

Microsoft Dynamics 365 and Power Platform

Implementation, Integration and Support

Gemstone

Microsoft Dynamics 365 and Power Platform (Implementation, Integration and Support)

1. Service overview

Gemstone designs, deploys and supports Microsoft Dynamics 365 and Microsoft Power Platform solutions to streamline and automate business processes across sales, marketing, customer service, finance and related functions.

This service covers:

- Dynamics 365 implementation and optimisation (CRM and ERP modules)
 - Power Platform solutions using Power BI, Power Apps, Power Automate and Power Virtual Agents
 - Customisation and integration to align with existing systems and processes
 - Secure, scalable delivery that supports change over time
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2. Who the service is for

This service is suited to organisations that need to:

- Standardise and improve CRM or case management workflows
 - Automate manual tasks, approvals and notifications
 - Improve reporting and operational insight
 - Integrate Dynamics and Power Platform with existing line-of-business systems
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3. Outcomes buyers can expect

- Reduced manual administration through workflow automation
 - Improved operational efficiency through integrated solutions
 - Better visibility via analytics and dashboards (Power BI)
 - Faster adaptation to changing needs through scalable solution design
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4. What we deliver

Dynamics 365 implementation

- Deploy and tailor Dynamics 365 to fit buyer requirements and operating model

Power Platform solutions

- Build business applications (Power Apps)
- Automate workflows (Power Automate)
- Deliver analytics and reporting (Power BI)
- Implement virtual agent capability where appropriate

Customisation and integration

- Custom development and integration so Dynamics and Power Platform align with existing systems and processes
- Use Power Platform connectivity options where suitable (broad connector ecosystem)

5. Delivery approach

Phase 1: Discovery and design

- Confirm outcomes, users, process steps, controls and reporting needs
- Define solution architecture, integration approach, data and security model

Phase 2: Build and configure

- Configure Dynamics modules and security roles
- Build Power Apps, workflows and dashboards

Phase 3: Test and go-live

- Support UAT, defect triage, deployment planning and cutover
- Go-live support and hypercare

Phase 4: Operate and improve

- Ongoing support and continuous improvement through a prioritised backlog

6. Deliverables (examples)

- Discovery outputs: process maps, prioritised backlog, assumptions and risks
- Solution design: architecture, security, environments and integration design
- Configured Dynamics 365 modules and settings

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- Power Apps, Power Automate workflows, Power BI dashboards
 - Integration components and technical documentation
 - Test evidence and deployment/runbooks
 - Training materials and handover pack
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7. Security and governance

We design solutions to be integrated, secure and scalable.

We also align delivery to Power Platform enterprise governance capabilities (manage, monitor and secure low-code investments).

8. Service management and support

Support and delivery are typically provided remotely, with on-site workshops available by agreement.

We can provide:

- Incident and request handling (priorities and SLAs agreed per call-off)
 - Minor enhancements and continuous improvement
 - Release planning aligned to buyer governance and change control
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9. Buyer responsibilities and dependencies

Buyers typically provide:

- Access to Microsoft tenant/environments and required licences
 - Nominated SMEs for discovery and UAT
 - Access to third-party systems and APIs required for integrations
 - Data owners to validate migrated or integrated data
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10. Constraints and assumptions

- Remote delivery by default; on-site by agreement.
 - Integration timelines depend on third-party access, API quality and vendor constraints.
 - Data migration outcomes depend on source data quality and timely buyer validation.
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- Microsoft licensing is buyer-held; we advise and implement but do not resell licences.
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11. Supplier statement

Gemstone IT Services Ltd is an independent Microsoft Partner and not endorsed by or affiliated with Microsoft beyond that membership; Microsoft product names are trademarks of Microsoft.

Call off Rate Card

Role	Day rate (ex VAT)
Consultancy / Solution Design	£1,100
Project Management	£800
Developer	£800
Designer / UX	£550
Testing / QA	£680
Data / Integration Specialist	£800
AI / Automation Engineer	£800

Why Work With Gemstone

Gemstone is a UK-based digital partner that designs and delivers websites and web applications for organisations that need clear user journeys, strong engineering discipline, and measurable outcomes. The focus is on websites that improve engagement and conversion, make content easier to manage, perform reliably across devices, and integrate cleanly with existing systems and data.

Our typical pattern is:

Discovery and mapping

Workshops with service owners, content leads, operational teams and technical stakeholders to define goals, audiences and success measures. We map key journeys, agree information architecture and

content model, confirm migration scope, and capture non-functional requirements such as performance, security, accessibility and availability, plus integration touchpoints.

