

Dynamics 365 Managed Support

Our end-to-end service packages





Why Do You Need a Managed Services Provider

An effective Dynamics 365 support service goes beyond just fixing issues. As your trusted Microsoft Dynamics partner, we provide comprehensive Managed Dynamics 365 Support Services, covering everything from Microsoft 365 management to custom development, project management, and maintenance. Our expert team ensures smooth operations by addressing issues before they arise.

With a proactive approach, we become your single point of contact, fully understanding your needs and helping your business thrive with seamless, uninterrupted support.



How You Can Benefit from Our Support Services



Swiftly resolve issues and address any unexpected problems with fast access to skilled professionals.



Ensure fully optimized processes with ongoing system monitoring, maintenance, and administration.



Management of platform upgrades, including testing and deploying new features and capabilities to enhance your Dynamics 365 solution.



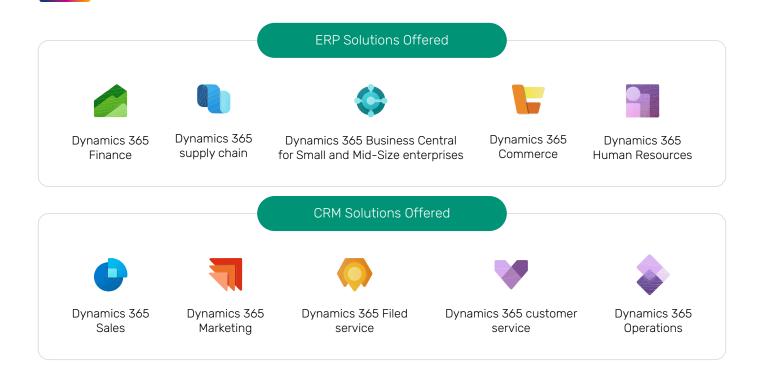
Ensure that your system evolves with your business growth with ongoing process improvements and proactive solution assessments.



Continuous training for both new and existing team members to maintain efficient workflows and ensure high adoption rates.



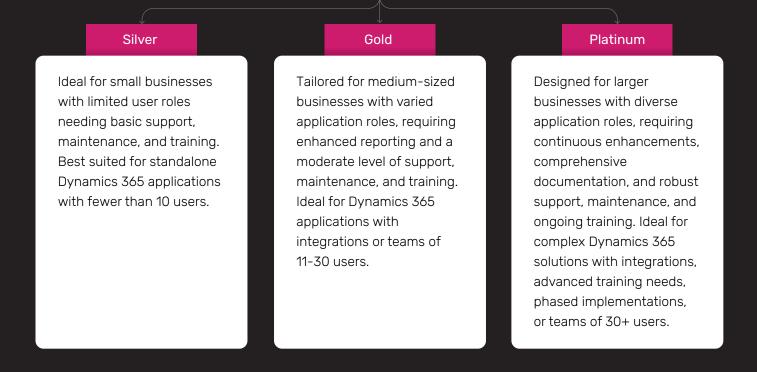
Complete Ecosystem Support



Our Managed Dynamics Support Packages

We offer three bundled Managed Support Packages, each tailored to meet the needs of businesses based on the size and scale of your Dynamics 365 solution. Select the package that best suits your business and consult with our support team about any additional service add-ons you may need.

Managed Services Packages





Dynamics 365 F&0

Services in the package	Silver	Gold	Platinum
HelpDesk Support	Y	Y	Y
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.			
Specialist Support - Level 2	Y	Y	Y
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.			
Technical Support - Level 3		Y	Y
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.	-		
Access to Priority OEM Support			
Access to priority hours of support from OEM for issues faced in the base product.	_		Y
Upgrade Management		Only upgrades	Upgrades with an Impact analysis
Support applying mandatory product upgrades published by OEM. Detailed impact analysis in relevant areas.	Only upgrades		
Solution Admin & Monitoring			
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.			Y
Monthly Support Reviews	_	Υ	Y
Get the most out of your support service with monthly evaluation check-ins			
Annual Solution Review			
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			Y
Training		Published Training Manuals	Remote Training Sessions
Train new team members on your solution and workflows or bring your current team up to speed on new features for quick adoption and maximum productivity			
Enhancement Planning Sessions			
Work with our Hypercare support experts to discover and implement new process enhancements			Y
Advisory Sessions			
Senior functional and technical architects help advise on tackling business challenges by recommending new modules and features with an implementation roadmap*	-		Y



Dynamics 365 Business Central

Services in the package	Silver	Gold	Platinum
HelpDesk Support	Y	Y	Y
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.			
Specialist Support - Level 2		Y	Y
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.	Y		
Technical Support - Level 3		Y	Y
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.			
Access to Priority OEM Support			
Access to priority hours of support from OEM for issues faced in the base product (SLAs are defined by the OEMs based on the criticality)			Y
Upgrade Management		Only upgrades	Upgrades with an Impact analysis
Support applying mandatory product upgrades published by OEM. Detailed impact analysis in relevant areas.	Only upgrades		
Solution Admin & Monitoring			Y
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.			
Monthly Support Reviews		Y	Y
Get the most out of your support service with monthly evaluation check-ins			
Annual Solution Review			
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			Y
Training	-	Published Training Manuals	Remote Training Sessions
Train new team members on your solution and workflows or bring your current team up to speed on new features for quick adoption and maximum productivity			
Enhancement Planning Sessions			
Work with our Hypercare support experts to discover and implement new process enhancements			Y
Advisory Sessions			
Senior functional and technical architects help advise on tackling business challenges by recommending new modules and features with an implementation roadmap*	_		Y



Dynamics 365 CE

Services in the package	Silver	Gold	Platinum
HelpDesk Support	Y	Y	Y
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.			
Specialist Support - Level 2	Y	Y	Y
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.			
Technical Support - Level 3		Y	Y
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.			
Access to Priority OEM Support			Y
Access to priority hours of support from OEM for issues faced in the base product.			
Upgrade Management & New Capabilities Showcase		Y	Y
Learn about new capabilities and have them tested and deployed without disrupting your workflows			
Solution Admin & Monitoring			
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.	_		Y
Data Backup & Recovery – NA	-		Y
Secure your data with ongoing back-up management and rapid recovery response in the event of data loss			
Monthly Support Reviews	_	Y	Y
Get the most out of your support service with monthly evaluation check-ins			
Annual Solution Review			Y
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			
Training		Y	Y
Train new team members on your solution and workflows or bring your current team up to speed on new features for quick adoption and maximum productivity			
Enhancement Planning Sessions			
Work with our Hypercare support experts to discover and implement new process enhancements			Y

^{*}Implementation will be a separate project.

Start Your Support Journey with the Right Partner

With over two decades of experience, we've helped hundreds of enterprises and mid-sized businesses succeed. Our Managed Support Service keeps your Dynamics 365 solution future-ready, adapting to your business's evolving needs. Visit us at www.korcomptenz.com to book a free assessment today.

Visit our website



Korcomptenz is a total technology transformation provider that partners with clients to improve their digital experience and insight. We unlock the power of technology in the areas of ERP, CRM, infrastructure management, cloud, data and AI to empower our clients with intelligent and experiential solutions. We **#FocusOnYou**

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