



Microsoft Dynamics 365 Implementation & Support Services

G-Cloud 15 — Lot 3 (Cloud Support)

Supplier: Inetum Digital Services UK Ltd

1. Services Overview

End-to-end Microsoft Dynamics 365 implementation and managed support. We deliver discovery, design, configuration, integrations, data migration, testing, change management, go-live and hypercare; followed by L2/L3 application support, enhancements and DevOps. The service accelerates time-to-value through Power Platform, Azure and Microsoft 365 integration, governed by security, compliance and adoption.

2. Service scope and activities

- Discovery & Design: scope, requirements, fit-gap, solution architecture, backlog and roadmap.
- Build & Configuration: Dynamics apps (CE/CRM, F&O, Business Central) using standard first.
- Data Migration: cleansing, mapping, ETL, rehearsals, cutover runbooks (Dataverse/F&O).
- Integrations: Power Platform, Logic Apps, Synapse, Service Bus, secure APIs.
- Testing: unit, system, SIT, UAT; automated pipelines and coverage reports.
- Go-Live & Hypercare: readiness, cutover control room, stabilisation and handover.
- Change Management & Adoption: training plans, role-based learning, comms and KPIs.
- DevOps & ALM: Azure DevOps/Git, environments, branching, CI/CD and release governance.
- Managed Support (L2/L3): engineering and architecture, defect fixes, enhancements and performance.

3. Data backup, restore and disaster recovery

Dynamics 365 is Microsoft-hosted SaaS with platform-level HA/DR. Buyer-level data protection includes Dataverse automatic and on-demand backups with point-in-time restore (per Microsoft limits), Azure Synapse Link/Azure Data Lake exports for analytics and archival, and Lifecycle Services (F&O) database backup/restore. We document restore procedures, rehearse restores and capture evidence. Integration components (e.g., Logic Apps, Functions) follow Azure-native backup/DR patterns.

4. Onboarding and offboarding

- Onboarding: kick-off, RACI, access and change controls, toolchain setup (Azure DevOps, ticketing), discovery/baselining.
- Offboarding: artefact handover (as-built, runbooks, configs, solutions, pipelines), knowledge transfer, access revocation and exit report.

5. Service constraints

- One Version cadence for online updates; regression testing and blackout windows agreed.
- Extensibility follows Microsoft guidance; custom code limited and isolated where needed.
- Licensing and Microsoft platform limits apply; non-Microsoft systems may constrain scope.
- Buyer SMEs, timely decisions and environment access are required to meet targets.

6. Service levels (performance, availability, support hours)

Coverage: Business Hours (UK) as standard; optional 24×7 for P1/P2. Typical SLAs (tailored at Call-Off):

- P1 — response 30 minutes; engineering engagement ≤2 hours.
- P2 — response 30 minutes; engineering engagement ≤4 hours.
- P3/P4 — triaged same business day.
- Monthly service reviews covering SLA attainment, incident trends, change success, adoption and improvement backlog.

7. After-sales support and governance

A named Platform Manager/Technical Account Manager (TAM) runs governance, reporting, roadmap and risk/issues. We provide release notes, knowledge base updates, training refreshers and continuous improvement items.

8. Technical requirements

- Buyer tenant and Dynamics licences; environment strategy (DEV/TEST/PROD; SANDBOX for One Version).

- Azure subscription for integrations/analytics; networking for on-prem connectivity where required.
- Azure DevOps or GitHub repositories and pipelines; Power Platform environments and DLP policies.
- Access to buyer CMDB/ticketing for integration and traceability.

9. Outage and maintenance management

Planned work follows change control with agreed maintenance windows and rollback. Emergency changes follow an expedited process with PIR. Microsoft advisories and One Version schedules are assessed early, with risk-based release planning.

10. Hosting options and locations

Dynamics 365 is Microsoft-hosted SaaS on Azure. Data residency is set at tenant creation (e.g., UK/EU) and observed per Microsoft commitments. Integration workloads can be placed in buyer-selected Azure regions.

11. Access to data (upon exit)

Buyer retains ownership of data and configurations. We support structured exports (Azure Synapse Link/Data Lake for Dataverse; Data Management Framework for F&O; APIs/ADF/SSIS for bulk export). Solutions, pipelines and documentation are handed over; Inetum access is removed with evidence.

12. Security

- Role-based security, least-privilege (RBAC/PIM), MFA; audit and field-level security.
- Power Platform DLP policies; data masking/anonymisation for non-production environments.
- Encryption at rest/in transit; secret management in Key Vault for integration components.
- Personnel: BPSS-aligned screening baseline; higher HMG vetting via buyer route where required; Cyber Essentials maintained.

13. Roles, responsibilities and pricing reference

Roles: L2 (functional/technical engineering), L3 (solution architecture & release), and a named TAM/Platform Manager. Pricing is provided in the Digital Marketplace listing or agreed at Call-Off; out-of-hours/24x7 cover is an add-on.

14. Service reporting and continual improvement

Monthly/quarterly reviews with KPIs (SLAs, incidents, change success, adoption, cost/usage), risk/issues, and a prioritised improvement backlog (automation, resilience, usability, and value realisation).

15. Accessibility

We can provide buyer-facing artefacts in accessible formats. Our templates follow WCAG 2.1 AA guidance where applicable.

16. Assumptions and dependencies

- Timely buyer decisions and SME availability.
- Access, licences and approvals granted on schedule.
- Non-functional requirements (security, DR, performance) agreed per workload and reviewed annually.

17. Contact and ordering

Ordering is via the G-Cloud Call-Off process. For queries, contact your Inetum account manager or the assigned Platform Manager at onboarding.