



# Statement of Works

## PROJECT

Accelerated Business Central

## DOCUMENT VERSION

V1.0

## PREPARED BY

Stuart Hardman

## 1. Revision Sheet

### Change Record

Name	Version	Date	Change reference
Stuart Hardman	V1.0	21/05/21	Initial Version

## 2. Contents

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### 3. Executive Summary

This Statement of Work (SOW) and any exhibits, appendices, schedules, and attachments to it is made pursuant to the proposal for Accelerated Business Central (ABC), the terms of which are incorporated herein by reference, by and between Customer Name ("customer", "you", "your") and Dynamics Consultants Ltd, ("Microsoft Partner Organisation", "us", "we", "our"), and sets forth the services to be performed by us related to Accelerated Business Central implementation ("project") and forms a schedule against our [Standard Terms and Conditions](#). Where there are contradictory terms this SOW will take precedence. This SOW represents the complete baseline for scope, services, service deliverables, and acceptance applicable to this project.

Unless Customer Name signs this SOW or accepts via return of email, the associated quotation will expire 30 days after the date they were delivered to Customer Name for signature, unless they have been formally extended in writing by Dynamics Consultants Ltd.

#### 3.1. Business Benefits

The benefits of installing the system using the ABC implementation are as follows:

- Fully integrated solution
- Less duplication of effort
- More efficient business processes
- Scalability to support growth
- Latest technology
- Pre-defined setup for fast and low-cost implementation

## 4. Project Objectives and Scope

### 4.1. Project Objectives

Implementation of Microsoft Dynamics 365 Business Central by means of the ABC Pre-Configured Solution utilising RapidStart Methodology.

### 4.2. Areas Within Scope

As part of this project, we will deploy a solution based on Microsoft Dynamics 365 Business Central as described below. Achieving the project schedule and budget is directly dependent upon the ability of the customer team to commit resources at project commencement. The ABC solution provides a **pre-defined setup and deployment** and as such does not include changes to the SOW. The remainder of this section provides further clarity on the project scope.

The scope provides for one company within the UK only (unless the Multicompany option has been purchased), the number of users being determined by the number and type of Business Central licences purchased.

The following sections show the scope of each ABC module, the scope includes setup and training for up to 4 key users. The modules that are to be implemented are as per the agreed quotation.

Each module will contain an estimation of required effort from the customer to complete a successful implementation. The data effort is an estimation for a typical ABC customer, high volumes of data or data requiring a lot of cleansing will require more effort on the customers part to prepare. The training and familiarisation effort is an estimate **per person** that will be using those elements of the system.

For further information about the considerations, skills and resources that you as a customer will need to consider for a project of this type, please read the [ABC Customer Project Considerations document](#).

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#### 4.2.1. Core Module

Estimated Customer effort:

Data preparation	5 days
Training and familiarisation	5 days

Foundation

- Production environment provisioning
- Sandbox environment provisioning
- Single Company Setup
- Standard user permissions setup and training
- User personalisation training
- Standard integration with Word, Excel and Outlook
- Master data load (Customers and Vendors)
- Standard document layouts

## Finance

- General Ledger Setup
- Profit and Loss & Balance Sheet
- Standard Chart of Accounts
- Account Categories and Sub Categories
- General Ledger Reports
- Multi Currency
- Bank Account and Bank Reconciliation functionality
- Bank Integration (Payment Export & Statement Import) to 1 high street bank
- VAT Statement
- VAT Reporting including Making Tax Digital (MTD)
- Dimensional Analysis
- Account Schedule Reporting
- Budgets
- Journals
- Recurring Journals
- Trial Balance import
- Opening bank balance import

## Sales Ledger & Sales Order Processing

- Customers & Contacts
- Sales Quotes, Orders, Shipments, Invoices, Returns and Prepayments
- Deferrals
- Invoice Discounts
- Customer Statements
- Cash Receipt Journals, Cash Payments and Payment Allocation
- Aged Debtor reports
- Sales Journal
- Sales reports
- Approval Workflow (1 templated workflow setup if required)
- Open sales ledger import

## Purchase Ledger and Purchase Order Processing

- Vendors (suppliers) and Contacts
- Vendor Bank Accounts
- Purchase Quotes, Orders, Shipments, Invoices, Returns and Prepayments
- Deferrals

