

# RESOLVE ✓

## About Tisski

The Tisski team are passionate about helping the public sector to become more efficient and improve services by benefiting from the market leading technologies and platforms that Microsoft provides. Focused mainly around Dynamics 365, Tisski's experts specialise in Microsoft cloud technology for case management and its application within a public sector context.

Tisski care about delivery and customer service. We never compromise our integrity, never oversell and never make promises we can't keep.

Our customers describe us as "likable, friendly and real" and they love working with us. At Tisski, going the extra mile and exceeding your expectations is a given.

We understand 'the enterprise approach' which is often required in large implementations within the public sector, and are extensively referenceable but also the necessity to be able to have a solution up and running quickly with a minimum viable product to ensure the solution will work for your organisation.

For many suppliers the Dynamics product range is just a part of a wider portfolio, but for Tisski it is the focus. We recognise that the outstanding technology provided by Microsoft empowers our customers with the flexibility, user engagement and integration they require without an excessive service overhead.

Tisski believe that by creating vertical solutions for the public sector we can unlock some of the barriers to entry for government to really benefit from the power of Dynamics 365 so we have created the following solutions to allow departments to deliver and trial quickly and easily, keeping implementation times to between 4-12 weeks. Our solutions include:

**Freedom** - a ready built solution to manage FOI enquiries including self service portal capabilities

**Health Forward** - Project and Resource management for health providers

**Compliance** - Manage GDPR enquiries quickly easily and efficiently (include public facing portal)

**Licence Watch** - Licence your customers without a massive administrative overhead

## Resolve Case Management:

Tisski has worked with many customers both large and small with a specific focus on case management. Our experience has taught us that often it is better for a team to be able to try a solution before being asked to make a large investment which may not be required.

It is for this reason Tisski has designed Resolve - an out of the box, turnkey case management solution enabling departments to get up and running instantly and benefit from the extensive core features before configuring the system extensively. Our feedback on this package so far has been very positive and we now encourage all customers to consider this option. Minimising consultancy investment, maximising instant use of your licence investment and encouraging internal business ownership.

Just search for "Resolve Case Management" on G-Cloud.

## Resolve Case Management Investment

For a one-off fee of £20k (exc. VAT) + license cost, and a 4 week build, you will get:

- Built for up to 50 Users
- Records Management
- Case Management (internal and external access)
- Knowledge Base Configuration
- Service Level Agreement Management
- Core Data Migration of up to 500 records

**Note:** Further requirements and functionality may be included at additional cost.

## Some of the customers that Tisski works with:

Our growing portfolio of Government clients includes: Health and Safety Executive, HS2, British Business Bank, Greater London Authority, Scottish Enterprise, Department for Education, Education Funding Agency, The Scottish Parliament, NHS, The UK Parliament and many of The Growth Hubs championed by the Departments for Communities & Local Government (DCLG) and Business, Energy and Industrial Strategy (BIS).



## Additional Services from Tisski:

### Virtual Technical Architect:

Access to a highly skilled and experienced Dynamics consultant to lead through the process of working with Dynamics, Troubleshoot your approach, QA design decisions and provide expert Guidance and leadership. Who could this benefit?

Organisations moving to the second phase of a project require the security of a relationship with a partner and guidance on an 'as and when' basis.

### Virtual Organisation Administrator:

A 'support contract plus'. Tisski assistant to work as part of your team fulfilling day to day duties, such as dashboard setup, email marketing or user engagement follow-up.

Who could this benefit?

Organisations who have a short-term need for administration but who wish to keep their project rollout moving forward.

## Additional Training Courses:

- Building for Success
- Will Agile work for you
- Are you ready?
- Efficiency Review
- Security Maximisation
- Power BI 'OOTB' and how to maximise it
- Is PAAS right for you?
- Maximising Gamification for user engagement

## Procuring Services from Tisski

We are experienced in responding to RFI & OJEU notices. We are registered on G-Cloud and the DoS (Digital Services Framework). Just search for "Resolve Case Management" or "Dynamics 365"

## Tisski in the Public Sector

Tisski aim to revolutionise services within the public sector through user-centric solutions which are quickly deployed using innovative technology. We have experience with rolling out Dynamics into government departments large and small.

## What advice do our customers suggest?

"Work with a partner you can trust!"

Adam Rogerson, IT Group, Department for Education

"Having a deep understanding of the customer's needs is essential to delivering successful projects".

"Ensure the Business is engaged with a Transformation programme"

Project Manager, NHS

"Work closely with your suppliers and delegate tasks; don't abdicate your responsibilities"

Pete Doughty, Department for Education

Gold  
**Microsoft  
Partner**



To find out more visit [www.tisski.com](http://www.tisski.com)  
or call us on 0247 7712050

