



**MOORE** Insight

# Standard Cloud Support Services

G-Cloud 15 Pricing Document

**MOORE Insight**

+44 (0) 20 7952 4690

info@moore-insight.com

www.moore-insight.com



## Contents

|                        |   |
|------------------------|---|
| Pricing Overview ..... | 3 |
| Licenses .....         | 4 |
| Support .....          | 5 |
| Implementation .....   | 6 |
| Customisation .....    | 7 |

## Pricing Overview

Moore Insight provide a variety of services related to Microsoft Dynamics 365 Business Central including license provision, support services, implementation solutions and customisation.

Our license pricing is based on user numbers and the license required, support is based on an assessment of your systems complexity, implementation services are based on the complexity and configuration required and customization activity would depend on the requirement.

Moore Insight is Microsoft Solutions Partner for Business Applications.



## Licenses

Microsoft Dynamics 365 Business Central offers flexible licensing options to match your business needs. All licenses include automatic updates, cloud hosting, and standard Microsoft support.

- Microsoft Dynamics 365 Business Central Premium: £88.83 per user per month
- Microsoft Dynamics 365 Business Central Essentials: £64.58 per user per month
- Microsoft Dynamics 365 Business Central Team Members: £6.51 per user per month

### **Important Notes:**

- All prices exclude VAT
- License pricing is subject to Microsoft's standard terms and may be updated periodically
- Annual commitment with monthly billing available
- Volume discounts may be available
- At least one Essentials or Premium license is required per tenant.

## Support

| Feature                    | Bronze                            | Silver                            | Gold                              |
|----------------------------|-----------------------------------|-----------------------------------|-----------------------------------|
| <b>Pricing</b>             | <b>From £15</b><br>per user/month | <b>From £25</b><br>per user/month | <b>From £35</b><br>per user/month |
| Support Hours              | 9am-5pm Mon-Fri                   | 9am-5pm Mon-Fri                   | 9am-5pm Mon-Fri                   |
| Critical Issues Response   | 4 hours                           | 2 hours                           | 1 hour                            |
| Standard Issues Response   | 1 business day                    | 4 hours                           | 2 hours                           |
| Help Desk Portal Access    | ✓                                 | ✓                                 | ✓                                 |
| Email Support              | ✓                                 | ✓                                 | ✓                                 |
| Phone Support              | —                                 | ✓                                 | ✓                                 |
| Remote Screen Sharing      | —                                 | ✓                                 | ✓                                 |
| Version Upgrade Assistance | —                                 | ✓                                 | ✓                                 |
| Prioritised Response Queue | —                                 | —                                 | ✓                                 |
| Dedicated Account Manager  | —                                 | —                                 | ✓                                 |

### Support Notes:

- All prices exclude VAT
- Support is delivered remotely via secure connections
- Response times are measured from receipt of ticket during support hours
- Minimum 5 users required for support packages
- Final pricing determined by system complexity assessment

## Implementation

Our implementation services are structured to meet varying business requirements, from rapid deployment using our proven templates to comprehensive custom implementations for complex organizations.

|                                 | Bronze              | Silver              | Gold                 |
|---------------------------------|---------------------|---------------------|----------------------|
| <b>Pricing</b>                  | <b>From £30,000</b> | <b>From £60,000</b> | <b>From £100,000</b> |
| Typical Timeline                | 8-14 weeks          | 15-24 weeks         | 24-48 weeks          |
| System Design Approach          | Standard template   | Customised template | Fully bespoke design |
| Number of Entities              | 1 entity            | Up to 2 entities    | Up to 5 entities     |
| Fit-Gap Analysis                | —                   | —                   | ✓                    |
| Chart of Accounts Setup         | Standard UK         | Customised          | Fully customised     |
| Dimensions Configuration        | Standard (2)        | Customised          | Unlimited            |
| Enhanced Development            | —                   | —                   | 10 days              |
| System Walkthrough Demo         | ✓                   | ✓                   | ✓                    |
| User Acceptance Testing Scripts | ✓                   | ✓                   | ✓                    |
| End User Training Sessions      | ✓                   | ✓                   | ✓                    |
| Cutover Support                 | ✓                   | ✓                   | ✓                    |
| Post Go-Live Hypercare          | 2 weeks             | 4 weeks             | 8 weeks              |

### Implementation Notes:

- All prices exclude VAT
- Remote delivery is standard; onsite work incurs additional travel and expenses
- Data migration and integration services are additional and priced based on complexity
- Timelines vary based on organizational readiness and data quality
- Data Migration and Integration services can also be provided and are priced dependent on the complexity of the external systems.

## Customisation

Our experienced AL developers can extend Business Central to meet your specific requirements. All customisation work follows Microsoft best practices and maintains upgrade compatibility.

What's included?

- Requirements gathering and analysis sessions
- Detailed design documentation and specifications
- AL extension development with unit testing
- User Acceptance Testing (UAT) support
- Production deployment and post-deployment support
- Documentation and knowledge transfer

Examples of customisation include

| Size   | Example Customisations                                                                                                                                          | Effort     | Indicative Pricing |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|--------------------|
| Small  | <ul style="list-style-type: none"><li>• Adding fields to existing tables</li><li>• Simple page modifications</li><li>• Basic report customizations</li></ul>    | 2-5 days   | From £2,500        |
| Medium | <ul style="list-style-type: none"><li>• New tables and pages</li><li>• Simple codeunits for business logic</li><li>• Custom pages for existing tables</li></ul> | 10-20 days | From £10,000       |
| Large  | <ul style="list-style-type: none"><li>• Multi-table, multi-page extensions</li><li>• Complex business logic</li><li>• API development and integration</li></ul> | 25+ days   | From £25,000       |

Development Notes:

- All prices exclude VAT and ongoing support
- Support packages for custom extensions available on request
- All customizations follow Microsoft AppSource guidelines
- Fixed-price quotes provided after initial requirements review.



# MOORE Insight

Moore Insight have been supporting organisations to transform their Enterprise Resource Planning and back- off systems for over 30 years

We have a strong reputation for delivering true and innovative transformation, having dealt with some of the most complex systems replacement and improvement programmes across the public and private sectors.

Our ethos is to 'make systems work' by going beyond the technology to gain a deep understanding of our clients' business and regulatory requirements.

Our clients have realised benefits from their change programmes including significantly improved and efficient ways of working, better financial and management information, better service delivery, and cost savings.

Fountain Precinct, Balm Green, Sheffield, S1 2JA



+44 (0) 20 7952 4690



[info@moore-insight.com](mailto:info@moore-insight.com)



[www.moore-insight.com](http://www.moore-insight.com)

Copyright © 2026 Moore Insight. All rights reserved.

Moore Insight is a trading name of Moore Stephens Insight Limited.  
Registered in England No. 07909149. Registered address as above.