- Invoice Discounts
- Aged Creditors report
- Suggest Vendor Payments
- Remittance Advice
- Approval Workflow (1 templated workflow setup if required)
- Open purchase ledger import

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#### 4.2.2. Inventory Management

Estimated Customer effort:

Data preparation 2 days

Training and familiarisation 3 days

- Items
- Single stock location
- Item Costing Methods (FIFO, Average, Standard)
- VAT and Commodity Codes
- Item Attributes and Categories
- Individual and Group Customer Pricing & Discounts
- Vendor Pricing & Discounts
- Order Planning
- Setup of standard AI forecasting
- Full integration to General Ledger
- Item master data load
- Open inventory ledger import

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#### 4.2.3. Advanced Inventory Management

Estimated Customer effort:

Data preparation 1 day

Training and familiarisation 2 days

- Multiple stock locations
- Requisition Management
- Serial and Lot Tracking with traceability
- Transfer Orders between Locations
- In Transit Locations with transfer times
- Stock take and Cycle Counts
- Item Reservations

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#### 4.2.4. Assembly Orders

Estimated Customer effort:

Data preparation 2 days

Training and familiarisation 2 days

- Bills of Materials for Items
- Assembly Order Processing
- Assemble to Order
- Assemble to Stock

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#### 4.2.5. Basic Resources

Estimated Customer effort:

Data preparation 0.5 days

Training and familiarisation 1 day

- Resources
- Resource Pricing
- Work Types
- Sale of Resources
- Resource Groups

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#### 4.2.6. Jobs

Estimated Customer effort:

Data preparation 4 days

Training and familiarisation 5 days

- Job Setup
- Job Tasks & Planning Lines
- Budgets & Prices for labour, materials and miscellaneous costs
- Post Usage to Jobs
- Standard WIP Methods
- Revenue Recognition
- Job statistics and analysis
- Fully integrated WIP & Recognition posting to General Ledger
- No opening WIP balances will be taken in per Job

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#### 4.2.7. Fixed Assets

Estimated Customer effort:

Data preparation 1 day

Training and familiarisation 1 day

- Fixed Assets



- Fixed Asset insurance information
- Fixed Asset maintenance entries
- Standard Depreciation Methods
- Manage acquisition, depreciation, sale & disposal of Fixed Assets
- Fully integrated with General Ledger
- Fixed Asset opening balance import

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#### 4.2.8. Basic Warehouse Management

Estimated Customer effort:

Data preparation 3 days

Training and familiarisation 3 days

- Inventory Picks
- Inventory Put-Aways
- Bins
- Warehouse Movements

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#### 4.2.9. Express Expense Management

Estimated Customer effort:

Data preparation 1 day

Training and familiarisation 1 day

- Mapped to Business Central expense accounts
- Expenses with receipt photos
- Private car mileage recording
- Submit expenses from phone (Android or iOS)
- Approve expenses on browser or phone

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#### 4.2.10. Full Expense Management

Estimated Customer effort:

Data preparation 0.5 days

Training and familiarisation 1 day

- Company credit card reconciliation
- Company car mileage
- Multi company
- Policy enforcement
- Reporting insights

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#### 4.2.11. Integrated B2C eCommerce

Estimated Customer effort:

Data preparation 3 days

Training and familiarisation 2 day

- Standard integration to Business Central
- Choice of one theme from selection
- Upload Items from Business Central
- Stock level updates from Business Central
- Automatic order download to Business Central
- Credit card and PayPal payments using SagePay

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#### 4.2.12. Integrated B2B eCommerce

Estimated Customer effort:

Data preparation 1 day

Training and familiarisation 1 day

- Customer integration to website
- Customer pricing on website
- Customer account sign in
- Payment on account

#### 4.3. Areas Out of Scope

Any area that is not explicitly listed as “within scope” is out of scope for this engagement. Some key areas that are out of scope for this engagement include, but are not limited to:

- License prices are not included in the package price but will be quoted separately based on your requirements. Valid licenses will be required as part of this project.
- Hardware setup other than the BC SaaS environment
- Software licenses other than Microsoft Dynamics 365 Business Central
- Any future customisations and functionality
- External application integration (no inbound or outbound integrations)
- Network testing
- Manual data conversions
- Scrubbing and cleaning of legacy data that will either be converted manually or in an automated process
- Benchmark testing
- Fixing of bugs present in the current Microsoft Dynamics product version
- Implementation of additional modules not included in the scope section
- Additional Reports not included in the standard product
- Additional data conversion or interfaces not described in the scope section

