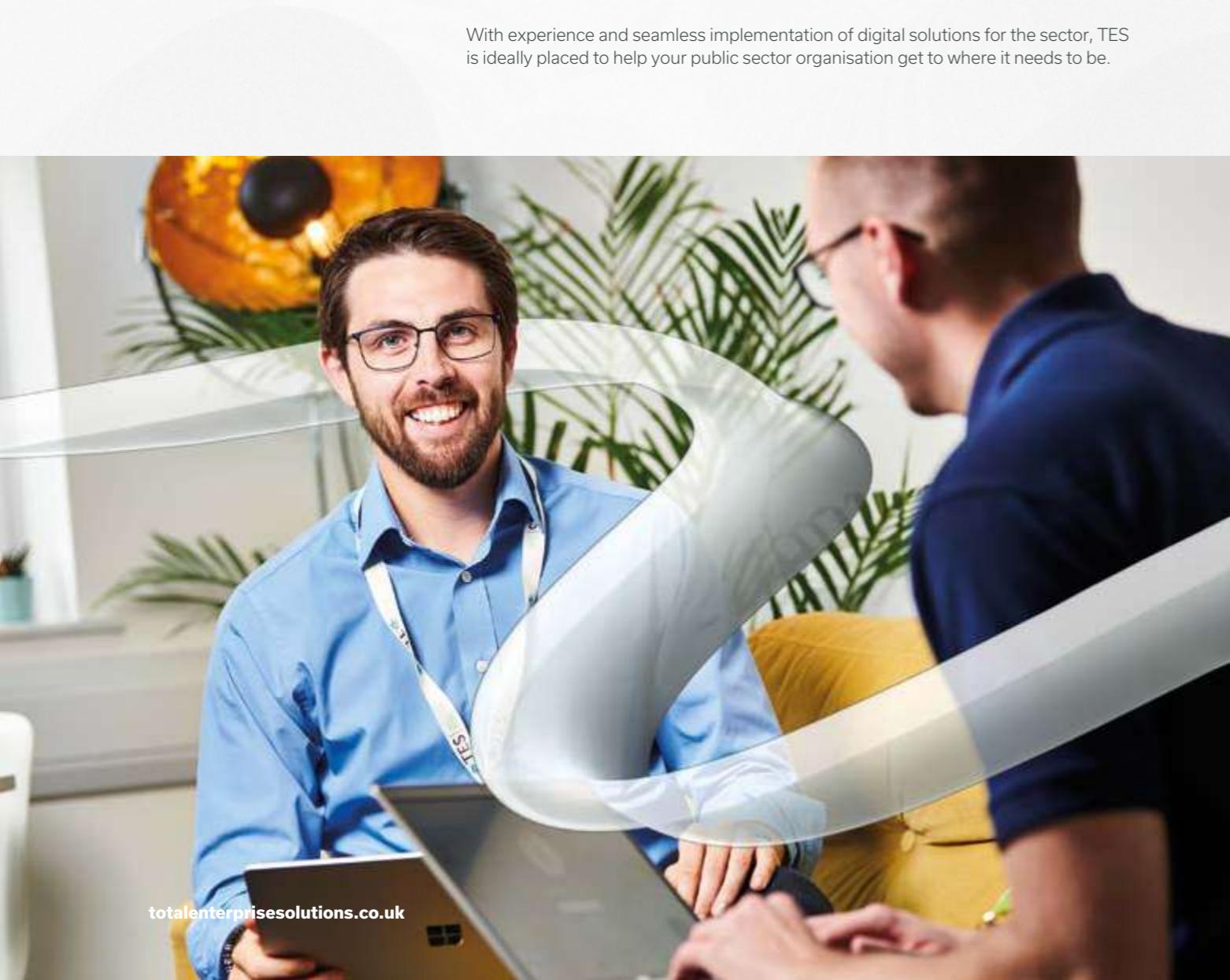
Speed, efficiency and accuracy

Speed, efficiency and accuracy are all essential – especially as more businesses look for ways to save money without compromising quality or service. To be successful, you'll need to transform the way you work. The technology you implement to power your business shouldn't be getting in the way. Instead, you should be seeking a trusted solution that you can get familiar with quickly.

If you're like many other organisations, you will find that as you grow, you accelerate towards business trends that require a different outlook on how to manage your day-to-day activities.

Process and procedure, delivery, communication, and customer service need to all be managed centrally with an end-to-end solution. Managing all key activities of your organisation doesn't have to be a complex and untidy process. TES has helped organisations just like yours to implement both Microsoft Dynamics 365 CRM and Business Central solutions to bring sales and marketing, customer and field service, finance and reporting inside one convenient, user-friendly digital space.

