

Client

The BC Ministry of Public Safety and Solicitor General works with the Ministry of Attorney General to deliver public safety services and programs to British Columbians.

Business areas

Ministry of Public Safety and Solicitor General, Community Safety and Crime Prevention Branch, Victim Services and Crime Prevention Division

Ministry of Attorney General, Liquor Control and Licensing Branch

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Microsoft Dynamics 365 Evaluation Proof of Concept

Stakeholders overwhelmingly agree: MS Dynamics 365 is the right platform and solution to automate and transform their businesses

Situation

Case Management Proof of Concept Evaluation

The ministries needed case management functionality for two business areas: Victim Services and Liquor Control.

Microsoft's Dynamics 365 for the cloud was selected for a proof of concept demonstration to evaluate how well it, and Microsoft Portal, would meet priority business needs.

Approach

Engaged end users and stakeholders in bi-weekly Agile ceremonies to demonstrate product features and assess product viability

We delivered the two systems using Agile Scrum methodology over 12 weeks. Each system included a Sprint 0 planning session, four two-week sprints, and an evaluation report.

We followed the full Agile process from creating a backlog of user stories through to conducting sprint reviews and retrospectives. Internal and external stakeholders attended sprint reviews of the application demonstration and questions and answer sessions.

In tandem, Dynamics 365 technical features and functionality were evaluated and documented using a Waterfall methodology.

Solution

Delivered 2 proof-of-concept systems with 28 features in 12 weeks

We had recently completed a product assessment comparing Microsoft Dynamics 365 and Salesforce for a BC government ministry in which Microsoft Dynamics 365 was selected as the standard case management platform.

For the Ministry of Attorney General, we created a proof-of-concept system for each business area, Victim Services and Liquor Control, to evaluate application features unique to the business requirements for each business area. Both systems were delivered concurrently in just 12 weeks.

Team members for each system

- Business project sponsors
- Business stakeholders
- Scrum Team
 - Product Owner
 - Scrum Master
 - Functional Consultant
 - System Architect
 - Developer

About Quartech

Quartech is one of Western Canada's leading sources for business and IT solutions. We partner with public and private sector clients to deliver innovative technology solutions for the modern business.

Portal features configured and demonstrated

- Portal invitation email to user
- Single authenticated log-on
- Multi-step online forms
- User profile information update
- Supporting documents upload
- Communication portal for updating application status
- Analytic data entered and compiled
- Payment portal

Dynamics 365 features configured and demonstrated

- Personalized menu navigation
- Custom dashboards for management and specific roles
- Knowledge management
- Multiple advanced workflows and automation
- Multiple review and approval processes
- Configured views
- Contract management
- Document management
- Security and governance
- Mobile access
- Alerts and notifications
- Email integration and templates
- Service calendars and scheduling
- Payment process
- Custom entities
- Individual and organization records
- Data analytics of monthly process statistics
- Roll-up and calculated fields
- Electronic signature for document approvals
- Advanced and custom searches

Outcome

Informed stakeholders unanimously approve full implementation of Microsoft Dynamics 365

- Delivered two working demos capable of addressing the unique and complex business challenges of Victim Services and Liquor Control business areas using Dynamics 365 case management application and portal
- Created full user acceptance testing (UAT) environments for Product Owner and stakeholders
- Assessed fully the Dynamics 365 application features required to address business priorities
- Created demonstration videos and supporting documents for each two-week sprint
- Delivered full working code base for installing in the ministry's environment
- Stakeholders overwhelmingly agreed that Microsoft Dynamics 365 was the right platform and application to automate and transform their businesses
- Stakeholders approved a full implementation

Next Steps

Quartech to implement live Dynamics 365 and web portals

- Both Victims Services and Liquor Control have now engaged Quartech to manage their full implementation projects
- These Agile projects will begin with service delivery design and integrate multiple external systems into Dynamics 365 and portals

Victims Services and Liquor Control have engaged Quartech to manage their full implementation projects.

These Agile projects will begin with service delivery design and integrate multiple external systems into Dynamics 365 and portals.

Gold

Microsoft Partner



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