Design and prototype

Rapid UX and visual design to validate structure, navigation and page templates early. We produce a working prototype and core templates so you can test content and journeys quickly, reduce rework, and build stakeholder alignment before full build.

Phased delivery

We deliver in releases, starting with the highest value pages and journeys, then expanding iteratively. Each phase includes build, content migration support, testing, and go-live readiness. Once the foundations are proven, we extend into areas like search, forms, integrations, analytics, SEO improvements, and performance optimisation.

The intention is to build a long-term partnership: an initial release delivers quick wins and a stable platform, and subsequent phases improve the site continuously based on real usage data, user feedback and evolving priorities.

Client Quotes

"We recently had the pleasure of collaborating with Gemstone's skilled team of developers. Their experience in the Direct-to-Consumer field has been critical in delivering projects for which we struggled to find resources. Finding a remote development agency that offers good value and consistently delivers excellent results can be difficult, but Gemstone has exceeded our expectations. We believe that their expertise can benefit a variety of direct-to-consumer e-commerce projects and contribute to business growth."

— Oli Ashness, Chief Executive Officer, SimplyCook (Nestlé)

"My experience with Gemstone has been fantastic! I originally brought them in to integrate proprietary hardware into a mobile app over a Bluetooth connection, they achieved in two months what our previous supplier had taken 12 months and failed to accomplish. Other agencies had also told me the app would need a full rebuild and a minimum of another 50-70K spent. I was sold on Gemstone when they let their actions do the selling. I've found them to have high integrity, they are honest and reliable, and they delivered on time and with ease. I am looking forward to working with them again to keep evolving the app and making it even better. After our previous experience with other developers and having spoken to a lot of other agencies, Gemstone were a breath of fresh air. They just do what they say they will do, they are honest about how they will do it, and they stick to timescales. I'd recommend them to anyone who needs anything from and MVP all the way up to more complex work." — Ruth Lundstrom, The Freelance Suite Ltd

"It has been a pleasure working with Gemstone, they have consistently exceeded expectations and developed solutions which fit our needs perfectly. They clearly understand the functionality that we require for our projects, and their team are highly skilled in both development and design." — John Viney, Chief Operations Officer, AES International

"Gemstone is partnering with us on the delivery of a high priority global project – designing and building a data warehouse to ingest data from multiple business platforms for Management Information & Reporting. The project has been complicated with aggressive timelines. Throughout this, Gemstone has demonstrated a high level of commitment, collaboration and flexibility. They have proactively identified barriers to success, made smart recommendations to progress and brought on additional support to help meet our needs. And we are already in discussions for Gemstone to support our wider technology needs!"

— Richa Jha, Chief Transformation Officer, Anthesis

"They've been amazing at helping us through that journey and resolving our general challenges. We've seen an increased ROI and efficiency. The data warehouse is performing as expected and meeting our business objectives. Gemstone has brought an important perspective on technology we didn't have in our organisation. They've really helped to accelerate the use of more advanced technologies in our business."

— Matt Dowers, Group Financial Director, Anthesis

"The project was delivered on time and Gemstone responded to our needs in a timely manner. An increase in confidential concerns being submitted and a significant number of app downloads have shown the success of the app. Their adaptability to new requirements was highly commendable."

— Walter Richards, Project Manager, CIRAS (RSSB)

"Gemstone played a key role in the development of the ORVal mapping tool, helping us deliver a highquality Angular application that supports the modelling and valuation of greenspace use across England and Wales. Their technical expertise and collaborative approach made a real difference, and we were impressed by their professionalism throughout. We'd happily recommend Gemstone to others working on complex digital projects."

— Dr Dawn Scott, University of Exeter

"Gemstone have been a fantastic partner in delivering the Travel Derbyshire website. Their responsiveness throughout the project was excellent — always quick to reply, quick to act, and flexible in adapting to our changing requirements. No matter how complex or time-sensitive the task, the team always found a way to make it work. We were particularly impressed by how well they listened to our needs and translated them into a polished, user-friendly platform that serves residents and visitors across Derbyshire. It's been a pleasure working with such a reliable and professional team." — Kay McIntyre, Programme Manager, Derbyshire County Council

"Everyone enjoyed working with them. They are excellent listeners and were able to translate stakeholder needs into the finished product. They also were creative in solving many of our technical

challenges and thrived on creating new things for us. The team is very responsive and collaborative—even with non-technical members of the team."

— Amanda Coates, Digital Project Lead, Calderdale Family Hubs, Calderdale Council