

# Microsoft Dynamics 365 CRM Consultancy, Implementation, Development, Migration and Ongoing Support

## Service attributes

### Service type

Cloud support

## Service name

### Service name

Microsoft Dynamics 365 CRM Consultancy, Implementation, Development, Migration and Ongoing Support

## About your service

### Service description

As a Microsoft Partner, Stallions Solutions provides Consultancy, Implementation, Development, Migration and Ongoing Support services for D365 CRM. Our team has years of experience with D365-CRM and can help businesses get the most out of the platform. We have undertaken many complex Consultancy, Implementation, Development, Migration and Support projects.

## Service features and benefits

### Service features and benefits

#### Service features

- Stallions Solutions is a Microsoft Gold Certified Partner
- Agile working supports rapid delivery and user engagement of D365
- End-to-end capability, Analysis, Implementation, Support, Training from one supplier
- Thorough training for D365 administrators and users for business adoption
- The utilisation of an extensive Dynamics 365 CRM knowledge base
- Flexible engagement model, delivering Dynamics 365 on-site or 100% remotely

- Access all Dynamics 365 applications across the entire Dynamics stack
- Strategic consultation and planning for Dynamics 365 upgrades and cloud-migration
- Dynamics database migration, data integration, testing service, and go-live support
- Smooth Migration from on-premise to Cloud, preserving data and functionality

#### Service benefits

- Get access to top-notch Microsoft Dynamics 365 CRM experts
- Ensure Dynamics 365 fits and aligns with your business needs
- Vastly reduce costs and time spent on D365 CRM maintenance
- Highly qualified and experienced Team of Dynamics 365 CRM Consultants
- Support and upgrade of legacy module implementations to newer versions
- You can achieve a clearer vision for your D365 implementation
- Significantly Improve Dynamics 365 performance, usability, management, and security
- Maximise benefits of Dynamics 365 CRM and realise value sooner
- Quickly resolve issues with 24/7 Technical customer support
- Guided planning and strategy for Dynamics 365 projects

## Planning

### Planning

Planning service

Yes

How the planning service works

When designing a solution, our first consideration is your business and its specific challenges and objectives. We focus on enabling productivity and removing high-cost investment cycles while increasing flexibility. We assess the benefits of on-premise infrastructure versus cloud-based or hybrid solutions, including security, data retention, protection, and resilience. Our design teams will deliver an intelligent solution that is both elegant and effortless. Our project delivery is supported by systems that manage the detailed specifications, including acceptance criteria, user stories,

and results from functional and non-functional testing. These are available to our staff from third parties and partners to ensure clear specifications are available to everyone involved in the delivery. This allows for a clear understanding of what is required from the outset and gives everyone a transparent view of progress throughout the project. We have experience delivering projects using a range of approaches and can best fit your organisation. We're well-versed in both Agile and Waterfall methods and can provide a blended approach if desired. Whichever method you prefer, you can be assured of regular updates and a high level of transparency. We aim to ensure that your project is delivered on time, on budget, and to the required specification.

Planning service works with specific services

Yes

Hosting or software services the planning service works with

- Microsoft Dynamics 365
- Microsoft Dynamics CRM
- Microsoft SharePoint
- Microsoft Office 365
- Microsoft Azure
- .Net Custom Development
- Microsoft Dynamics Finance and Operations
- Microsoft Dynamics Finance
- Microsoft Dynamics Supply Chain
- Microsoft Dynamics HR

## Setup and migration

### Setup and migration

Setup or migration service available

Yes

How the setup or migration service works

The Analysis phase of a project helps us work with our customers to identify and understand existing systems, processes, and data repositories. We document functional and non-functional requirements, and future business process models so that we can assess the required architecture and infrastructure. Once this is complete, Stallions Solutions can recommend a migration path/strategy. Migration to, from or between cloud services is a complex process that can be undertaken with the help of experienced

professionals. Our team at Stallions Solutions has a wealth of experience across a variety of environments, technologies and platforms, which allows us to provide comprehensive migration services. This includes data migration from legacy applications to new cloud-based services. We adhere to Agile, PRINCE2 and ITIL v3 guidelines in order to deliver a high-quality service.

