



Date: **2026**

Classification: **Public**

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Issue No: **1.0**

Ref: **G-Cloud 15**

Service Definition – Microsoft Business Application Consultancy



Definition of Service – Microsoft Business Application Consultancy

Service Overview

TSG's Microsoft Business Application Consultancy supports organisations in implementing, optimising, and enhancing Microsoft Dynamics 365, Business Central, Customer Engagement, and Power Platform solutions. The service focuses on improving process efficiency, data visibility, and user adoption by aligning technology with business objectives.

Key Features

- Implementation and configuration of Microsoft Dynamics 365 applications
- Business process mapping and optimisation
- Customisation of ERP and CRM modules
- Development of Power Apps, Power Automate flows and Dataverse solutions

- Data migration from legacy systems
 - System integration with third-party or line-of-business applications
 - Reporting and analytics through Power BI
 - Governance and best-practice guidance
 - User training and enablement
 - Ongoing system review and enhancement recommendations
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Service Benefits

- Improved operational efficiency through streamlined workflows
- Greater visibility of business performance via analytics
- Better decision-making through real-time, accurate data
- Reduced manual effort with automation
- Increased user adoption and confidence
- Future-proof system design aligned with Microsoft roadmap

- Enhanced customer experience with optimised CRM processes
 - Stronger financial control through standardised ERP operations
 - Secure, compliant use of Microsoft cloud services
 - Scalable solutions that grow with organisational needs
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Scope of the Service

Included:

- Consultancy workshops and discovery
- Solution design and configuration
- Data migration planning and execution
- Dashboard and reporting build
- User training and knowledge transfer
- Documentation of changes and recommendations

Out of Scope:

- Custom development not supported by Microsoft's platform
 - Ongoing support or managed services (available separately)
 - On-premises infrastructure work unless agreed
 - Licensing procurement (can be provided separately)
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Service Constraints

Delivery depends on customer availability, timely access to environments, and provision of required documentation and subject matter experts. Any delays in decision-making, testing, or approvals may impact timelines. Integration with third-party systems is subject to technical compatibility and may require additional scoping. On-site consultancy is subject to availability and may incur additional fees. Services are delivered remotely by default.

System Requirements

Customers must provide:

- Appropriate access to Microsoft 365, Dynamics 365, Business Central, Power Platform and Azure as required

- A stable environment for testing and deployment
 - Access to internal stakeholders and process owners
 - Suitable devices for workshops, training, and remote sessions
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Training & Knowledge Transfer

Training is provided for administrators, super-users, and operational teams. Sessions cover system functionality, new processes, dashboards, and updates. Hand-over documentation is delivered at project completion.

Onboarding

- Initial requirements gathering
- Environment readiness checks
- Access preparation
- Workshops with key stakeholders
- Review of existing systems and data

Offboarding

- Delivery of final documentation, training materials, and recommendations
- Removal of temporary access
- Sign-off meeting
- Optional support transition to a managed service

Service Availability

Services are delivered during standard UK business hours unless otherwise agreed. Remote delivery is default; on-site availability may vary.