

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

ERP Solutions Offered



Dynamics 365
Finance



Dynamics 365
supply chain



Dynamics 365 Business Central
for Small and Mid-Size enterprises



Dynamics 365
Commerce



Dynamics 365
Human Resources

CRM Solutions Offered



Dynamics 365
Sales



Dynamics 365
Marketing



Dynamics 365 Field
service



Dynamics 365 customer
service



Dynamics 365
Operations

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

Silver

Ideal for small businesses with limited user roles needing basic support, maintenance, and training. Best suited for standalone Dynamics 365 applications with fewer than 10 users.

Gold

Tailored for medium-sized businesses with varied application roles, requiring enhanced reporting and a moderate level of support, maintenance, and training. Ideal for Dynamics 365 applications with integrations or teams of 11-30 users.

Platinum

Designed for larger businesses with diverse application roles, requiring continuous enhancements, comprehensive documentation, and robust support, maintenance, and ongoing training. Ideal for complex Dynamics 365 solutions with integrations, advanced training needs, phased implementations, or teams of 30+ users.



Dynamics 365 F&O

Services in the package	Silver	Gold	Platinum
HelpDesk Support			
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.	Y	Y	Y
Specialist Support - Level 2			
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.	Y	Y	Y
Technical Support - Level 3			
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.		Y	Y
Access to Priority OEM Support			
Access to priority hours of support from OEM for issues faced in the base product.			Y
Upgrade Management			
Support applying mandatory product upgrades published by OEM. Detailed impact analysis in relevant areas.	Only upgrades	Only upgrades	Upgrades with an Impact analysis
Solution Admin & Monitoring			
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.			Y
Monthly Support Reviews			
Get the most out of your support service with monthly evaluation check-ins		Y	Y
Annual Solution Review			
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			Y
Training			
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		Published Training Manuals	Remote Training Sessions
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			
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.	Y	Y	Y
Specialist Support - Level 2			
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.	Y	Y	Y
Technical Support - Level 3			
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.		Y	Y
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			
Support applying mandatory product upgrades published by OEM. Detailed impact analysis in relevant areas.	Only upgrades	Only upgrades	Upgrades with an Impact analysis
Solution Admin & Monitoring			
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.			Y
Monthly Support Reviews			
Get the most out of your support service with monthly evaluation check-ins		Y	Y
Annual Solution Review			
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			Y
Training			
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		Published Training Manuals	Remote Training Sessions
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			
Helpdesk team available during customer's business hours to provide Level 1 support to users for immediate assistance for fundamental issues.	Y	Y	Y
Specialist Support - Level 2			
Functional specialists following defined SLAs to solve business problems, provide in-depth troubleshooting and backend support.	Y	Y	Y
Technical Support - Level 3			
Technical Specialists to create, maintain and fix important elements that make up the structural elements of the system.		Y	Y
Access to Priority OEM Support			
Access to priority hours of support from OEM for issues faced in the base product.			Y
Upgrade Management & New Capabilities Showcase			
Learn about new capabilities and have them tested and deployed without disrupting your workflows		Y	Y
Solution Admin & Monitoring			
Make sure your solution is always optimized with regular monitoring, user management, and scheduled system audits.			Y
Data Backup & Recovery - NA			
Secure your data with ongoing back-up management and rapid recovery response in the event of data loss			Y
Monthly Support Reviews			
Get the most out of your support service with monthly evaluation check-ins		Y	Y
Annual Solution Review			
Effectively scale your solution as your business needs grow with solution reviews by our consultants.			Y
Training			
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		Y	Y
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

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**

Discover how we **#FocusOnYou** at www.korcomptenz.com

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