



Pricing Document

Microsoft Dynamics 365 / Power Apps for Local Authorities

G-Cloud 15 Pricing Document

Cloud Software: Microsoft Dynamics 365 / Power Apps for Local Authorities

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Document control

Version history

Version 1.0, 26 January 2026

Distribution

G-Cloud 15

1 Service Overview

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 is 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 and Microsoft 365.

1.2 Microsoft Dynamics 365 / Power Apps for Local Authorities

Microsoft Dynamics 365 / Power Apps for Local Authorities takes the existing Dynamics 365 service model and enhances it with the entities and relationships, workflows and processes that enable County, District, Borough and City Councils and Unitary authorities to deliver services to residents and local businesses. The system captures customer interactions as they happen and makes information available immediately, whilst integrated document management ensures a complete digital record. In-built mobile capabilities mean information is fully accessible even when staff are working remotely. Real-time management information is presented in clear, easy to analyse dashboards.

1.3 Microsoft Dynamics 365 CRM for Local Authorities— core functionality

- Incorporates configurable workflows to support key council processes:
 - Leisure services
 - Social care
 - ASBs
 - Safeguarding
 - Resident portal
- Integrates with:
 - Esuasive Housing (available at additional cost – see separate G-Cloud 15 listing)
 - Esuasive Homelessness (available at additional cost – see separate G-Cloud 15 listing)
- Streamlines case management, with escalations, performance targets and auditing.
- Connects seamlessly to neighbourhood teams, contractors and other mobile workers.
- Holds a variety of risk and vulnerability indicators to protect residents and staff.
- Supports multi-channel customer communication, by phone, letter, email and social media.
- Includes customisable dashboards and a wide range of pre-built and configurable reports.
- Integrates with Outlook, Office, SharePoint and third party systems.

1.4 Microsoft Dynamics / Power Apps CRM for Local Authorities— benefits

- Built in mobile capability lets neighbourhood teams work more efficiently.
- Next actions can be scheduled on site, remotely to accelerate case resolution.
- Contract service providers can hook in to deliver seamless service.
- Holds resident information and details past/scheduled customer interactions.
- Comprehensive security model ensures sensitive information is properly protected.
- Powered by Microsoft Dynamics 365, a secure, enterprise-grade system.

2 Pricing

2.1 Basis of licensing

Microsoft Dynamics 365 / Power Apps for Local Authorities is licensed as a solution running on the Microsoft Dynamics 365 / Power Apps platform in the Microsoft Cloud. Microsoft Dynamics 365 and/or Power Apps licences are not included and may be procured from Esuasive or from an alternate supplier to provide the required platform.

2.2 Licence costs

Microsoft Dynamics 365 / Power Apps for Local Authorities per user licensing:

Up to 25 users	£ 24 per user per month
26 – 125 users	£ 22 per user per month
151 – 350 users	£ 20 per user per month
350+ users	£ 18 per user per month

Note: Dynamics 365 CRM for Local Authorities licences are per named user and charges apply incrementally.

2.3 Implementation services

Implementation is carried out by our professional services team. Professional services are charged on a per day basis, in line with the agreed implementation plan.

2.4 Post-implementation support

Esuasive provides comprehensive post-implementation support to customers. Details of support – what is covered, how support is provided, service levels, etc. – may be found in our Service Definition document attached to this service.

Pricing for post-implementation support is dependent on the scope of required support. Technical support is included in the licence fees and covers resolution of functional defects and operational issues; enhanced user support may be purchased to include the provision of advice, guidance, etc. and to include a number of pre-purchased 'small enhancements' days.

3 Contact Details

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