



Service Definition Document

Microsoft Dynamics 365 / Power Apps Custom Build and Support

G-Cloud 15 Service Definition Document

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

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Document control

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Distribution

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1 Service Overview: Microsoft Dynamics 365 Custom Build and Support

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 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 and Power Apps. Typically, in a Microsoft Dynamics 365 / Power Apps 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 Service Delivery

2.1 Esuasive engagement model

Esuasive works with customers to ensure that every implementation project is properly initiated, sensibly planned, effectively managed and efficiently delivered. We do this by ensuring that:

- Each project is outcome-led, with the customer's desired outcomes driving scope, phasing, deliverables and timeline.
- Esuasive and customer responsibilities are clearly defined.
- Cost parameters and tolerances are clearly stated.
- Progress is measurable and visible throughout the project life cycle.
- Issues and risks are effectively managed.
- Appropriate change control processes are in place.

2.2 Implementation

Each implementation project will typically include the following stages:

Discovery

Review of business drivers, requirements definition, gap analysis, finalising of timeline and phasing.

Solution Design

Including functional design, definition of required configurations, design of custom functionality, systems integration design, consideration of data migration needs, etc.

Agile Delivery

Typically run as a series of two-week sprints, with working software delivered ready for testing incrementally rather than in a single block, enabling customers to review and test delivered software early in the project life cycle, with the opportunity to provide feedback.

Data migration

Data mapping from old to new system, design of ETL (extract, transform, load) processes.

Training

User training (direct-to-user or train-the-trainer), technical training if required.

Testing

Including system testing, integration testing, user acceptance testing.

Cutover and Hypercare

Cutover to Live, hypercare on go-live.

2.3 Support

Esuasive provides dedicated support tailored to the individual needs of each customer.

3 Contact Details

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