



Pricing Document

Microsoft Dynamics 365 / Power Apps Custom Build and Support

G-Cloud 15 Pricing Document

Cloud Software: Microsoft Dynamics 365 / Power Apps Custom Build and Support

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Document control

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1 Service Overview: Microsoft Dynamics 365 CRM Custom Build

1.1 About Microsoft Dynamics 365

Microsoft Dynamics 365 and the Power Apps platform provide a broad set of configurable and extensible capabilities in the areas of customer relationship management, customer data management, process automation and business intelligence across sales, customer service and marketing functions.

Microsoft Dynamics 365 and Power Apps are accessible via all commonly used browsers and via native apps for iOS and Android tablets and smartphones, and deployment in the Microsoft Cloud guarantees seamless integration with other Microsoft cloud services including Microsoft SharePoint.

1.2 Solution overview – Microsoft Dynamics 365 / Power Apps Custom Build and Support

Esuasive offers a complete end-to-end service for customers wishing to implement Microsoft Dynamics 365. Typically, in a Microsoft Dynamics 365 implementation project, we perform many or all of the following activities:

- 'Road mapping'
- Business requirements analysis
- Fit/Gap analysis
- Scoping and prioritization
- Proof of concept
- Project management
- Project planning
- Solution design
- Installation and configuration
- Development of customisations
- Custom coding
- Systems integration
- Data cleansing and data migration
- Test planning and testing management
- System testing and integration testing
- Supporting user testing
- Deployment and cutover planning
- System administrator training
- Train the trainer or end user training
- Deployment/cutover
- Hypercare (immediate post-go-live support)
- Ongoing application support

2 Pricing

2.1 Implementation services

Design, development and implementation of Microsoft Dynamics 365 / Power Apps solutions is carried out by our professional services team. Professional services are charged on a per day basis, in line with the agreed implementation plan.

Daily rates for implementation project activities vary between £720 and £1600 per day, according to skill level.

2.2 Software

Esuasive provides pre-written and/or pre-configured software components which enhance and extend the capabilities of Microsoft Dynamics 365 and other Microsoft technologies.

Customers may elect to incorporate such Esuasive Software into custom software solutions provided by Esuasive. Esuasive Software is provided under licence at a price agreed between the Customer and Esuasive.

2.3 Post-implementation support

Esuasive provides post-implementation support to customers. Pricing for post-implementation support is dependent on:

- The scale and complexity of the solution
- The scope of required support (e.g. support may be purchased to cover only resolution of defects and operational issues; or to include the provision of advice, guidance, etc.; or to also include a number of pre-purchased 'small enhancements' days); and
- Other relevant factors.

A firm price will be quoted after discussion with the customer to ensure the support service is appropriately configured.

2.4 Microsoft Dynamics 365 / Power Apps base product licensing

Microsoft Dynamics 365 and/or Power Apps may be licensed from Esuasive, through an alternate authorised licence reseller or directly from Microsoft under an existing Enterprise Agreement.

Public sector organisations, Not for Profit organisations and Educational establishments may be able to obtain more advantageous pricing than is available to commercial organizations.

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