Setup or migration service is for specific cloud services

Yes

List of supported services

- Microsoft Dynamics 365
- Microsoft Dynamics CRM
- Microsoft Dynamics Finance and Operations
- Microsoft SharePoint
- Microsoft Office 365
- Microsoft Azure
- Microsoft Dynamics Finance
- Microsoft Dynamics Supply Chain
- Microsoft Dynamics HR
- .Net Custom Development

## **Quality assurance and performance testing**

### **Quality assurance and performance testing**

Quality assurance and performance testing service

Yes

How the quality assurance and performance testing works

At Stallions Solutions, we offer comprehensive quality assurance and performance testing services. Our team of experts follows Microsoft's best practices to ensure that your configuration, customization, and performance are all up to par. We use automated testing tools to validate these aspects, so you can be confident in the quality of your product. Our Quality Management System statement and processes ensure all our employees are trained upon, follow, and conform to our rigorous induction process. In addition, we can provide automated testing during implementation and operational/acceptance testing during the transition to ensure the quality of service and acceptance criteria are met.

## **Security services**

### **Security services**

Security services

Yes

Security services type

- Security strategy
- Security design

## Training

### Training

Training service provided

Yes

How the training service works

End-user training can be delivered in different ways, depending on the needs of your organisation. It can be provided as a 'train-the-trainer' model, in which key users will be responsible for delivering training throughout the organisation. Alternatively, we can provide tailored training materials and follow up sessions to ensure all users stay on track. Our 'Training Designed For You' service is a custom set of training options that can be fully tailored to meet the specific needs of customers. Services we can provide as part of this include bespoke course design, bespoke training notes authoring, and course tuition. We have many training courses available, covering introductory, advanced, marketing, reports, service and support, system administrator, finance, and Train the Trainer topics.

Training is tied to specific services

Yes

Services the training service works with

- Microsoft Dynamics 365
- Microsoft Dynamics CRM
- Microsoft Dynamics Finance and Operations
- Microsoft SharePoint
- Microsoft Office 365
- Microsoft Azure
- Microsoft Dynamics Finance
- Microsoft Dynamics Supply Chain
- Microsoft Dynamics HR
- .Net Custom Development

## Ongoing support

## Ongoing support

Ongoing support service

Yes

Types of service supported

- Buyer hosting or software
- Hosting or software provided by your organisation
- Hosting or software provided by a third-party organisation

How the support service works

At Stallions Solutions, we pride ourselves on our ability to provide best of breed technology support services that are tailored to meet the needs of our customers. Our support model is broken down into a number of operational sub-services, which ensures that the definition of system and service targets are meaningful, measurable, and aligned with our customers' requirements.

## Service scope

### Service constraints

Consultancy services are based on a daily rate per consultant and delivered on a time and materials basis, working to an agile project methodology. Helpdesk support is provided remotely by our UK-based team or Offshore team, with on-site support available at our consultancy day rate.

## Reselling

### Supplier type

Supplier type

I'm a reseller providing extra features and support not available from the original supplier

Organisation whose services are being resold

Microsoft

## User support

### Email or ticketing support

Email or online ticketing support

Yes

Support response times

Helpdesk support SLAs are based on the support contract and the priority (business impact) of the issue. For example, if a customer

has a support contract and a Priority 1 ("system down") issue is raised then SLA is a 1-hour response and 1-day resolution. Please see the Service Description document for full details.

