

Microsoft Dynamics 365 Supply Chain Management Platform – G-Cloud 15 Lot 2B (SaaS) Service Definition

Service name

Microsoft Dynamics 365 Supply Chain Management

Lot

Lot 2b: Software as a Service (SaaS)

Short summary description

End-to-end supply chain, logistics and inventory capabilities delivered via Microsoft Dynamics 365 Supply Chain Management and selected ISV add-ons. The service spans transportation and distribution, supply-chain planning, warehouse management and inventory visibility, with real-time reporting and workflow automation to improve operational efficiency and resilience.

Cloud deployment model

Public cloud; Hybrid cloud supported where required.

Supplier role

Reseller providing extra support. Underpins Microsoft CSP/NCE SaaS with onboarding, enablement and support, while Microsoft operates the platform and SLAs.

1) Service Overview

Purpose

This service provides cloud-based capabilities for transportation and distribution, supply-chain planning, warehouse operations and inventory visibility using Microsoft Dynamics 365 Supply Chain Management and optional ISV extensions. It enables organisations to optimise operations, enhance forecasting and maintain real-time visibility across supply-chain processes.

What buyers get

A web-accessible, role-based interface integrating Dynamics 365 modules, Power BI dashboards and Power Platform apps; automation for order, shipment and warehouse

processes; and reporting for logistics and inventory operations. Mobile access supports on-the-go activities.

Who it's for

Public-sector teams responsible for logistics, warehousing, inventory control, planning and distribution that require secure, scalable SaaS aligned to government expectations. (Grounded items are drawn from the listing's described capabilities.)

2) Service Categories (Lot 2b taxonomy)

Applications (per product listing)

- Supply chain management
- Logistics and transportation management
- Supply chain planning
- Warehousing and inventory management

Category → Product mapping (as requested)

- **Logistics and transportation management** — Dynamics 365 Supply Chain Management (transportation, distribution); ISV add-ons
- **Supply chain planning** — Dynamics 365 Supply Chain Management – Planning Optimization; Supply Chain Insights
- **Warehousing and inventory management** — Dynamics 365 Supply Chain Management – Warehouse Management; Inventory Visibility

3) Service Features & Benefits

Key features

- Transport & distribution management using Dynamics 365 modules and ISV add-ons
- Supply-chain planning with Planning Optimization and Supply Chain Insights
- Warehouse Management for inbound, outbound and internal movements
- Inventory visibility across locations, products and stock movements
- Real-time dashboards and reporting for logistics & inventory operations
- Automated workflows for orders, shipments and warehouse processes

- Role-based access control for secure operations
- Forecasting & demand planning using predictive analytics tools
- API/connectivity options for third-party logistics/ERP (via Microsoft platform)

Benefits

- Optimised transportation and distribution for faster delivery
- Improved planning accuracy through predictive insights
- Real-time tracking for informed operational decisions
- Reduced stockouts/overstock via enhanced visibility
- Streamlined processes through automation
- Integrated transport/warehouse management for efficiency
- Secured operational data with granular RBAC
- Actionable insights through dashboards, analytics and reporting

4) Scope, Add-ons & Extensions

Scope of service

Core SaaS capability through Microsoft Dynamics 365 Supply Chain Management with optional ISV add-ons for extended transport/distribution and related functions.

Add-ons & extensions

- **Software add-on/extension:** Yes; can also be used standalone.
- **Extends:** Microsoft SaaS services in the Microsoft 365/Dynamics 365 ecosystem.

Out-of-scope constraints

Service performance and feature availability depend on Microsoft 365/Dynamics 365 platform availability, licensing and tenant configuration; network conditions and transaction volumes may affect performance; certain ISV integrations may require additional licensing/configuration; large-scale data migration may incur additional costs.

5) How Users Work With the Service

Access & interface

Web browser interface (Edge, Chrome, Firefox, Safari). No local install required. Role-based Dynamics 365 modules, Power BI dashboards and Power Platform apps provide navigation, workflows and analytics. Accessibility: WCAG 2.2 AA (screen-reader and keyboard-only testing performed).

