

D365-Support.com
SUPPORT MADE SIMPLE

D365 Support
With Synchronicity



D365 AND RELATED TECHNOLOGY SUPPORT

BCRT

Business Critical Real Time Support.

BAU

Business As Usual. Configuration, Development and Customisation, Wave management.

NDB

Non-Dependent Backlog. Proactive and professionally managed delivery.



STRAIGHTFORWARD EXPERT SUPPORT

D365 SUPPORT

The team at D365 Support have been providing services for more than a decade, working with a wide range of clients from multiple industry sectors.

Our support team are able to react to any enquiry and escalate to the subject matter experts within our wider consulting team.

Our unique *Non-Dependent Backlog* **NDB** operating model ensures that all our clients get the correct level of focus and attention when they need it, without stretching our resources.



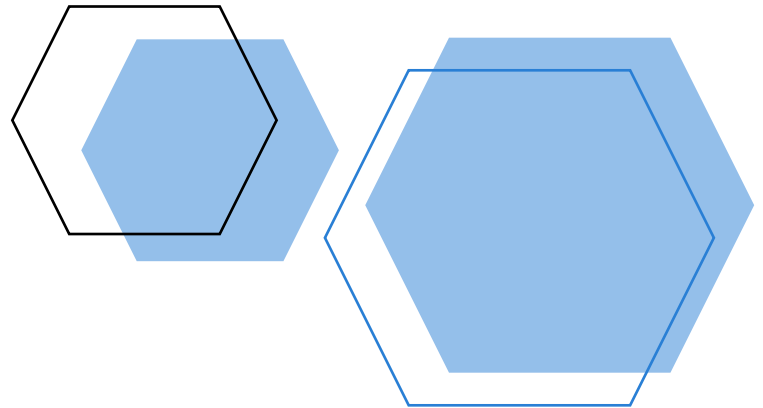
ADOPTION

GETTING TO KNOW YOU

We know Dynamics 365 as a platform, the intricacies of how the product interacts and integrates with other systems. We are experts in related technologies and keep up to date with the latest enhancements from Microsoft.

When we start working with you, we may suggest an adoption activity, whereby we review your current business processes as well as your current technical implementation.

Alternatively, we are just as happy getting to know you as we start our support contract. We want to understand your business so we can use our expertise to support you, we learn quickly and are happy to document the support for your system and processes as we go.



BCRT

REACTIVE IN REAL TIME

We use the term **Business Critical Real Time (BCRT)** to differentiate this service from the day-to-day customisations and configurations.

Under the **BCRT** model we triage, react, and respond under a Service Level Agreement (SLA) to take the necessary steps to ensure that your business is minimally affected by any issues within the D365 application.

We will respond within 30 minutes, with a dedicated support agent or consultant until the issue is addressed, and business can continue. We aim to have the issues addressed within a 4-hour window but will continue until the issue is resolved.

We complete daily (or weekly) checks to ensure your system is operating as intended – and address any issues that we identify.

BAU AND CI

BACKLOG PRIORITIES

Business As Usual (BAU) is the term we use for all day-to-day activities that we undertake for you.

This is not limited to customisation, development, and configuration. We will proactively review the impact of Microsoft releases on your customisations and advise you of recommendations to make sure you are getting the best out of the platform. (We refer to this as *Continuous Improvement* or **CI**)

BAU and CI are prioritised by you, and we will help you manage the backlog, provide delivery estimates, and ensure that any customisation we deliver meets Microsoft best practice.

We will meet with you regularly, review your BAU budget and make sure that we are delivering your requirements at all times.

