



Service Definition

Business Applications
Launch Consultancy
SMB



1. Operational Services

1.1. Service Description

The purpose of this Service is to facilitate the rapid launch of an App into the customers environment. This service is an add-on to the customer's pre-existing Business Applications Managed Service contract, and provides an additional body of Consultancy Hours, which can be drawn down by the customer. All terms specified in the **[SMB BIZ APPS SDD]** document is applicable to this service.

For the avoidance of doubt, the following definitions are provided:

Normal Business Hours = 9:00 -17:30, Monday to Friday (excluding bank holidays)
 Working Day – 8.5 Normal Business Hours
 24x7 = 24 hours a day, 7 days a week

Elevate 365 Consultancy Hours: means the inclusive level of hours for Elevate 365 Consultancy Services (where the Elevate 365 Managed Service is purchased). Additional hours above the inclusive level of Elevate 365 Consultancy Hours may be purchased by the Customer at the prevailing Supplier rate.

Elevate 365 Consultancy Services: means such services as may be agreed on by the parties from time to time in writing. Such services may include enhancements, consultancy, training, data migration, technical support, workflow design/report design.

1.1.1. ANS Service

1.1.1 ANS Service

Service	Service Description	Service Hours
Launch Consultancy		
App Installation	Installation and configuration of agreed App(s) into a Production and/or Sandbox development environment.	Normal Business Hours
Deployment Customisation	Deployment of agreed App(s) with ANS base customisations as appropriate.	Normal Business Hours
Mailbox Configuration	Configuration of Dynamics 365 Mailbox synchronisation against Exchange Online only. Any required changes to the Mail Server configuration will remain the responsibility of the customer.	Normal Business Hours

Power BI Reporting	If you have, or are seeking to purchase, Power BI licences and wish to make use of a pre-built reporting pack, your consultant will deploy this into your environment on an 'as is' basis.	Normal Business Hours
System Personalisation	Your assigned consultant will work with you at an agreed velocity to personalise the screens and processes to meet your business needs. As part of this exercise, you may identify larger or more complex areas which would consume a significant portion of your Service hours. Your consultant will advise you of these areas and help you build a prioritised backlog of work.	Normal Business Hours
Data Migration Guidance	Ultimate responsibility for data migration from existing systems will remain with the customer however, your lead consultant will work with you to offer support and guidance. We also provide E-Learning content on how to use the data import mechanisms withing Dynamics 365 to assist with your data loads.	Normal Business Hours
Go Live Support	Once your personalisation is complete and users have been trained, you'll agree a "Go Live" day with your lead consultant. On this day the customer typically makes their existing systems and processes read only and the new App becomes the primary application for managing the process moving forward.	Normal Business Hours
E Learning	Provision of E-Learning content to educate your teams on the use of Dynamics 365/Power Platform where appropriate.	Normal Business Hours
Consultant Led Training	Your lead consultant will provide help and guidance on any areas of the system that have been personalised. It should be noted though that this is not a substitute for completing the E-Learning courses.	Normal Business Hours
Backlog Management Guidance	Advice on defining a roadmap for future evolution of the platform to maximise your investment.	Normal Business Hours
Dedicated Application Consultant	The supplier will provide a named application consultant with whom the customer will liaise to deliver this service.	Normal Business Hours

The Customer shall be entitled to a certain level of inclusive Elevate 365 Consultancy Hours dependent on the number of units purchased and stated on the Quotation. Each of the above services will be charged per hour and will be deducted from the inclusive Elevate 365 Consultancy Hours. If all, inclusive consultancy hours are consumed, the customer will be required to purchase additional hours at the prevailing Supplier rate to continue service delivery.

Any unused inclusive Elevate 365 Consultancy Hours purchased as part of this service will expire at the end of a 12-month period and cannot be carried forward.

No refund for unused Elevate 365 Consultancy Hours will be given and upon termination of the cloud services agreement between the Customer and ANS, any unused inclusive or purchased hours shall be forfeited.

2. Exclusions

The following are listed as exclusions, but this list shall not be considered complete or exhaustive and the Terms and Conditions should be consulted.

