Service	Microsoft Cloud Business Solution Implementation Testing
	Testing of Microsoft CRM and ERP cloud business solution implementations. Functional, technical and acceptance testing services for system using Dynamics 365 and AX2012 technologies. Scope of service includes test strategy, test planning, functional and technical test delivery, business acceptance testing facilitation, operation of regression testing and test automation. • Test strategy development and test planning • Structured analysis of business scenarios and processes • Business process driven system and functional testing • Business scenario driven cradle to grave and end-to-end testing • Service integration functional testing and technical testing • Detailed data migration and cutover testing • Support for business acceptance testing and user acceptance testing • Load and performance testing of implementations • Legal entity configuration testing and user permission testing • Dynamics 365 Test Automation and AX2012 Test Automation
Backup and Restore	n/a
Onboarding / Offboarding	n/a
Implementation Plan	Detailed plans are prepared for each engagement following initial discovery of the specific needs of the engagement.
Pricing	Pricing details, including volume discounts, are provided in the G-Cloud 13 pricing document.
Constraints	n/a
Service Levels	Service levels are engagement specific, appropriate service levels are agreed as part of the engagement process.
Compensation	Compensation schemes are engagement specific, appropriate compensation schemes are agreed as part of the engagement process.
Ordering and Invoicing	Initial contact and engagement shaping is done via the G-Cloud Primary Contact using the email address registered with G-Cloud. Orders are formally placed by sending an approved Purchase Order to the G-Cloud Primary Contact using the email address registered with G-Cloud. The invoicing process will be as specified by the buyer and agreed as part of the ordering process.
Termination	Termination is by submitting a formal notice to the G-Cloud Primary Contact using the email address registered with G-Cloud.
After Sales Support	Requests for after sales support, including after the service has been completed, should be made to the G-Cloud Primary Contact using the email address registered with G-Cloud.
Technical Requirements	n/a