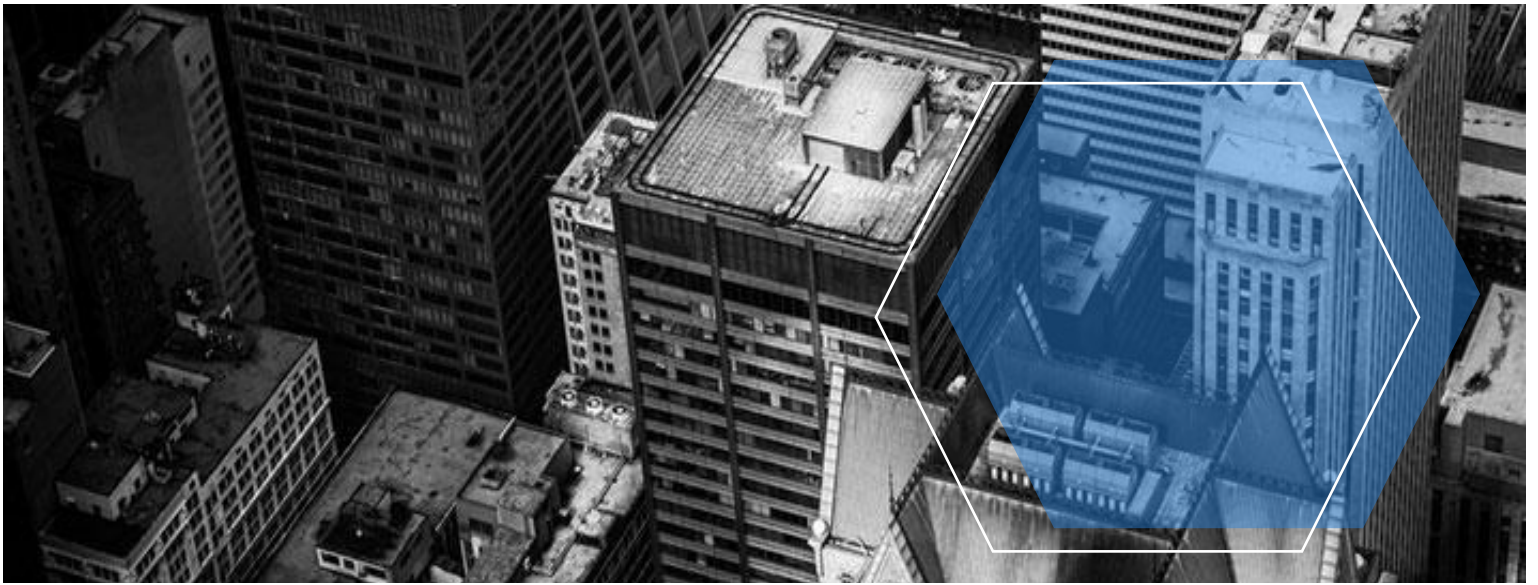
We can provide project-based delivery for larger or more complex requirements as part of BAU, or under a separate project budget if required.

NDB

HOW WE WORK MATTERS

Non-Dependent Backlog (NDB) is a way of working which makes sure that we keep everyone in our team working on the most important priorities across all our clients. Why does that matter to you?

- Our NDB model allows our team to quickly switch to an important task (such as a **BCRT** report) across our client base.
- We build into our schedule Non-Dependent BAU activity, to ensure that when a team member is available, they can switch over to a task that is in the backlog.
- Non-Dependent means that we know what we need to do (we spend the time up front to review the requirements and, if necessary, approve the design with you). We provide a timescale during which the activity will be delivered, but provide our team the flexibility to prioritise their own activity.
- An extension of Agile development methodologies, this self-determination ensures the most appropriate path to completion.
- You will be allocated 2 or 3 *Assigned Technical Consultants (ATCs)* that get to know your business, but others within our expert team will be available and will be called on by your **ATC** team if needed.



EXPERTISE

MICROSOFT TECHNOLOGIES

Our team have years of experience, working with Microsoft Dynamics, Power Platform, SharePoint, Azure, PowerBI, SQL, .Net to name a few.

One of our key directives is to add value. When you invest in Microsoft Platforms, you gain a great deal of flexibility and the assurance that your investment will bring value to your business. We are happy to engage on larger or more complex projects, but often the guidance you need is for your support partner to suggest alternatives that are low-code / no-code - making best use of the application you have already invested in.

Our pricing is simple, and we are happy to engage with you on a short-term trial basis.

For more information contact info@d365-support.com or call +44(0) 1865 648551 to arrange a call or visit to discuss your requirements.

Visit www.d365-support.uk to register for our services today

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