Mobile

Optimised mobile experience for approvals, inventory checks, shipment monitoring and key metrics; desktop required for advanced configuration, bulk updates and detailed analytics.

Customisation & APIs

Customisation: Not provided within this listing. API use is supported through Microsoft platform connectors/integration patterns rather than a bespoke API tier from the reseller.

6) Technical Requirements & Dependencies

Prerequisites

- Microsoft 365 tenant with appropriate Dynamics 365 Supply Chain licences
- Modern browsers (latest Edge/Chrome/Firefox/Safari) and reliable internet connectivity
- Windows 10/11 or macOS 10.15+ recommended for desktop access
- Microsoft Entra ID accounts; role-based access configured
- (Where used) Power Platform licences for workflow/analytics
- Endpoint security aligned with organisational policies; support for mobile apps
- Office apps for reporting/document export

Deployment models

Public cloud; Hybrid cloud. Microsoft multi-tenant SaaS with customer isolation at platform level.

7) Onboarding & Offboarding

Onboarding

Structured onboarding and enablement: setup guidance, configuration assistance, role-based training (self-serve documentation, quick starts, tutorials), and optional instructor-led sessions/webinars/workshops. Template dashboards/workflows accelerate adoption.

Offboarding

- **End-of-contract data extraction:** Supported via Microsoft admin centres, PowerShell, Microsoft Graph, exports to Excel/CSV/PDF; large datasets via Azure Data Factory/Synapse; compliance/eDiscovery exports. Guidance and scripts provided.
- **End-of-contract process:** Orderly decommissioning with documentation and handover; standard offboarding included, with optional extended support for complex exports, non-Microsoft integrations or continued access beyond contract term.

Data importing/exporting

Export formats include CSV, ODF, JSON and XML (as applicable to reports/interfaces); import supported per Microsoft tooling and module capabilities.

8) Metrics, Reporting & Tagging

Metrics

Service usage/adoption metrics from Microsoft 365 reporting (licence allocation/utilisation, active users, consumption trends, security/compliance activity where applicable). Available as admin-centre reports or periodic summaries on request.

Reporting

Regular scheduled reports; ad-hoc reports on request.

Resource tagging

Supports FOCUS resource tagging where relevant to reporting.

9) Support Model

Channels & hours

Email/online ticketing (buyer can manage status/priority), phone support, optional web-chat. Standard hours: 09:00–17:00 UK, Monday–Friday. WCAG 2.2 AA for online ticketing/chat.

Levels

Tiered support: Tier 1 (triage/basic troubleshooting), Tier 2 (technical/configuration), Tier 3 (specialist engineers), Tier 4 (vendor liaison with Microsoft). Third-party/partner support available by agreement.

Onsite support

Available at extra cost.

Availability to third parties

Support available to third parties where authorised.

10) Security, Governance & Compliance

Governance

Named board-level person for service security; Security Code of Practice; Cyber Essentials Plus. Information Security Management aligned to UK government expectations and ISO 27001 principles (access control, secure config, incident response, supplier assurance, training). Role-based access with MFA and least-privilege.

Operational security

Configuration/change management with version control, risk assessment, rollback and validation. Vulnerability management via vendor advisories, MSRC, NCSC alerts and CVEs; risk-based patching. Protective monitoring through Microsoft 365/Defender signals; defined incident-response process with documentation and root-cause review. Staff screening to BS7858:2019; government clearance up to BPSS.

Identity & authentication

User authentication with MFA; identity federation options; access restrictions for management/support channels enforced with RBAC and MFA; periodic access-control testing.

Data protection & locations

Data in transit protected via TLS 1.2+ and/or IPsec/TLS VPN; data residency awareness (UK, EEA, other locations) with buyer control over locations; data sanitisation processes include cryptographic erasure, secure erase and physical destruction (via third-party service).