- a. Issues resulting from misconfiguration by the Customer outside of the Customer Supported Assets resulting in impact to the Customer Supported Assets.
- b. Issues resulting from failures in maintenance/administration by the Customer outside of the Customer Supported Assets resulting in impact to the Customer Supported Assets.
- c. Issues resulting from misconfiguration or development by the Customer and/or the Customers chosen 3rd Party Application provider.
- d. Issues resulting from Unauthorised Access by the Customer of Customer Supported Assets.
- e. Technical Advice to any persons not listed as a Named Contact.
- f. In the event that training services are booked to be delivered at the Customer's premises, such training must be provided in a block of not less than 6 hours.
- g. If training services are to be delivered remotely, it must be booked in 1-hour increments with a maximum of 3 hours per session.
- h. Third Party Software supplied as part of the ANS Solutions Catalogue is provided subject to the Third-Party Terms as notified to the Customer.
- i. Any Third-Party software supplied by the Supplier is supplied on an 'as is' basis and the Customer will have a direct licence with the manufacturer of such software and the Customer is obligated to acquaint itself with the terms thereof and abide by such terms.
- j. Unless expressly covered under this Agreement, the Supplier shall not have any responsibility in respect of such Third-Party Software.
- k. Data processing and data entry.
- l. Proactive monitoring of the D365CE Power Platform.

3. Customer Responsibilities

Including but not limited to:

- a) The Customer is required to ensure that all Customer Supported Assets are appropriately licenced and have (where required) Supplier recommended hardware and vendor support in place.
- b) The Customer is responsible for all configuration backups outside of the Supported Assets without exception.
- c) The Customer shall ensure that all relevant Customer employees have access to and have read the Supplier's Managed Services Handbook.
- d) The Customer shall ensure an on-going availability of suitable Internet connection (if not provided by the Supplier).
- e) The Customer shall provide suitable notice to any planned/scheduled maintenance that could affect the Customer Supported Assets including environmental changes. Failure to do so may result in Additional Service Charges.
- f) Any change or configuration implemented by the Supplier will be tested by the Customer.
- g) The Customer will agree to provide qualified people to approve changes.
- h) It is expected that the Customer will arrange service downtime as required.
- i) Ultimate responsibility for Data Migration and the quality of data within the system will reside with the Customer, however ANS will provide ad-hoc guidance as necessary.
- j) The Customer will make relevant personnel available to ANS as required for the duration of the service.

4. Assumptions

- a) All Customer specific pre-requisites have been completed before contract commencement.
- b) Where D365 or Power Platform (Cloud only) is used the Customer can make use of the Supplier's Microsoft Premier Support contract as part of the service.
- c) The following Services increase cloud consumption at the customer's expense:
 - a. DevOps – environments.
 - b. Application Load Testing.
 - c. Reporting and compliance tools.
 - d. Licensing.
 - e. Centre of Excellence.
- d) All work is to be carried out remotely during normal working hours, Monday to Friday, 9:00am to 5:30pm unless otherwise stated.
- e) A valid administrator account within the Customers Office 365 tenant with rights to provision the relevant services must be provided to ANS by the Customer in advance of any work commencing, in line with the defined pre-requisites.
- f) It is assumed that ANS will be supplying the Dynamics 365 licences and that we have full control over the environment. If not, additional time may be required, at additional cost to the project, to liaise with any third parties.
- g) Training will be delivered primarily via the provided E-learning content, however specific training on customisations (if required) will be delivered by the consultant using a "train the trainer" approach, which will draw down on Elevate 365 Consultancy Hours.
- h) Software Licences will be quoted for and sold separately.
- i) It is assumed all personalisation work will be completed in a Sandbox environment before being deployed as a managed solution to your production environment.
- j) Dynamics 365 Mailbox synchronisation will be configured against Exchange online only. It is assumed that the Customer already has Exchange online configured within their environment.

5. Pre-Requisites

- a) On-Boarding Health Check and Documentation.
- b) Registered Claiming Partner of Record.
- c) Administrative Access Permissions for ANS Engineers on supported Subscriptions/Accounts and Customer Supported Assets.

6. Partner of Record

ANS SMB Biz Apps Base, E365 or CoE services require either Cloud Solution Provider or Claiming Partner of Record to be in place for any issues that require escalation to Microsoft. In order for this to be able to be fulfilled, Microsoft leverage information collected from the CPOR or CSP system to assign back-end support rights. As such ANS must be registered as the Cloud Solution Provider or Claiming Partner of Record on any Subscriptions that contain or contribute to assets under support or management for the entire duration of the agreement. Consequently, the Customer shall, prior to the Commencement Date arrange for ANS to be registered as the CPOR or CSP on all Subscriptions that contain or contribute to assets under support or management for the entire duration of this agreement.

7. Administrator Roles

To make configuration changes to applications a minimum of System Administrator level access is required for ANS Engineers within supported environments.

To administer the Power Platform environment settings, create, backup, copy or restore an environment enhanced Active Directory Privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a Contact with Power Platform Administrator Role or Global Administrator Role access via screenshare to provide support.

To administer some integration services enhanced Active Directory Privileges are required. These privileges are not mandatory for this service; if not granted the Customer must provide a Contact with Global Administrator Role access via screenshare to provide support.