



MICROSOFT DYNAMICS 365 SERVICES

G-Cloud 12 Service Definition



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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 DETAILED SERVICE DEFINITION

1.1 Dynamics 365 services and applications we work with

The type of services we can work closely with you on for your Dynamics 365 project:

- Project governance
- Assurance
- Advisory
- Support
- Training
- System selection
- Data Analysis services to design data flow and reporting roadmap
- Dynamics 365 Licenses procurement

Dynamics 365 applications we can assist with:

- Finance & Operations (F&O)
- Finance
- Business Central
- Field Service
- Customer Engagement
- Sales
- Marketing
- Customer Service
- Project

Power Platform applications:

- Power BI - Dashboards and reports connecting multiple applications and data sources
- Power Automate
- Power Apps

There are range of add-on applications which can work with Dynamics 365. Most popular add-ons for the Public Sector are:

- Planful – Budgeting, Forecasting, Planning, Consolidation & Reporting tool that natively connects to D365 BC
- Expenses – Mobile based expense solution for the entry of employee or volunteer spend
- Invoice OCR – OCR application reads invoices and automatically inputs the data into D365 BC

2.1 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.

2.2 Why RSM

RSM is a leading provider of audit, tax and consulting services to middle market leaders, globally.

RSM's Microsoft team are part of RSM's Technology Management and Consultancy department and are a certified Microsoft Partner helping organisations of all sizes both nationally and globally.



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A deep understanding of your market challenges and business sector

A dedicated team of highly trained Microsoft Dynamics professionals providing functional and technical consultancy

2.3 Training

Microsoft provide fantastic online resources for end users of Dynamics 365. There are online courses which clients often use to introduce the navigation and general use prior to the training RSM can provide. This allows end users to prepare and learn at their own pace.

RSM generally advise adopting the 'train the trainer' approach involving the system champions. Our sessions are focused to enable system onboarding ready for Go Live. Training of end users can be completed by our consultants if required.

Training can be provided on-site or remotely and recorded for future reference.

During normal day to day use Microsoft have published extensive documentation online to enable D365 users to self-help.



2.4 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.

3 PRICING

Specific pricing for this service can be found in the separate Pricing and Rate Card Document.

This includes information on example implementation projects, licencing and support options.

4 ORDER AND INVOICE PROCESS

4.1 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 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.

5 FOR FURTHER INFORMATION CONTACT

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