

Microsoft Dynamics CRM Professional Customization and Implementation Services

Always shop your Dynamics CRM support, products, and services from the CRM community DynamicsExchange.com member provider top professionals

This is a professional services rate schedule exclusively for Microsoft Dynamics CRM / xRM customization and implementation services. Offered through the Dynamics CRM community **DynamicsExchange.com** these services are performed by member provider Management Technology Consulting (MTC). These services and the low price points are made available to the community for the promotion of the Dynamics xRM platform. The DynamicsExchange community is an open community to users and professionals alike across the globe in dedication to driving down the costs xRM solutions for improved business efficiency.

About the Provider Member: Management Technology Consulting LLC (MTC) is a Microsoft Gold Certified Partner focused exclusively in the market of the Microsoft Dynamics CRM software platform. MTC is headquartered in Los Angeles, CA USA with a development facility in Hyderabad India, and sales and service offices growing through-out the globe. Dynamics CRM professional on-demand services and packaged Dynamics CRM Add-ons are MTC's only business. MTC is a major supporter of the CRM Community **DynamicsExchange.com**. 60% of MTC services business globally is through Microsoft Partner resellers in the best-practice management of their customers' needs.



At MTC we are always available to assist you in enhancing your Microsoft CRM solution with the simplest data migration, custom report, or workflow as well as long-term development of a highly unique custom application for any industry and any aspect of business from your web portal to your back-office management.

MTC Offers Services in Convenient Categories:

- Dynamics CRM Version Upgrade Services
- Discounted Hourly Rate Professional Services
- Fixed-Rate Task Professional Services
- Outsourced Managed Staff Professional Engineering Services

Engagement: Using the published pricing line items below determine the exact fixed-rate or low hourly rate for the requirement you have. Email to salesteam@MTCCRM.com with your request. If possible use cropped marked-up screen shots and detailed text description to relay your requirement. Fixed rates, where they apply, are easiest for first engagements. An engineer and/or CRM business process specialist will contact you with any questions. MTC is available 24/5 around the globe. For questions call **323-851-5008** for USA (western hemisphere - Americas) business hours or **323-863-0077** for USA after hours or for business hours in Europe, Asia, Middle East, and Australia.

Payment: All orders start with your approved specific detailed invoice or retainer. All pricing and payments are in US Dollars. Services must be paid in advance of work - only. The success of the low cost model is in very low overhead, therefore no accounting overhead. Charge cards are commonplace in e-commerce and provide excellent security through recourse for end-users. MTC does accept PayPal for customers looking for a higher-comfort-level on the first transaction.



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Process: Consistent low-cost and fixed-rate pricing allow clients to be comfortable to bite-off small manageable project pieces – instead of the need to negotiate large projects with minimal visibility in pursuit of volume discounts. This means “clients” can work logically – conceive, buy, test, complete, next step. This is a proven process that works well. In many cases, with established clients engagements entered by 5:00 PM will be completed by 8:00 AM the following morning.



Outsourcing of MTC managed certified engineering talent allows client’s to contract man-months of fully equipped and supported dedicated and fractional staff to support significant Dynamics xRM development needs with reliability of efficiency and continuity.

The client is expected to provide a live CRM work area for direct access by MTC engineers from either a development/test environment or the live environment. Clients will work with MTC in live web-meeting as needed to visualize, test, and train in the engagement work subject. MTC utilizes its own highly customized CRM-based operations system to quote, transact, and provide portal access for ordering, management and customer satisfaction evaluation.

MTC assures engagement satisfaction with courtesy, professionalism, and a commitment to be the global leader. Any service not seen in this document should be asked of MTC directly. MTC routinely uses the free Skype video conference solution available everywhere.

Dynamics CRM Version Upgrade Services

Upgrade Dynamics CRM 4.0 to CRM 2011 – Flat Rate – Basic In-Place

\$149.

For standard non-customized Dynamics CRM 4.0 upgraded on the current server meeting the infrastructure requirements of CRM 2011. If the current server does not meet CRM 2011 Server requirements for Windows or SQL an hourly or flat rate re-deployment can be added. This service covers most current CRM implementations. Where minimal existing 3rd-party (ISV) or SDK-compliant customizations need to be adjusted, re-developed, or redeployed the lowest applicable Hourly Rate can be applied with a firm quote or on retainer.

