



# BC SaaS Competency Licensing and Permissions

## 1. Competency

At Dynamics Consultants we pride ourselves on providing the highest level of service. To achieve this, we ensure that our operations team have the opportunity for constant professional improvement and to prove this by taking Microsoft Certifications and Exams.

As a business, to allow us to give assurances to our customers that we aim for the highest technical levels we are aiming to achieve the new Solutions Partner designation. This replaces the recently retired (and familiar) Gold & Silver Competencies that we held. These designations provide a verifiable standard to differentiate us from other partners.

To achieve "Solutions Partner for Business Applications" Dynamics Consultants must reach certain targets set by Microsoft, these include:

- Certified employees in Business Central
- Increase in revenue levels to Microsoft
- New Business Central customer additions
- New Business Central customer deployments
- Increase in Business Central Monthly Active Users (user licenses)

## 2. Licensing

Due to changes in the way in which Microsoft allow partners to sell licenses it is no longer a requirement to be competent in the relevant software to be able to sell licenses. This has meant that Microsoft license resellers with no experience or knowledge of the solution are now able to sell licenses for Business Central. We have experienced examples where customers have been sold incorrect license types and numbers meaning thousands in additional licensing costs per year.

The partner that sells the license is also responsible for technical support and reporting issues to Microsoft, however, due to the particular complexities of Business Central compared to Office (for instance) there is often little or no understanding of what constitutes an issue in Business Central.

Additionally, any licensing bought via a 3<sup>rd</sup> party cannot be counted towards Dynamics Consultants Solutions Partner designation. We ask that customers respect the competency level that Dynamics Consultants have achieved and will continue to aim for by buying relevant licensing from ourselves.

### 3. Partner Permissions & Implications (GDAP)

When provisioning the initial Business Central license Dynamics Consultants and our Indirect Provider for your region must be added to your tenant as authorised Partners. This process is initiated by accepting our Cloud Solution Provider invitation which you will be sent. Accepting the invitation does not give either of the Partners below access to your systems, it is just to enable orders to be placed on your behalf.

## Authorize partner

Accepting Dynamics Consultants Ltd as a Reseller and Quattro Business Solutions GB&I as an Indirect reseller allows them to work together as your partners. After you authorize their request, these partners can buy on your behalf.

<b>Partner information</b> Quattro Business Solutions GB&I Pontybridd, GB	<b>Partner information</b> Dynamics Consultants Ltd Hailsham, East Sussex GB
<b>Relationship type</b> Reseller	<b>Relationship type</b> Indirect reseller
<b>Roles</b> None assigned	<b>Roles</b> None assigned

Once the initial invitation has been accepted, we will liaise with you as to which permissions (roles) Dynamics Consultants require to carry out agreed work in your Business Central SaaS environment or other areas of your Microsoft 365 tenant. These permissions are known as GDAP (Granular Delegated Admin Permissions)

GDAP give us access to your tenant in a granular and time-bound manner (between 1-720 days), which can help to address any security concerns you may have.

Once permissions have been agreed you will receive further invite(s) which will contain the agreed permissions.