

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 xRM platform.

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. 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. 50% of MTC services busy is through Microsoft certified CRM resellers in the best-practice management of their customers' needs globally. MTC has developed the industries most sophisticated Dynamics CRM-based solution for the management of its practice and assurance of quality accurate billing and timely performance.



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. 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 visual, test, and train in the engagement work subject. Any service not see in this document should be asked of MTC directly. MTC routinely uses the free Skype video conference solution available everywhere.

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 are MTC's only business. MTC is a major supporter of the CRM Community **DynamicsExchange.com**. Pricing is based on function, not engineer skill level, because the skill level of the personnel is already applied to the type of line items they work on. MTC assures engagement satisfaction with cutesy, professionalism, and a commitment to be the global leader.



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Discounted Hourly Rate Professional Services

General Services:

On-Demand Process Support - Misc - Senior

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.

Minimum 5 **\$99.00**

On-Demand Technical Support - Misc - Junior

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.

Minimum 5 **\$69.00**

Implementation Services:

Project Planning, Piloting, and Consulting

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.

\$99.00

Solution Installation and Engineering

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.

\$69.00

Data Migration Services

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

\$39.00

Staff Training - CRM

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.

\$99.00

Mobile Solution Implementation

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

\$99.00

Customization and Development Services:

Form and Screen Customization

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

\$39.00

Server Side Customization

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

\$49.00

Workflow Development and Implementation

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

\$39.00

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Custom SRS Report Development and Deployment

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.

\$39.00

Custom Functionality SDK Programming

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.

\$49.00

Custom Functionality Non-SDK or Integration

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.

\$69.00



Fixed Rate Professional Services

Implementation Services:

Implementation Review - Required Prerequisite

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.

\$99.00

Remote Access Set-up Support

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.

one on one \$99.00

Introductory Staff Training Services - 2 Hours

Introductory Staff Training Services - 2 Hours. This is a core service in any CRM implementation. Flat Rate Pricing.

Hr/Session \$99.00

Administrator Training (3 1-hr Sessions)

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.

Hr/Session \$179.00

Sales Manager Training (2 1-hr Sessions)

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.

Hr/Session \$179.00

Hr/Session \$179.00

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Service Manager Training (2 1-hr Sessions)

Service manager training (2 1-hr Sessions). Flat Rate Pricing. This consulting service is a combination of Microsoft CRM configuration and customer service training of a specific "System" based on the client's business and popular service, help desk, and support process methodologies and is performed by an experienced Customer Service professional and Dynamics CRM expert. Microsoft Dynamics CRM was developed to support "Professional Customer Service Systems". The processes behind them can be taught to small to medium size sales organizations with dramatic results – sky-rocketing the CRM ROI in the process.

Marketing Manager Training (2 1-hr Sessions)

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.

Hr/Session **\$179.00**

Data Migration Services:

Data Migration from ACT to CRM 4.0 (Account/Contact)

Data Migration from ACT to CRM 4.0 (Account/Contact). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$249.00**

Data Migration from ACT to CRM 4.0 (All)

Data Migration from ACT to CRM 4.0 (All). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$499.00**

Data Migration from Goldmine to CRM 4.0 (Acct/Cont)

Data Migration from Goldmine to CRM 4.0 (Acct/Cont). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$249.00**

Data Migration from Goldmine to CRM 4.0 (All)

Data Migration from Goldmine to CRM 4.0 (All). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$499.00**

Data Migration from single Excel/CSV (Account/Contact)

Data Migration from single Excel/CSV (Account/Contact). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$149.00**

Data Migration from single Excel/CSV (All)

Data Migration from single Excel/CSV (All). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$199.00**

Data Migration from Multiple Excel/CSV (Acct/Cont)

Data Migration from Multiple Excel/CSV (Acct/Cont). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$249.00**

Data Migration from Multiple Excel/CSV (All)

Data Migration from Multiple Excel/CSV (All). Data in your legacy system is never as good or clean as you think it is!

< 10,000 **\$299.00**

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.

\$49.00

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.

\$199.00

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|---|-----------------|
| Forms and Screens Customization - Custom Entities | \$249.00 |
| 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. | |
| Entity & Relationship Customization GUI Review - Prerequisite | \$49.00 |
| 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. | |
| Entity & Relationship Customization GUI/Entity | \$99.00 |
| 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. | |
| Form Customization Scripting VB/Java Review - Prerequisite | \$49.00 |
| 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 an CRM Entity's form. Not to exceed one hour. | |
| Form Customization Scripting VB/Java/Entity | \$149.00 |
| 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 | \$249.00 |
| 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 | \$59.00 |
| Flat pricing for deploying to Dynamics CRM completed CRM SRS reports developed under the flat rate development service. | |
| Workflow Development and Deployment | \$149.00 |
| Flat rate price to create a single CRM 4.0 or higher vs. 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. | |
| Special Development Services: | |
| MTC Provided Development and Test Server – Per Month Fee – Three (3) month minimum | \$500.00 |
| Flat rate price per month to establish a custom copy of the client's environment to be safely utilized in larger xRM development projects over an extended period. Fee includes initial set-up and on-going maintenance. The server will be managed behind MTC's Threat Management Gateway but available to a single named account through Internet facing deployment. | |
| MTC Dedicated Staff Outsourcing – Three (3) month minimum | Request |
| MTC maintains a significant well trained staff and will provide specific Dynamics CRM related technology specialists for remote dedicated project requirements. | |