



SERVICE DEFINITION DOCUMENT

*Microsoft Business
Applications
Implementation Services
(Dynamics 365 &
Power Platform)*

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1. Purpose of this Document

This document provides comprehensive information about Cranmore Consulting's Microsoft Business Applications Implementation Services and defines how these services are delivered to UK public sector organisations.

This Service Definition is required as part of Cranmore's listing on the G-Cloud 15 framework and conforms to the requirements specified in the Crown Commercial Service's guidance on service definition documents.

These services are designed for central government departments, local authorities, NHS organisations, and other public bodies seeking expert implementation of Microsoft Dynamics 365 and Power Platform solutions, including configuration, customisation, data migration, integration, testing, training, and deployment support.

2. Service Description

2.1 Overview

As a Microsoft Solutions Partner, Cranmore provides implementation services for Microsoft Dynamics 365 and Power Platform, supporting organisations through configuration, development, integration, and deployment of Microsoft Business Applications. Delivery is underpinned by Cranmore's ASSURED Agile methodology, using iterative delivery cycles, regular stakeholder engagement, and structured quality assurance.

Implementation services cover Microsoft Dynamics 365 Customer Engagement, Dynamics 365 Finance & Operations, Power Apps, Power Automate, Power BI, and Power Pages, configured and extended to align with organisational needs. Cranmore applies Microsoft best practices alongside public sector delivery experience, supporting solutions that align with regulatory, security, and operational considerations. Delivery teams include Microsoft-certified architects, developers, data specialists, and change professionals.

Solutions are delivered incrementally through Agile sprints, enabling early visibility of working functionality and iterative refinement based on user feedback. Implementation activities typically include configuration, custom development where required, system integration, and comprehensive testing such as unit testing, integration testing, and user acceptance testing.

Post go-live support options, including hypercare, may be provided to support transition to live service, subject to agreement of scope and duration. Cranmore's organisational security controls, aligned with ISO 27001 and Cyber Essentials Plus, support secure delivery practices throughout implementation

2.2 Service Components

Microsoft Business Applications Implementation services include:

- **Expert Implementation Team** – Experienced Microsoft-certified teams including Solution Architects, Power Platform Developers, Dynamics 365 Specialists, and Data Engineers
- **Agile Delivery** – Agile delivery using iterative sprints, regular reviews, and continuous stakeholder engagement
- **Platform configuration** – Configuration of Dynamics 365 and Power Platform components, including business processes, security roles, workflows, and environments.

- **Custom development and extension** - Development of custom Power Apps, Power Automate workflows, Power BI reports, portals, and extensions where standard capabilities are insufficient.
- **Data migration** - Data migration activities including data assessment, mapping, transformation, validation, and migration to the target environment.
- **Integration development** - Integration with existing systems using APIs, middleware, and connectors.
- **User experience and accessibility design** - UX/UI design aligned with user workflows, accessibility considerations, and platform best practice.
- **Quality assurance and testing** - Testing activities including functional testing, integration testing, user acceptance testing support, and performance testing.
- **Training and knowledge transfer** - Delivery of administrator and end-user training, including train-the-trainer approaches where appropriate.
- **Change and adoption support** - Change management activities supporting stakeholder engagement, communications, and adoption.
- **Deployment and transition support** - Support for deployment, go-live activities, and post-live hypercare, subject to agreement of scope and duration.

2.3 Service Benefits

Organisations engaging Cranmore for Microsoft Business Applications implementation realise substantial advantages:

- **Certified Microsoft delivery expertise** - Implementation delivered by Microsoft-certified professionals, informed by platform best practice and public sector experience.
- **Structured and transparent delivery** - Agile delivery approach using iterative sprints, regular reviews, and quality controls to support predictable implementation outcomes.
- **Incremental value delivery** - Phased implementation enables early visibility of working functionality and progressive refinement based on feedback.
- **User-centred implementation** - Continuous stakeholder engagement, usability considerations, and user acceptance testing support solutions aligned to user needs.
- **Integrated and data-aware solutions** - Considered approach to system integration and data migration supports continuity, data quality, and operational readiness.
- **Training and adoption support** - Training and change activities support user readiness, adoption, and effective use of implemented capabilities.
- **Security-informed delivery** - Delivery practices aligned with organisational security controls and standards such as ISO 27001, Cyber Essentials Plus, and UK GDPR.
- **Public sector delivery experience** - Experience implementing Microsoft Business Applications in public sector contexts, informed by regulatory and operational requirements.