- Implementation of other legal entities (unless additional company setup has been purchased)
- Creation of end-user training procedures and end-user training
- Output interfaces from customer's legacy systems
- Support (unless a support package has been purchased)
- Any activities which involve the changing of the end-date of the project (i.e. delay in definition of requirements, etc.)
- Customer specific training materials
- Assistance with data cleansing
- Set-up of end user permission and access rights
- Development / modification of reports
- Development / modification of documents
- Manual entry of static or transactional data
- Hard copy product manuals
- Network installation or configuration
- Hardware installation or configuration
- Management of customer resources

## 5. Project Approach

### 5.1. Overall Approach

#### 5.1.1. Deployment

The deployment stage describes the activities that are undertaken to make sure that the system and both parties are ready for go-live.

- Licences

The first requirement of the Accelerated Business Central project is to purchase the licences from Microsoft. The customer will be invoiced, and Dynamics Consultants will require payment before proceeding. The price of licences is not included in the package price but will be quoted separately.

- Provisioning of SaaS Business Central environment

A Production and Sandbox instance of Business Central will be provisioned by Dynamics Consultants. No software installation is necessary when using the Business Central web client but a compatible browser must be used when accessing.

A list of system requirements can be found [here](#).

- Training

All training will take place via Microsoft Teams or at our Hampshire offices. Training will be provided as per the purchased modules and will cover front end functionality (IE not how to amend the system setup).

A detailed training plan can be provided on request.

- Data Import

Master data for purchased modules will be imported (E.g. Customers, Vendors & Items). Templates will be provided and guidance given on how to populate the data in to the templates.

Opening Balances will be imported for purchased modules (E.g. Trial Balance, Open Customer & Vendor Ledgers). Templates will be provided and guidance given on how to populate the data in to the templates. No historical data will be imported. If this is required a quotation can be provided based on the volumes and complexity of data.

All data preparation must be carried out by the customer, Dynamics Consultants will import the data but if there are any issues or errors with the data Dynamics Consultants will return the data to the Customer for resolution. Dynamics Consultants reserve the right to charge for additional attempts to import data.

- Go Live

A date will be scheduled to start up on the live system. By this point all data must be ready for migration.

## 6. Project Governance Module

### 6.1. Communication

There will be regular meetings by phone or Teams meeting every two weeks to monitor the progress of the project.

### 6.2. Project Completion

- All the service deliverables identified within this SOW have been completed and delivered
- This agreement is terminated in accordance with the provisions of the agreement

### 6.3. Work Enhancements or Changes

- If changes are deemed necessary to the above, both parties must review and accept these changes and their impacts prior to the beginning work on the scope change and additional works will be quoted as required
- If judged necessary, the project will change from the ABC methodology to a bespoke project, with a new quotation and SOW

## 7. Project Organisation Structure

All projects will be assigned as a minimum the following from Dynamics Consultants:

- Project Manager – Responsible for resource management at Dynamics Consultants and providing and managing timescales with the customer. A point of escalation for any concerns regarding the project.
- Consultant – Responsible for carrying out the implementation, data migration and training. Will be the day to day contact for the customer for the duration of the project.

You will be notified who will be fulfilling each of these roles at the commencement of your project.

## 8. Commercial Terms

### 8.1. Payment Terms

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#### 8.1.1. Licenses

SaaS Licenses – Paid in advance monthly via Direct Debit

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#### 8.1.2. Services

Unless a monthly contract for services has been agreed, stated services will be paid 50% cleared before commencement of any work and 50% at time of go-live with 30 Day payment terms

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#### 8.1.3. General

- Figures are based on our standard daily rate unless stated otherwise
- Expenses will be recharged at cost
- All prices quoted exclude VAT unless otherwise stated

## 9. Approval

Approver Comments:

By signing below Customer Name agrees to accept the scope and project definitions defined within. Alternatively, an email confirmation of approval is accepted. Unless explicitly stated otherwise, the terms laid out in the prevailing Service Level Agreement, Microsoft Dynamics Licensing Guide and Microsoft Cloud Agreement shall apply.

Name	Position	Signature	Date