Upgrade Dynamics CRM 4.0 to CRM 2011 – Flat Rate – Includes ISV’s and Customizations

\$499.

For CRM 4.0 implementations where 3rd-Party (ISV) enhanced or where SDK-compliant customizations exist for upgrade on the current server meeting the infrastructure requirements of CRM 2011 to CRM 2011. MTC will review customizations in advance for eligibility to this flat rate. This service covers the majority of current enhanced CRM implementations. Where additional existing 3rd-party (ISV) or SDK-compliant customizations need to be adjusted, re-developed, or redeployed the lowest applicable Hourly Rate can be applied with a firm quote or on retainer.

CRM 2011 On-Premise to CRM Online 2011 Migration – Flat Rate

\$499.

No convenient service is available from Microsoft so a complete data migration process is required for the transition from in-house CRM 2011 implantation to CRM Online. 3rd-Party hosted implementations may incur additional minimal hourly rate handling charges.

CRM Server Redeployment in Conjunction with Upgrade of CRM 4.0 to CRM 2011 - Flat Rate

\$199.

This service is required whenever new server hardware is involved in the version upgrade process.

Upgrade 3.0 to 4.0 to CRM 2011 – Flat Fee – Basic

\$449.

For standard non-customized Dynamics CRM 3.0 upgraded on the current server meeting the infrastructure requirements of CRM 2011. If the current server does not meet CRM 2011 Server requirements for Windows or SQL an hourly or flat rate re-deployment can be added. This service covers most current CRM implementations. Where minimal existing 3rd-party (ISV) or SDK-compliant customizations need to be adjusted, re-developed, or redeployed the lowest applicable Hourly Rate can be applied with a firm

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quote or on retainer.

Upgrade 3.0 to 4.0 to CRM 2011 – Flat Fee – Includes ISV’s and Customizations

\$799.

For CRM 3.0 implementations where 3rd-Party (ISV) enhanced or where SDK-compliant customizations exist for upgrade on the current server meeting the infrastructure requirements of CRM 2011 to CRM 2011. MTC will review customizations in advance for eligibility to this flat rate. This service covers the majority of current enhanced CRM implementations. Where additional existing 3rd-party (ISV) or SDK-compliant customizations need to be adjusted, re-developed, or redeployed the lowest applicable Hourly Rate can be applied with a firm quote or on retainer.

CRM Upgrade Technical Services On-demand - Hourly Rate

\$69.

Server infrastructure support in conjunction with a Dynamics CRM version upgrade.

CRM Upgrade Customization Services On-demand - Hourly Rate

\$49.

CRM SDK and user GUI customization engineering in conjunction with a Dynamics CRM version upgrade.

Dynamics CRM 2011 Upgrade Advisory Consulting – Flat Rate

\$49.

Professional consultation on the requirements and recommendations for the best-practice upgrade of Dynamics CRM

Discounted Hourly Rate Professional Services

General Services:

On-Demand Process Support - Misc - Senior

Minimum 5 **\$99.**

This is a on-demand professional consulting service related to business processes or CRM best practices in support of an urgent need or short-term requirement. Included in this service, as needed, are CRM project needs analysis, solution guidance, customization specification development and management, staff training in business process or CRM utilization best practices, and solution audit support.

On-Demand Technical Support - Misc - Junior

Minimum 5 **\$69.**

This is a on-demand technical consulting or software engineering service related to CRM solution health, functionality, and integration in support of an urgent need or short-term requirement. Included in this service, as needed, are solution installation maintenance and upgrade, solution trouble-shooting, user-environment development, custom functionality development, work-flow development, and custom integration.

Implementation Services:

Project Planning, Piloting, and Consulting

\$99.

Included in this service are CRM Project upfront needs analysis, solution advice, solution walk-through support, CRM pilot support, customization and training scheduling and tracking, configuration management, user procedure development, and solution audit support.

Solution Installation and Engineering

\$69.

Solution Installation and Engineering. This core implementation service is designed to support system infrastructure hardware and software selection, configuration, and on-going maintenance. The service typically encompasses installation support and on-going maintenance support.

Data Migration Services

\$39.

Data Migration from Multiple sources. Per Hour. Data in your legacy system is never as good or clean as you think it is!

Staff Training - CRM

\$99.