Public sector networks

No direct PSN connectivity.

11) Service Levels, Availability & Resilience

Availability & SLA

Microsoft provides financially backed SLAs for underlying services (typically 99.9%+ monthly uptime). As CSP reseller, we provide incident management/escalation and continuity of licensing/access; optional enhanced support SLAs available.

Resilience

Delivered on Microsoft's globally distributed platform with multi-region redundancy, automated failover, continuous monitoring and certification (e.g., ISO 27001, SOC 1/2, CSA CCM). As reseller, we do not operate infrastructure but provide escalation routes and communications.

Outage reporting

Service health dashboards, incident notifications and post-incident reports via Microsoft 365 Admin Center; optional alerting and reseller-assisted communications. Public status available for major incidents.

12) Public-Sector Considerations

Assurance & alignment

- Security aligned to UK HMG expectations (MFA, RBAC, least-privilege, staff vetting).
- Accessibility: WCAG 2.2 AA for user support interfaces and service UI checks.
- Data handling and exit: documented extraction paths; audit and logging retention (≥ 12 months) where specified.
- Governance: named security lead, defined incident management and change control.

13) Pricing Summary (high-level)

Licensing model

Microsoft Dynamics 365 SaaS licensed via CSP/NCE; per-user/per-capacity components depending on modules; ISV add-ons priced/licensed separately. Education discounts available; selected trials may be available under Microsoft campaigns (typically up to 30 days, where offered). Detailed rate cards/terms are provided in the Pricing/Terms documents associated with the listing.

What's included

Standard onboarding guidance and standard offboarding support/documentation. Optional enhanced support, onsite services, complex data migrations or bespoke integrations are chargeable add-ons.

14) Training & Documentation

Documentation

Comprehensive online documentation, quick starts, tutorials and role-based reference workflows. PDFs available; accessibility aligned to WCAG 2.2 AA.

Training

Self-service materials supplemented by webinars and instructor-led online sessions; optional onsite training and coaching available.

15) Trials & Education Discounts

Trials

Where offered by Microsoft campaigns, up to ~30-day evaluations may be available for certain products.

Education pricing

Discounts available for educational organisations per CSP/NCE terms.

16) Responsibilities Matrix (Supplier vs Buyer)

Supplier (reseller providing extra support)

- Provide licensing via CSP/NCE and enable access to the service
- Deliver onboarding guidance, enablement materials and optional training
- Operate ticketing/phone/chat support within stated hours and tiers
- Manage incident triage, vendor liaison and escalation to Microsoft
- Provide guidance/scripts for data export and standard offboarding
- Maintain security governance, screening, incident/change processes for services within our remit

Buyer

- Procure and assign appropriate Microsoft/ISV licences and roles
- Configure tenant-specific settings, access controls and data retention per policy
- Provide network/connectivity, endpoint security and device management
- Lead organisation-specific change control, user adoption and process design
- Manage integrations with non-Microsoft systems (with our guidance where contracted)
- Initiate data extraction and participate in orderly decommissioning at contract end

Microsoft (platform owner)

- Operate the underlying SaaS platform, security controls and datacentres
- Provide financially backed SLAs, resilience, monitoring and service health reporting
- Deliver product updates, patches and security enhancements

17) Compliance with Lot 2b Product Definition Spec

This Service Definition includes the mandatory Lot 2b elements and aligns to the G-Cloud Product Definition structure and expectations, covering: overview; category taxonomy; features/benefits; scope and constraints; user working patterns; technical requirements; onboarding/offboarding (including data export); metrics/reporting/tagging; support arrangements; security/governance; service levels/availability/resilience; public-sector considerations; high-level pricing; training/documentation; trials/education discounts; and a clear responsibilities matrix. The solution is delivered as SaaS on Microsoft's multi-tenant cloud, with the supplier acting as a reseller providing extra support, consistent with the Lot 2b model.