



G-Cloud 15 Service Definition: Microsoft Dynamics 365 Licensing

January 2026



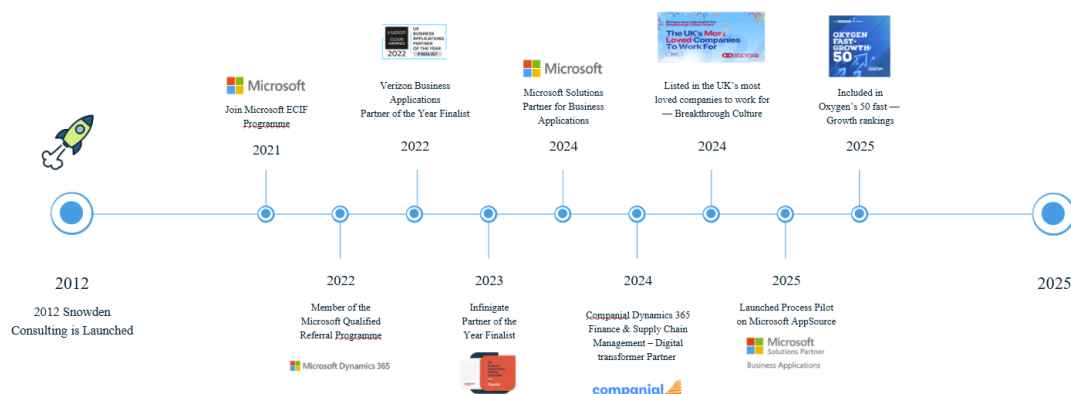
Introduction

SNCL is a Microsoft Partner, based in London. We help organisations of all sizes to maximise IT efficiencies through the use of Microsoft Dynamics 365 solutions. We work with you to deliver a bespoke, tailored solution that helps you achieve your goals.

This document provides information regarding G-Cloud 15 services for Microsoft Licensing.

Company Overview

SNCL was founded in 2012 by Steve Snowden in the UK, who brought extensive experience in operations and change management from the pharmaceutical and construction sectors. During his career, Steve was involved in multiple Enterprise Resource Planning (ERP) and Customer Relationship Management (CRM) projects. Frustrated by poor implementations and delivery, he transitioned to his own Dynamics application consultancy. His aim has been to provide quality services with high-performing teams, and as a result he has selectively built up his organisation with best-in-class functional, technical, architectural, project, and change experts.



SNCL helps you get clarity fast and fix what matters most. Our client-centric model prioritises your unique challenges with solutions tailored to your needs. We are not just practitioners with deep certifications and industry knowledge, but highly experienced teams that translate our clients' business objectives to achieve results.

SNCL specialise in Microsoft Dynamics 365 (D365) Finance & Operations, a powerful ERP solution, but getting the most out of it requires the right partner. SNCL brings deep expertise in finance, supply chain, manufacturing, and retail to help you deploy and adapt D365 to your specific goals while fast-tracking transformation and reducing disruption.



SNCL is experienced in the provision of:

- Digital Transformation.
- Microsoft 365 design, implementation, training and deployment.
- Microsoft D365 ERP and CRM support services.
- Agile project and programme delivery in Waterfall, PRINCE2, MSP environments.
- Architectural vision and strategy.
- Data migration strategy and planning.

We have used our delivery experience to develop a catalogue of offerings and capabilities to migrate, modernise, transform and support technology, service, and application landscapes, to advise on changes to processes, ways of working and operating models.

Value Proposition

SNCL are public sector technology, service and application implementation and support practitioners. We have led the analysis, planning, delivery and support of digital, data and technology solutions for a range of clients.

Having spent 15 years transforming legacy technology, helping clients navigate the journey to cloud, and implementing market-leading technology solutions, SNCL have built a catalogue of services that can help you migrate, modernise, and transform your business operations.

We will propose and implement cost effective cloud-based technologies through Microsoft Dynamics 365. Whether it's migrating from your legacy on-premise ERP solution, modernising your sales processes or bringing your finance function into the modern age, we will work with you to identify significant productivity gains and bring your business the tools it needs to succeed.

 Industry DNA 80%+ of our consultants come from industry roles	 Unified D365 Expertise One team across F&SCM and CE — no silos, no handoffs
 End-to-End Capability From strategy to support, across the full Microsoft stack	 Rapid Time to Value Teams that have worked together before — faster onboarding
 Project Recovery Experts We're often called in to fix what others couldn't	 100% Client Satisfaction Every client is referenceable



Overview of the G-Cloud Service

SNCL deliver scalable, flexible licensing and IT support services leveraging Microsoft technologies, with a focus on Microsoft Dynamics 365. With per-user pricing, expert technicians and a remote service capability, we can accelerate digital transformation, improve efficiency, and ensure secure, scalable solutions for public sector, health and not-for-profit organisations.

Data Protection

Information Assurance

Ensuring your information assets are appropriately handled to maintain data integrity, reliability and accessibility is central to how we work. SNCL has over 20 years' experience supplying services to Private and Public Sector clients and complying to various security and Information Assurance standards, including ISO 27001, GDPR and ICO guidance. We will work with you to ensure that we understand the data to which we have access while supporting you, and handle all data appropriately based on the policies you have in place to do so.

Training

Training services can be provided through SNCL, and we will ensure that training is delivered to meet the needs of your users and your organisation based on the service component(s) from this service.

Service Management and Service Levels

Help and support can be delivered during office hours, Monday to Friday 9am – 5pm via email and phone. Additional requirements can be accommodated on a project-by-project basis where discussion and agreement has been added into service provision.



Provision of the Service

Customer Responsibilities

SNCL work in partnership with you and will define and build the teams, capability and delivery partner provision and supply chain to help you transformation your technology, delivering better services for your users, greater efficiency and an easier-to-manage technology estate. Our request is that you work collaboratively and with transparency so that we can deliver great services in partnership.

Technical and business requirements are discussed and agreed on a project-by-project basis.

Outcomes & Deliverables

Deliverables will be agreed with the client in advance of the provision of services. We follow the Digital Service Standard and the Technology Code of Practice. We champion an Agile delivery approach and ways of working and combine this day-to-day delivery approach with your organisation's delivery governance structures. Our recommended approach is to start with Discovery and help you define the problem statement to determine the required strategy based on user need, scope, prioritisation, and funding needs to deliver against those criteria.

Termination Process

There are no additional fees for termination, but clients are advised to consider knowledge transfer and handover requirements to another supplier or the client's staff to ensure smooth transition and exit of service provision. Termination will be subject to the terms and conditions of any Microsoft licence agreement.



Our Experience

"SNCL solved issues that our previous partners couldn't. Integration is finally smooth and scalable."

- John B, CIO

"Our procurement team estimated 3-4 months to assess ERP replacement options. SNCL delivered a full fit-gap and cost analysis in just weeks, and at no cost."

- Devan W, COO

"We delayed for years moving off our current ERP due to time and resource constraints. SNCL helped us clear the first big hurdle of defining requirements, and at very little effort on our part."

- Raphael S, CFO

"We cut our processing times by 50% on average, thanks to insights we didn't know we needed. SNCL helped us find the answers in weeks, and it didn't take my staff away from their day jobs."

- Mark S, CFO



Our Customers

Contact Details

If you would like to speak to us about your Microsoft Dynamics 365 requirements, please contact our team.

Email: contact@sncl.tech