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A professional CRM training service for staff preparation, CRM use per company requirements, and best practices training. Group and one on one training as well as support follow-up are utilized in addition to assignment for short web-based training videos, procedural review reading.

Mobile Solution Implementation

\$99.

Mobile Solution Implementation. If you have mobile people working in your organization you need Microsoft CRM Mobile.

Customization and Development Services:

Form and Screen Customization

\$39.

Control how your forms look by managing and customizing different tabs, sections, and fields, as well as views to provide the best way to manage your records. This includes performing Client side scripting on an entity form

Server Side Customization

\$49.

Programmatically access and update Microsoft CRM data through Web services by creating your own custom Server-side integration code. This service defaults to adhering to the Microsoft Dynamics CRM published APIs

Workflow Development and Implementation

\$39.

Workflow Development and Implementation. Per Hour. Properly used Workflow can create substantial improvement in customer responsiveness and improved team productivity.

Custom SRS Report Development and Deployment

\$39.

Custom CRM reports that use SQL Server Reporting Services to modify the default reports or create entirely new reports integrated to standard CRM environment. Development on an hourly basis.

Custom Functionality SDK Programming

\$49.

Software engineering service for the development of custom CRM functionality within the guidelines of the Dynamics CRM Solution Development Kit (SDK) - a rich development environment and rules base for CRM. Dynamics CRM is the .Net platform brought up to an application platform. Services are available to include several remote software engineers for team development of significant CRM customizations or unique custom enterprise solutions based on the this platform.

Custom Functionality Non-SDK or Integration

\$69.

Software engineering service for the development of custom CRM functionality outside the guidelines of the Dynamics CRM Solution Development Kit (SDK). Dynamics CRM is the .Net platform brought up to an application platform. Custom integrations may include CRM Biztalk integration, printer or other input or output device integration or legacy database or application. Services are available to include several remote software engineers for team development of significant CRM customizations or unique custom enterprise solutions based on this platform.

Custom Development Documentation Copy Writing

\$29.

Copy writing for installation and use of MTC custom developed CRM/xRM functionality with screen shots and formatted production to support the deployment of custom projects to users. This resource is not load balanced and is available by schedule as planned early in development cycles

Fixed Rate Task Professional Services

Implementation Services:

Implementation Review - Required Prerequisite

\$99.

An assigned project consultant will meet with you to understanding the unique business processes and gather an overall requirement on how CRM will work for your organization as well as evaluate your preparedness for the project to provide project definition and guidance. This service is required in any flat rate project work.

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<p>Remote Access Set-up Support</p> <p>This is a Microsoft Systems engineering support service offered as at a flat rate to provide remote support to a local administrator for the installation of Dynamics CRM and related infrastructure.</p>	one on one	\$99.
<p>Introductory Staff Training Services – Per Hour</p> <p>Introductory Staff Training Services - 2 Hours. This is a core service in any CRM implementation. Flat Rate Pricing.</p>	Hr/Session	\$99.
<p>Administrator Training (3 1-hr Sessions)</p> <p>CRM project administer training (2 1-hr Sessions). Flat Rate Pricing. This consulting service covers Microsoft CRM maintenance, configuration, and update training for a single appointed CRM administrator and is performed by a certified Dynamics CRM expert. Goals are systems health and organizational self sufficiency in the operation and growth of the CRM solution.</p>	Hr/Session	\$179.
<p>Sales Manager Training (2 1-hr Sessions)</p> <p>Sales Manager Training (2 1-hr Sessions). Flat Rate Pricing. This consulting service is a combination of Microsoft CRM configuration and staff training of a specific "Selling System" based on the client's business and popular sales process methodologies and is performed by an experienced sales professional and Dynamics CRM expert. Goals are improved productivity, close rates, and revenue growth in addition to providing world-class forecast management, sales team management, and market analysis – sky-rocketing the CRM ROI in the process.</p>	Hr/Session	\$179.
<p>Marketing Manager Training (2 1-hr Sessions)</p> <p>Marketing Manager Training (2 1-hr Sessions). Flat Rate Pricing. This fast-paced overview training helps a client understand and develop the marketing components and activities and to build them into a concise and automated marketing program that fits the clients budget.</p>	Hr/Session	\$179.
<p>Data Migration Services:</p>		
<p>Data Migration from ACT to CRM 2011/Online (Account/Contact)</p> <p>Data Migration from ACT to CRM 2011/Online for the Account and Contact Entity only excluding notes and emails. For higher quantities of records ot required customizations request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.</p>	< 10,000	\$249.
<p>Data Migration from ACT to CRM 2011/Online (All)</p> <p>Data Migration from ACT to CRM 2011/Online for all standard CRM Entities and all note, and activity data. For higher quantities of records, required customizations and custom Entity requirements request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.</p>	< 10,000	\$499.
<p>Data Migration from Goldmine to CRM 2011/Online (Acct/Cont)</p> <p>Data Migration from Goldmine to CRM 2011/Online for the Account and Contact Entity only excluding notes and emails. For higher quantities of records or required customizations request a specific firm bid. Data in your legacy system is never as good or clean as you think it is — Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.</p>	< 10,000	\$249.
<p>Data Migration from Goldmine to CRM 2011/Online (All)</p> <p>Data Migration from Goldmine to CRM 2011/Online for all standard CRM Entities and all note, and activity data. For higher quantities of records, required customizations and custom Entity requirements request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.</p>	< 10,000	\$499.
<p>Data Migration from Salesforce.com to CRM 2011/Online (Acct/Cont)</p> <p>Data Migration from Goldmine to CRM 2011/Online for the Account and Contact Entity only excluding notes and emails. For higher quantities of records or required customizations request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.</p>	< 10,000	\$249.