User can manage status and priority of support tickets

Yes

Online ticketing support accessibility

None or don't know

### **Phone support**

Phone support

Yes

Phone support availability

9 to 5 (UK time), Monday to Friday

### **Web chat support**

Web chat support

No

### **Support levels**

The Stallions Solutions Support services, and associated response levels, are dependent upon the needs of our individual customers. Typically, operating Monday – Friday (excluding UK public holidays), with the option of weekend support, Stallions Solutions Service Desk offers customers two options for support availability and response times. Option 1 (08:30 – 17:30) P1: 1-hour response (4-hour resolution). P2: 4-hour response (8-hour resolution). P3: 8-hour response (24-hour resolution). P4: 24-hour response (40-hour resolution) Option 2 (09:00 – 17:00) P1: 2-hour response (8-hour resolution). P2: 8-hour response (16-hour resolution). P3: 24-hour response (40-hour resolution). P4: 40-hour response (80-hour resolution) P4: 40-hour response (80-hour resolution) Our support costs are based on these 2 options and their particular response and resolution times. Your support package can also include a package of pre-agreed development man-days to be used every month - all for a fixed monthly cost. For Microsoft Dynamics 365, Power Platform and SharePoint Online (SaaS version), support is typically provided as second-line application support which includes an escalation to Microsoft for software and service platform issues.

### **Staff security**

**Staff security clearance**

Staff screening performed but doesn't conform with BS7858:2019  
**Government security clearance**

Up to Security Clearance (SC)

## **Standards and certifications**

### **ISO/IEC 27001 certification**

ISO/IEC 27001 certification

No

### **ISO 28000:2007 certification**

ISO 28000:2007 certification

No

### **CSA STAR certification**

CSA STAR certification

No

### **PCI certification**

PCI certification

No

### **Cyber essentials**

Cyber essentials

Yes

Cyber essentials plus

No

### **Other security certifications**

Other security certifications

No

## **Social Value**

### **Social Value**

Social Value

- Fighting climate change
- Covid-19 recovery
- Tackling economic inequality



- Equal opportunity
- Wellbeing

#### Fighting climate change

Stallions Solutions combats climate change by adopting sustainable practices such as renewable energy usage and optimizing data centres for energy efficiency. All our UK employees work from home to reduce carbon emissions from commuting. Additionally, Stallions Solutions also contributes to fighting climate change by promoting paperless operations and encouraging our clients to adopt sustainable practices.

#### Covid-19 recovery

Stallions Solutions has implemented a valuable policy for COVID-19 recovery. This stems from prioritising our employees well-being and adapting work practices to support them during these challenging times. This involves implementing flexible work arrangements, such as remote work options or adjusted schedules, to accommodate our employees' circumstances and caregiving responsibilities. Offering paid sick leave and health benefits that cover COVID-19 testing and treatment demonstrates our care for employees' health and safety.

#### Tackling economic inequality

Stallions Solutions tackles economic inequality for employees by implementing several initiatives aimed at promoting financial well-being and equal opportunities within the company. Our transparent salary structures and promotion processes helps mitigate wage gaps and ensures fair compensation based on merit and experience rather than biases. Additionally, providing opportunities for skills development and career advancement through training programs and mentorship initiatives enables our employees to enhance their earning potential and progress professionally. Overall, by prioritising economic equality within the company fosters a more inclusive and equitable workplace culture, benefiting our employees and Stallions Solutions as a whole.

#### Equal opportunity

Stallions Solutions champions equal opportunity for our employees by implementing several strategies aimed at fostering a diverse and inclusive workplace culture. Firstly, we have established fair and transparent recruitment and hiring processes that prioritise merit and skills over biases or discriminatory factors. Regularly tracking and analysing diversity metrics and conducting pay equity audits helps us identify and address disparities within the organisation. Finally, fostering a culture of belonging where all employees feel valued,

respected, and empowered to contribute their unique talents and perspectives is essential for promoting equal opportunity and social value within Stallons Solutions.

### Wellbeing

Stallons Solutions promotes employee well-being by offering comprehensive health benefits, flexible work arrangements, and wellness programs. Encouraging open communication, providing mental health support, and organising team-building activities foster a supportive work environment within the company. Our initiatives like remote work options and wellness activities promotes work-life balance and reduces stress. Prioritising employee well-being not only enhances morale and productivity but also demonstrates Stallons Solutions commitment to social value and a culture of care.

## Pricing

### Price

£300 to £700 a user a day

### Discount for educational organisations

Yes