With improved process at the heart of your business, everyone benefits, and the business can enjoy more time to think innovatively and strategically about how to grow.



TES through the years

You can trust TES to get your organisation where it needs to be. Imagine how good you'd be at something if you'd done it every day for over 15 years!

Through the years, continuous investment in people, solutions, and services has defined TES as the partner of choice for many organisations. TES continues to provide industry-leading tools, processes and environments to help every customer realise their digital transformation journey from beginning to end.

2005

Total Enterprise Solutions is established

Apprenticeship Scheme implemented

2013

2017

Paul Faulkner appointed as Managing Director
ISO/IEC 27001 successfully achieved
Microsoft Gold Partner certification achieved

2018

Prince2 and Service Now processes implemented into core service offering
Cyber Essential accreditation achieved

2019

QBS award for strategy & growth
Expansion of Microsoft Dynamics 1st party apps
TES staff now total 30!
Introduction of new products

2020

ITIL Standard accredited
Introduction of TES Certified
QBS award for strategy & growth for a second year running
Launch of Upgrade Assurance
Investment in DevOps, evolving and improving products and services at a fast pace

Re-branding launched to clearly communicate what makes TES distinctive

Launch of Additional TES add-on apps for Dynamics Business Central and CRM

Launch of managed service bundles

Expansion of testing team

Staff levels increased to 60!

2021



Neil Chawla Head of In Kind Direct IT

The upgrade impacted everyone in the company and TES allowed us the time we needed to make sure it worked for all.



TES core values

TES lives by its values. They are hard rooted into the very fabric of the business. They define the TES culture and approach – an approach that harnesses resourcefulness, compassion, and energy.



Quality

When TES talks quality, it isn't without company-wide buy-in and belief that its systems, accreditations and customer service will shine a light on the very culture of the business.

TES is ISO/IEC 27001 certified, an international standard on how to manage information security. It is an indication that TES' Information Security Management System is aligned with information security best practice. TES is also certified with Cyber Essentials, giving peace of mind that defences will protect against cyber attacks.

TES shares its Net Promoter Score (NPS) regularly and encourages all customers to rate the business with honesty. Quality is also illustrated through associations. TES is a Microsoft Gold Partner and HM Government G-Cloud Supplier.



Integrity

TES holds strong morale principles and believe that doing the right thing is always the right thing. TES is also helping organisations that are founded on helping others.

TES takes this very seriously and is committed to finding solutions that allow charity and NFP organisations to have an even greater social impact.

The integrity of the business is highlighted by its ongoing commitment to giving back to the charities and NFP organisations it works with through the implementation of its 'Give Back' scheme. TES donates 5% of its annual profits to its charity and NFP customers and runs regular fundraising activities.

TES communicates openly and honestly, putting customer pains, needs, and desires first. TES is loyal and committed to delivering digital transformation that drives social impact.



Passion

Passion is important on several levels. TES is passionate about the solutions it provides and how those solutions unlock growth, efficiencies, and clarity for ambitious organisations.

TES is very passionate about the impact its charity and NFP customers have on society and is committed to finding solutions that can help with that initiative. As well as this, TES continuously participates in fundraising activities that aim to generate awareness of great causes close to the hearts of the people in the business and customers alike.

TES is passionate about retaining its position as the leading provider of Microsoft Dynamics 365 solutions to charity and NFP organisations.

The people at TES are always passionate, and the business is committed to giving its people every opportunity to grow. TES provides industry leading tools and learning programmes, processes, environments, and packages to every one of its employees to ensure that their passion is a flame that is always lit!



People

People are at the core of the business. TES has been developing and refining its processes for over 15 years to help leaders and employees to excel.

The people are the future of the business, the driving force behind continuous improvement and delivering the best customer service and solutions. They are dedicated to the needs and requirements of customers, developing long-lasting relationships that establish trust and mutual success.

Those very people are given every opportunity to learn and excel in their roles. TES Certified is an employee training programme available to all and is designed to give all employees a clear structure for continuous learning and career progression.

In partnership with Staffordshire University, TES offers a pathway to a Degree in Digital & Technology Solutions. Apprentices learn as they work, gaining valuable experience and exposure to the culture of the business.





TES is ready when you are

TES has developed an extensive understanding of the pains commonly associated with the processes and systems adopted by charities and other organisations. Long-standing deployment within the sector gives TES a leading edge as a UK Microsoft partner.

The passion for helping organisations get to where they need to be means TES is always on the lookout for ways to improve its own processes so that sector-specific needs can be fulfilled. To quantify this desire for continuous improvement, TES undertakes regular CSAT (Customer Satisfaction) and NPS (Net Promoter Score) surveys.



HM Government
G-Cloud
Supplier



Total Enterprise Solutions

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