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Data Migration from Salesforce.com to CRM 2011/Online (All) Data Migration from Goldmine to CRM 2011/Online for all standard CRM Entities and all note, and activity data. For higher quantities of records, required customizations and custom Entity requirements request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.	< 10,000	\$499.
Data Migration from single Excel/CSV to CRM 2011/Online (Account/Contact) Data Migration from single Excel/CSV for the Account and Contact Entity only excluding notes and emails. Data in your legacy system is never as good or clean as you think it is!	< 10,000	\$149.
Data Migration from single Excel/CSV to CRM 2011/Online (All) Data Migration from single Excel/CSV for all standard CRM Entities and all note, and activity data. For higher quantities of records, required customizations and custom Entity requirements request a specific firm bid. Data in your legacy system is never as good or clean as you think it is!	< 10,000	\$199.
Data Migration from Multiple Excel/CSV to CRM 2011/Online (Acct/Cont) Data Migration from Multiple Excel/CSV for the Account and Contact Entity only excluding notes and emails. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.	< 10,000	\$249.
Data Migration from Multiple Excel/CSV to CRM 2011/Online (All) Data Migration from Multiple Excel/CSV for all standard CRM Entities and all note, and activity data. For higher quantities of records, required customizations and custom Entity requirements request a specific firm bid. Data in your legacy system is never as good or clean as you think it is – Basic automated clean-up and formatting is included and specialized clean-up and formatting is available upon request at an hourly rate.	< 10,000	\$299.

Customization and Development Services:

Forms and Screens Review - Prerequisite An assigned project consultant will meet with you to understanding the unique business processes and gather a requirement on how CRM forms and screens will work for your organization. This service is required in flat rate project work.		\$49.
Forms and Screens Customization - Standard Design of efficient look and form of your standard CRM forms and screens by adjusting tabs, sections, and fields. The CRM user interface allows you add, remove, and rearrange these elements to design forms that fit the business. This is flat rate service not to exceed to 2 client meetings and maybe preformed real-time with the client to assist in training.		\$199.
Forms and Screens Customization - Custom Entities Design of efficient look and form of your standard and custom entity CRM forms and screens by adjusting tabs, sections, and fields. The CRM user interface allows you add, remove, and rearrange these elements to design forms that fit the business. This is flat rate service not to exceed to 2 client meetings and maybe preformed real-time with the client to assist in training.		\$249.
Entity & Relationship Customization GUI Review - Prerequisite Review the CRM entity and data relationships across the applicable business process as it relates to the solution. A "stand-alone" CRM entity or data table is not very useful because it is not connected to any other data in the system. This service is required in the Entity & Relationship Customization flat rate project work.		\$49.
Entity & Relationship Customization GUI/Entity Create and verify custom relationships in Microsoft Dynamics CRM according to the requirements from the prerequisite review. A "stand-alone" entity is not very useful because it is not connected to any other data in the system. This service is required in flat rate project work. This is flat rate service is not to exceed to 2 client meetings but maybe preformed real-time with the client to assist in training not to exceed 2 hours.		\$99.
Form Customization Scripting VB/Java Review - Prerequisite Flat rate price for senior software engineer to meet with you for reviewing client side or user environment CRM solution customizations. Microsoft Dynamics CRM offers a rich, client-side programming model. In the context of Web-based applications, client-side refers to code that executes on the user's Web browser. For Microsoft CRM specifically, the client-side customizations take place primarily on a CRM Entity's form. Not to exceed one hour.		\$49.

