



## MICROSOFT DYNAMICS 365 SERVICES

### G-Cloud 12 Pricing Document



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# 1 SERVICE OVERVIEW

At RSM we believe in working in partnership with you to help unlock your organisation's potential.

Dynamics 365 is a group of leading cloud-based solutions that help to run your whole organisation.

RSM's Dynamics 365 professionals will work with you to design, deliver and embed your solution into your organisation. Our experienced consultants will support you in defining and refining your business process to drive value via process automation and collaboration.

We believe the best approach to ensuring a long-lasting and successful relationship with our clients is to work in partnership with them. We take the time to understand the needs of their business and work with them to provide the right solution that will be an 'enabler' for their business.

Our team has years of experience embedding Dynamics 365 systems into multiple organisations.

## 2 COST DETAIL

### 2.1 Implementation Cost

Our G Cloud rate card provides information on the costs for our various resources.

### 2.2 Licensing of Dynamics 365

There are multiple options and offers when purchasing Dynamics 365 licenses. We can guide you through the options and advise which licenses to purchase to get the most for your organisation and end users.

There are also offers for the Education sector and Charities. We can provide guidance on the Microsoft application process to obtain discounts.

### 2.3 Support

RSM provide a support desk service. Our Support services are available through an hourly consumption contract.

This includes break-fix, answering “how to” questions, and new product update release support.

Each call logged with the RSM Service Desk will receive a confirmation with the reference number, case handler details and estimated completion time. Escalation processes are in place to via service delivery manager and practice head. The mean time to respond to an unanswered support incident or e-Mail is 1 working day (8-hours).

Our standard support offer is available Monday to Friday 9:00 to 17:00 UK time, excluding UK public holidays. This may be extended to cover other time zones as required.

Before entering into a support agreement, we will conduct an implementation assessment to establish the required type and level of support. The advised basic support package includes 30 hours of support costing £3,000.00 for the year.

## 3 ORDER AND INVOICE PROCESS

### 3.1 How to order

To contact us and discuss or order a service:

- Call your usual RSM Service Contact
- Send an email to [bidteam@rsmuk.com](mailto:bidteam@rsmuk.com) that contains the following information:
  - Your organisation name
  - Your name and contact details
  - The name of the service you wish to discuss/order
  - Any service requirements that you wish to discuss.

## 4 FOR FURTHER INFORMATION CONTACT

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