3. Delivery Approach

3.1 Implementation

Implementation services are delivered using Cranmore's ASSURED Agile methodology, providing a structured yet flexible approach to implementing Microsoft Dynamics 365 and Power Platform solutions.

Delivery typically begins with requirements validation and mobilisation, including confirmation of scope, environment setup, high-level technical architecture, and prioritisation of delivery backlog. Solutions are then implemented through iterative Agile sprints, combining platform configuration,

custom development, and integration activities, with regular demonstrations and feedback cycles to maintain alignment with user needs.

Data migration and system integration activities are planned and delivered alongside solution build, informed by data quality assessment, mapping, and agreed transformation approaches. Testing and validation activities, including user acceptance testing, support solution readiness prior to deployment.

Deployment activities are supported by transition and post-deployment support options, such as hypercare, where agreed. Training, documentation, and knowledge transfer are provided to support effective handover and ongoing operation of implemented solutions.

4. Service Constraints

To support successful Microsoft Business Applications implementation services outcomes:

- **Stakeholder and system access:** Timely access to relevant stakeholders, data, and systems supports delivery activities. Cranmore can support coordination where required.
- **Data quality and availability:** Availability of accurate and representative source data supports data migration, validation, and solution readiness.
- **Buyer engagement:** Regular Buyer participation in delivery activities, such as sprint reviews, user acceptance testing, and training, supports alignment and effective delivery.
- **Subject matter expertise:** Access to Buyer subject matter experts supports requirements validation, testing, and resolution of domain-specific queries.
- **Change and adoption support:** Buyer involvement in change management, communications, and adoption activities supports successful transition to live operation.

5. Ongoing Support

5.1 Support Services

Cranmore provides delivery management and transition support throughout implementation and go-live activities, including:

- **Delivery leadership:** A named Delivery Manager providing coordination, governance, and stakeholder engagement throughout the implementation.
- **Technical leadership:** Access to senior technical leadership to support architectural decisions and technical assurance.
- **Progress visibility:** Regular reviews and demonstrations providing visibility of progress and working functionality.
- **Transition and hypercare support:** Post-go-live transition support, including hypercare where agreed, to support stabilisation and handover to operational teams.

Ongoing operational or application support is available through separate managed support services and is not included by default in this implementation service.

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

- **ISO 27001** – International standard for information security management
- **Cyber Essentials Plus** – Independently verified cybersecurity controls
- **Security Clearance (SC)** – Key personnel hold UK Security Check clearance enabling work with OFFICIAL and OFFICIAL-SENSITIVE data

6.2 Managed support security

All implementation activities comply with security best practices, including secure coding standards, role-based access controls, data encryption in transit and at rest, security testing and vulnerability scanning, audit logging, and UK GDPR compliance. Security reviews are conducted at each sprint, ensuring ongoing compliance.

7. Pricing

Microsoft Business Applications implementation services are priced based on the agreed scope, complexity, and delivery approach:

- **Implementation projects:** Typically delivered on a fixed-price basis, agreed in advance based on defined scope and requirements.
- **Time and Materials:** May be used where scope is evolving or for specific implementation activities, subject to agreement.
- **Payment terms:** Invoicing arrangements are agreed as part of the call-off. Standard payment terms are 30 days from invoice date.

Ongoing operational or managed support services are priced separately and are not included by default in implementation services.

8. Contact Information

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