

Dynamics 365 Device Subscription License - Customer Engagement LOT 2: Cloud Software

VE3 Global Ltd

G-Cloud 14 Pricing Document
Dynamics 365 Device Subscription License - Customer Engagement
Lot 2: Cloud Software

All prices are stated in GBP and exclude VAT. This document sets out the complete published pricing structure for this service so that a buyer can calculate the applicable Call-Off Contract charges without contacting the supplier.

Framework / Lot: RM1557.14 / Lot 2 – Cloud Software

Supplier: VE3 Global Ltd

Digital Marketplace Service ID: **262090053455547**.

Pricing basis: Published monthly unit pricing with fixed one-off onboarding charges and fixed optional add-ons.

1. Published unit pricing

Base shared device licence - £175 per unit per month

Includes access for one shared operational device within Dynamics 365 Customer Engagement, standard administration, and core reporting.

Full named user licence - £650 per user per month

Includes extended workflow, automation, case management, and integration capabilities for individual named users.

Premium omnichannel bundle - £850 per unit per month

Includes chat, digital messaging, virtual agent capability, and enhanced service routing for Customer Engagement use cases.

2. One-off setup and activation charges

Service onboarding and activation - £1,500 one-off

Includes initial setup, baseline configuration, and activation of one live environment.

Additional environment or integration setup - £500 one-off per environment or integration

Applies to each additional environment or connected application beyond the standard setup included in onboarding.

3. Optional published add-ons

Additional sandbox environment - £175 per month

Provides one additional non-production environment for testing or training purposes.

Remote administrator or user training - £450 per session

Provides remote training for up to 10 attendees.

Education discount - 10%

Applies to eligible public education buyers and is available to all buyers on the same basis.

4. Included as standard

Standard administration, user management, and service usage reporting are included.

Standard software support during UK business hours is included.

Core security roles, audit capability, and standard configuration features are included.

5. Pricing assumptions and notes

Recurring charges are billed monthly in advance and are based on a minimum contract term of 12 months.

The applicable unit charges are determined by the number of device, named user, or premium units selected by the buyer.

Where the buyer requires additional environments, integrations, or training, the relevant published add-on charge will apply.

The prices in this document are the published G-Cloud 14 prices for Dynamics 365 Device Subscription License - Customer Engagement and apply equally to all buyers. Any discounts are published in this document and are available to all buyers on the same basis.

For general queries regarding this service listing, please contact prime@ve3.global