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Form Customization Scripting VB/Java/Entity	\$149.
Flat rate pricing for writing client side scripting customization for single form or in other words single CRM Entity. Microsoft Dynamics CRM offers a rich, client-side programming model. For Microsoft CRM the client-side customizations takes place on an Entity's form and is a very powerful tool that might include whole responsive form changes, hiding or showing fields based on other field changes, updating fields, invoking color changes, etc.	
Custom SRS Report Development/Report	\$249.
Flat rate price per report for extending or modifying an existing CRM SQL Report Services report or creating a new version or custom CRM SQL Report Services report. A detailed written description of the desired report by the user is required prior to beginning the development work. Extensive custom reports requirements may not be accepted under flat rate pricing. Request a special quote for multiple or extensive custom reporting requirements.	
Custom SRS Report Implementation	\$59.
Flat pricing for deploying to Dynamics CRM completed CRM SRS reports developed under the flat rate development service.	
Workflow Development and Deployment	\$149.
Flat rate price to create a single CRM 4.0 or 2011/Online Workflow originating in a single CRM Entity. The advantage off Dynamics CRM Workflow is it's basis is the broader Microsoft Windows Workflow Foundation technology that allows do not have to be a .NET developer to create business logic that works based on system events relative to business transactions. A very powerful tool. A detailed written requirement of the workflow requirement is required from the user prior to start of work. Included is a client test and review meeting not to exceed 30 minutes. Workflows can be complex resulting in unique solution vulnerabilities that may require on-going or further services to monitor and adjust.	

Outsourced Managed Staff Engineering Services:

MTC maintains a large staff of certified and highly experienced Dynamics CRM engineers in our own well equipment facility in Hyderabad India. To accommodate Dynamics CRM developers that need additional resources or organizations committing to a custom enterprise development on the Dynamics CRM platform that want the global advantage of the optimized operation MTC offers the best combination of value and quality available in the Dynamics CM engineering space today. This service is only offered in man-months with 173 hours per manned month. Offered only from within MTC's facilities to assure MTC's backing of top support and research resources, development tools, and code library available in the industry.

MTC Managed 2-Dedicated Engineers – 3 month min	\$9,688./Month
Dedicated or named engineers are ideal for continuity in longer on-going projects and where user experience communication are key to development. MTC assures top engineers managed and focused who have significant Dynamics xRM and associated technology development experience and good communications skills. This is an IST tome zone split shift appointment designed to fit prime worker hours and partial client communications availability overlap.	
MTC Managed 2-Man-Month Fractional Services Engineering – 3 month min	\$8,650./Month
Fractional engineering services are deal for support of job-shop or volume project development where the load varies from day to day and week to week. This service is available 24/5 and can apply up-to 3 times the contracted head-count to service a load bubble at any given moment in the contract. MTC assures qualified engineers managed and focused who have sufficient xRM and associated technology development experience and are experienced at delivering in a job-shop IT environment.	
MTC Managed 4-Dedicated Engineers – 6 month min	\$17,4384./Month
Dedicated or named engineers are ideal for continuity in longer on-going projects and where user experience communication are key to development. MTC assures top engineers managed and focused who have significant Dynamics xRM and associated technology development experience and good communications skills. This is an IST tome zone split shift appointment designed to fit prime worker hours and partial client communications availability overlap.	
MTC Managed 4-Man-Month Fractional Services Engineering – 6 month min	\$15,570./Month.
Fractional engineering services are deal for support of job-shop or volume project development where the load varies from day to day and week to week. This service is available 24/5 and can apply up-to 3 times the contracted head-count to service a load bubble at any given moment in the contract. MTC assures qualified engineers managed and focused who have sufficient xRM and associated technology development experience and are experienced at delivering in a job-shop IT environment.	