

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

1. Service Overview

The Microsoft Dynamics 365 Enterprise Management Platform provides a comprehensive suite of cloud-based enterprise applications supporting procurement, order orchestration, financial planning, project management, and asset lifecycle operations. Delivered through Microsoft's globally distributed SaaS architecture, the service enables UK public sector organisations to standardise workflows, improve process visibility, and optimise operational efficiency across supply chain, finance, IT, and commercial functions.

Cloud Deployment Model: Public Cloud / Hybrid Cloud

Supplier Role: Reseller providing extra support (CSP/NCE model)

2. Service Categories (Lot 2b Taxonomy)

The service maps to G-Cloud Lot 2b through the following application categories:

- **Procurement:** Dynamics 365 Supply Chain Management (procurement), Dynamics 365 Finance, TAC
- **Order Management and Orchestration:** Dynamics 365 Intelligent Order Management (legacy), Dynamics 365 Commerce
- **Enterprise Performance Management:** Power BI + Fabric for planning/reporting, Dynamics 365 Finance budgeting
- **Project & Portfolio Management:** Microsoft Project, Planner, Dynamics 365 Project Operations, Azure DevOps (IT portfolios)
- **Asset Life-Cycle Management:** Dynamics 365 Supply Chain Management – Asset Management, Intune (IT device lifecycle)

3. Service Features & Benefits

Service Features

- Integrated procurement workflows linking supply chain operations and financial management.
- Order orchestration across multi-system environments using Intelligent Order Management and Commerce.
- Budgeting, forecasting, and enterprise performance planning using Dynamics 365 and Fabric.
- Full-cycle project and portfolio management supporting IT, operational, and capital programmes.
- Asset lifecycle management for physical, digital, and IT estate assets.
- Real-time dashboards, analytics, and role-based dashboards.
- Workflow automation across procurement, financial approvals, project tasks, and asset processes.
- Microsoft 365 integration for collaboration, approvals, and secure information sharing.

Service Benefits

- Streamlined procurement and improved financial governance.
- Enhanced order accuracy, fulfilment visibility, and orchestration efficiency.
- Improved strategic planning and data-driven forecasting.
- Stronger project control, risk tracking, and portfolio alignment.
- Reduced asset downtime and improved equipment utilisation.
- Automated routine processes for improved productivity.
- Secure collaboration using integrated Microsoft 365 tools.
- Consistent governance via role-based access and audit controls.

4. Scope, Add-Ons & Extensions

The service functions as a standalone SaaS platform but also supports extensions to the wider Microsoft ecosystem.

Supported Extensions Include:

- Additional Dynamics 365 modules for advanced supply chain functions.

- Power Platform workflows and automation.
- Azure DevOps integrations for IT portfolio management.
- Power BI/Fabric analytics expansions.

Service Constraints:

- Dependent on Microsoft 365 and Azure service availability.
- Certain features require additional licences or configuration.
- Integrations may require connectors or custom configuration.
- Performance influenced by network connectivity, tenant configuration, or transaction volume.

5. How Users Work With the Service

The platform is accessed through a browser-based interface supporting Microsoft Edge, Chrome, Firefox, and Safari. No installation is required. Mobile access offers simplified workflows for approvals, dashboards, project status reviews, and asset updates.

Administrators use dedicated Dynamics 365 admin centres, Power Platform admin settings, and Microsoft 365 tenant configuration tools.

6. Technical Requirements & Dependencies

- Microsoft 365 tenant with appropriate Dynamics 365 licences.
- Supported browsers: Edge, Chrome, Firefox, Safari.
- Reliable internet connectivity.
- Windows 10/11 or macOS 10.15+ recommended.
- Microsoft Entra ID authentication (MFA supported).
- Power Platform licensing for automation and reporting needs.
- Mobile device support through Teams, Power Apps, and Dynamics 365 applications.

7. Onboarding & Offboarding

Onboarding

A structured onboarding programme provides guidance on tenant setup, configuration, security alignment, and alignment with organisational workflows. Online documentation, quick-start guides, and reference architectures are provided, with optional instructor-led training.

Offboarding

At contract end, organisations may extract data through Microsoft's native export tools including admin-centre exports, PowerShell scripts, Graph APIs, and Azure Data Factory pipelines. Offboarding includes guidance, documentation, and support with decommissioning and data extraction.

8. Metrics, Reporting & Tagging

Service usage metrics are available through Microsoft 365 reporting centres, covering licence utilisation, adoption metrics, storage consumption, and security activity. Regular or on-request reports are available.

Resource tagging is supported to track cost allocation and service usage.

9. Support Model

Support includes email/ticketing, optional phone support, and AI chat assistance during standard UK working hours. Support tiers include initial triage, technical support, escalation to specialised engineers, and vendor liaison with Microsoft.

Onsite support is available at additional cost.

10. Security, Governance & Compliance

The service leverages Microsoft's security certifications including ISO 27001, SOC 1/2, and CSA CCM. SCG.WORLD provides governance aligned to Cyber Essentials Plus, with robust access controls, MFA enforcement, incident management, configuration management, vulnerability handling, and protective monitoring.

Data is stored in UK/EU datacentres with encryption in transit and at rest, strict role-based controls, and secure endpoint management.

11. Service Levels, Availability & Resilience

Microsoft guarantees a monthly uptime commitment of 99.9% or above for core cloud services, backed by financially supported SLAs. Resilience is delivered through globally distributed datacentres with redundancy, automated failover, and continuous monitoring.

Outage notifications are provided via Microsoft Service Health Dashboards.

12. Public-Sector Considerations

- WCAG 2.2 AA accessibility compliance.
- Data residency options in UK/EU.
- Baseline Personnel Security Standard (BPSS) screening for staff.
- Secure development following recognised best-practice models.
- Support for public-sector procurement compliance, auditability, and transparency.

13. Pricing Summary (High-Level)

Pricing follows Microsoft's public NCE catalogue with options for monthly or annual billing. Charges may apply per user, per tenant, per capacity unit, or per metered interaction.

Framework discounts apply as defined in the pricing schedule. Licences remain fixed for the committed term.

14. Training & Documentation

Training options include online documentation, knowledge bases, quick-start guides, webinars, instructor-led remote sessions, and optional onsite workshops.

Documentation is supplied in accessible PDF format.

15. Trials & Education Discounts

A 30-day trial is available for selected Microsoft products subject to current Microsoft campaigns.

Discounts are available for eligible educational institutions.

16. Responsibilities Matrix (Supplier vs Buyer)

Supplier Responsibilities:

- Provisioning licences and subscription management.
- Support, triage, and escalation.
- Security governance and compliance alignment.
- Onboarding, documentation, and offboarding assistance.

Buyer Responsibilities:

- Maintaining tenant configuration and identity management.
- Ensuring prerequisite licences.
- Providing internal governance and user training.
- Managing local devices, connectivity, and user access.

17. Compliance with Lot 2b Product Definition Specification

This service definition complies fully with the G-Cloud 15 Lot 2b requirements, providing transparent scope, pricing rules, service levels, onboarding/offboarding processes, and public-sector-aligned governance. The content aligns with the expected format, terminology, and submission standards defined by Crown Commercial Service and Government Digital Service.