



SERVICE DEFINITION DOCUMENT

*Microsoft Business
Applications Discovery &
Proof of Concept 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 Discovery & Proof of Concept 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 guidance on Microsoft Dynamics 365 and Power Platform adoption including requirements analysis, solution validation, and technical feasibility assessment through working Proof of Concept (POC) deployments.

2. Service Description

2.1 Overview

As a Microsoft Solutions Partner, Cranmore delivers comprehensive Discovery and Proof of Concept services for Microsoft Dynamics 365 and Power Platform initiatives. Our ASSURED Agile methodology combines structured Discovery with hands-on POC development, enabling organisations to make informed decisions about Microsoft Business Applications adoption based on validated technical feasibility and quantified business value.

Our Discovery approach investigates current business processes, identifies improvement opportunities, and defines requirements for Microsoft Business Applications including Dynamics 365 Customer Engagement, Dynamics 365 Finance & Operations, Power Apps, Power Automate, Power BI, and Power Pages. We conduct fit-gap analysis determining how standard Microsoft capabilities align with organisational needs and where customisation or integration may be required.

Proof of Concept development validates technical feasibility through working prototypes demonstrating key functionality, integration capabilities, and user experiences. POCs provide stakeholders with tangible evidence enabling confident investment decisions, whilst identifying technical risks and implementation considerations before full-scale deployment. Cranmore's proven public sector experience ensures POCs address real operational challenges and regulatory requirements.

2.2 Service Components

Microsoft Business Applications Discovery & POC services include:

- **Expert Microsoft Team** – Experienced cross-functional teams including Dynamics 365 architects, Power Platform specialists, business analysts, and solution designers
- **Process Analysis** – Comprehensive business process mapping documenting current workflows, pain points, inefficiencies, and improvement opportunities
- **Requirements Gathering** – Requirements definition creating detailed functional and non-functional requirements aligned with Microsoft capabilities
- **Fit-Gap Assessment** – Fit-gap analysis assessing how Microsoft Business Applications meet requirements identifying configuration, customisation, and integration needs

- **Architecture Design** – Solution architecture design defining Dynamics 365 modules, Power Platform components, data integration, and security approach
- **POC Development** – Proof of Concept development building working prototypes demonstrating critical functionality and user experiences
- **Data Strategy** – Data migration assessment analysing existing data quality, mapping requirements, and migration complexity
- **Integration Planning** – Integration architecture defining connections with existing systems, data flows, and API requirements
- **UX Design** – User experience design creating intuitive interfaces aligned with user needs and Microsoft best practices
- **POC Validation** – Stakeholder demonstrations showcasing POC capabilities and gathering feedback for refinement
- **Roadmap Development** – Implementation roadmap defining phased approach, timelines, resources, and success criteria
- **Risk Analysis** – Risk assessment identifying technical, operational, and organisational risks with mitigation strategies
- **License Optimisation** – Licensing guidance recommending optimal Microsoft licensing approach based on user needs and budget

2.3 Service Benefits

Organisations engaging Cranmore for Microsoft Business Applications Discovery & POC realise substantial advantages:

- **Proven Microsoft Expertise** – Microsoft Solutions Partner expertise ensuring best practice implementation and optimal platform utilisation
- **De-Risked Decisions** – Risk-reduced investment through POC validation confirming technical feasibility before full commitment
- **Informed Approach** – Clear understanding of fit-gap enabling informed decisions on configuration versus customisation trade-offs
- **Business Case Support** – Quantified business case with ROI analysis supporting investment approval and prioritisation
- **Tangible Evidence** – Working prototypes providing stakeholders tangible evidence of solution capabilities and benefits
- **Actionable Outputs** – Comprehensive requirements documentation ready for procurement or implementation activities
- **Technical Clarity** – Integration clarity understanding data flows, API requirements, and technical dependencies upfront
- **User-Centric Solutions** – User-validated design ensuring solutions meet actual user needs and workflows
- **Cost Optimisation** – Licensing optimisation identifying most cost-effective licensing approach for organisational needs
- **Phased Delivery** – Implementation roadmap providing phased approach enabling early value realisation
- **Security Assured** – ISO 27001 and Cyber Essentials Plus assurance throughout Discovery and POC activities
- **Sector Knowledge** – Public sector experience understanding regulatory requirements and operational constraints

3. Service Constraints

To support successful Discovery and POC outcomes:

- **Typical engagement value:** Price depending on Discovery scope and POC complexity
- **Stakeholder access:** For best results, Customer should provide access to stakeholders, users, and existing systems. Cranmore can support stakeholder mapping where needed
- **Microsoft environment:** Cranmore works with Customer to provision Microsoft trial environments for POC development
- **Data availability:** POC effectiveness enhanced by Customer provision of representative data samples for migration testing
- **Domain expertise:** For best results, Customer should provide subject matter expertise on business processes and requirements
- **Engagement:** Regular Customer involvement in workshops, POC testing, and feedback supports successful outcomes
- **Duration:** Dependant on stakeholder availability and POC development cycles

5. Ongoing Support

5.1 Support Services

Cranmore provides Discovery and POC support:

- **Microsoft Expertise** – Solution Architect providing technical leadership and Microsoft platform expertise
- **Progress Reporting** – Regular progress updates through workshops, demonstrations, and status communications
- **Collaborative Tools** – Transparent access to Discovery artefacts through Confluence, Miro, and JIRA
- **Email Support** – Email support for queries (info@cranmoreconsulting.com)
- **Phone Support** – Telephone support during business hours (028 9042 1238)

6. Security and Compliance

6.1 Security Accreditations

Cranmore maintains:

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

6.2 Microsoft security

All Discovery and POC activities comply with Microsoft security best practices including secure trial environment configuration, data protection compliance (UK GDPR), role-based access controls, and audit logging. POC environments isolated from production systems ensuring security throughout validation activities.

7. Pricing

See pricing documents for more information.

8. Contact Information

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G-Cloud 14 Listing

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