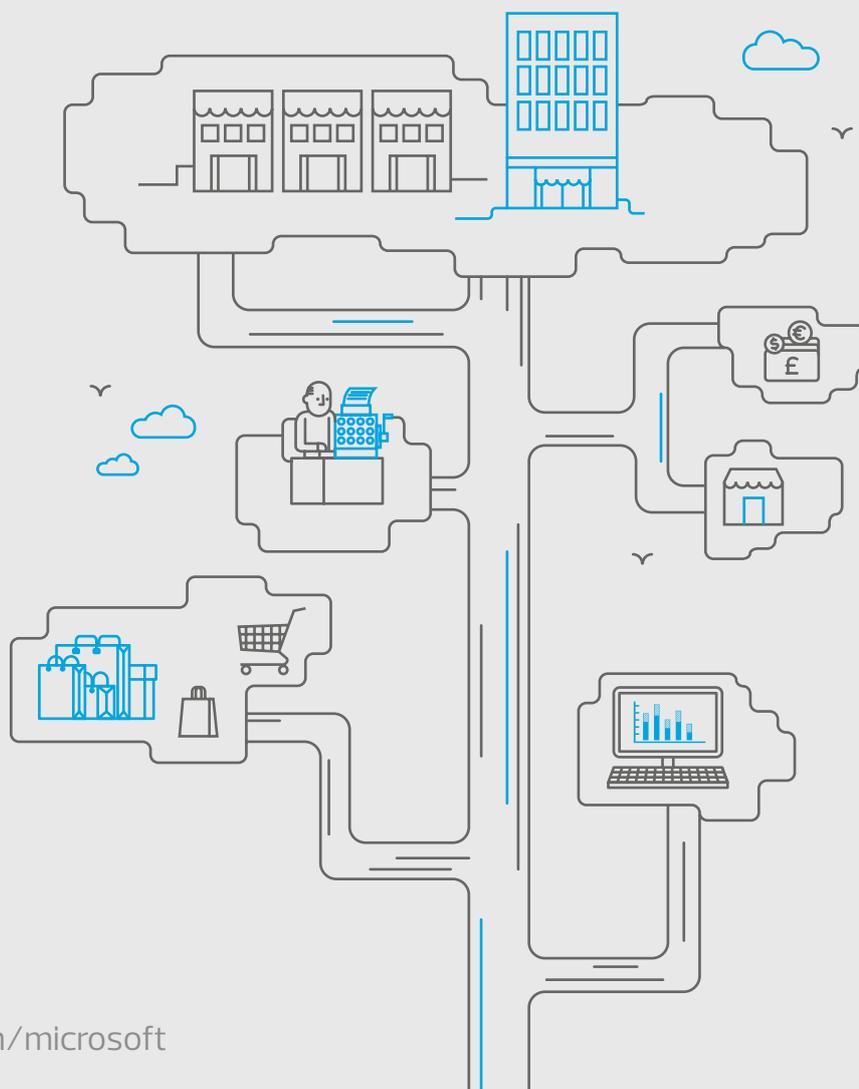


# Microsoft Dynamics 365 Managed Application Services

Support, management and customisation of your Dynamics 365 solution from RSM – one of the UK's leading business advisory practices.



[www.rsmuk.com/microsoft](http://www.rsmuk.com/microsoft)

Achieve greater efficiencies and organisational growth through technical support, consultancy and training from RSM

## Supporting your organisation right across your Microsoft Dynamics 365 investment

RSM's dedicated Microsoft Managed Application Services team provides application and infrastructure support enabling your organisation to focus on what it does best. As a Microsoft Partner and cloud solution provider, our technical team can support the entire Microsoft Dynamics 365 business application suite.

### Get the most from your Microsoft solution.

Our customer success team play a vital role in helping customers achieve digital transformation and drive change management.

Our services consist of:

- a dedicated customer success manager;
- monthly customer success review meetings;
- monthly support and environment reporting;
- internal and external escalation management;
- Microsoft licensing reviews;
- user adoption guidance; and
- transition from implementation to support services.

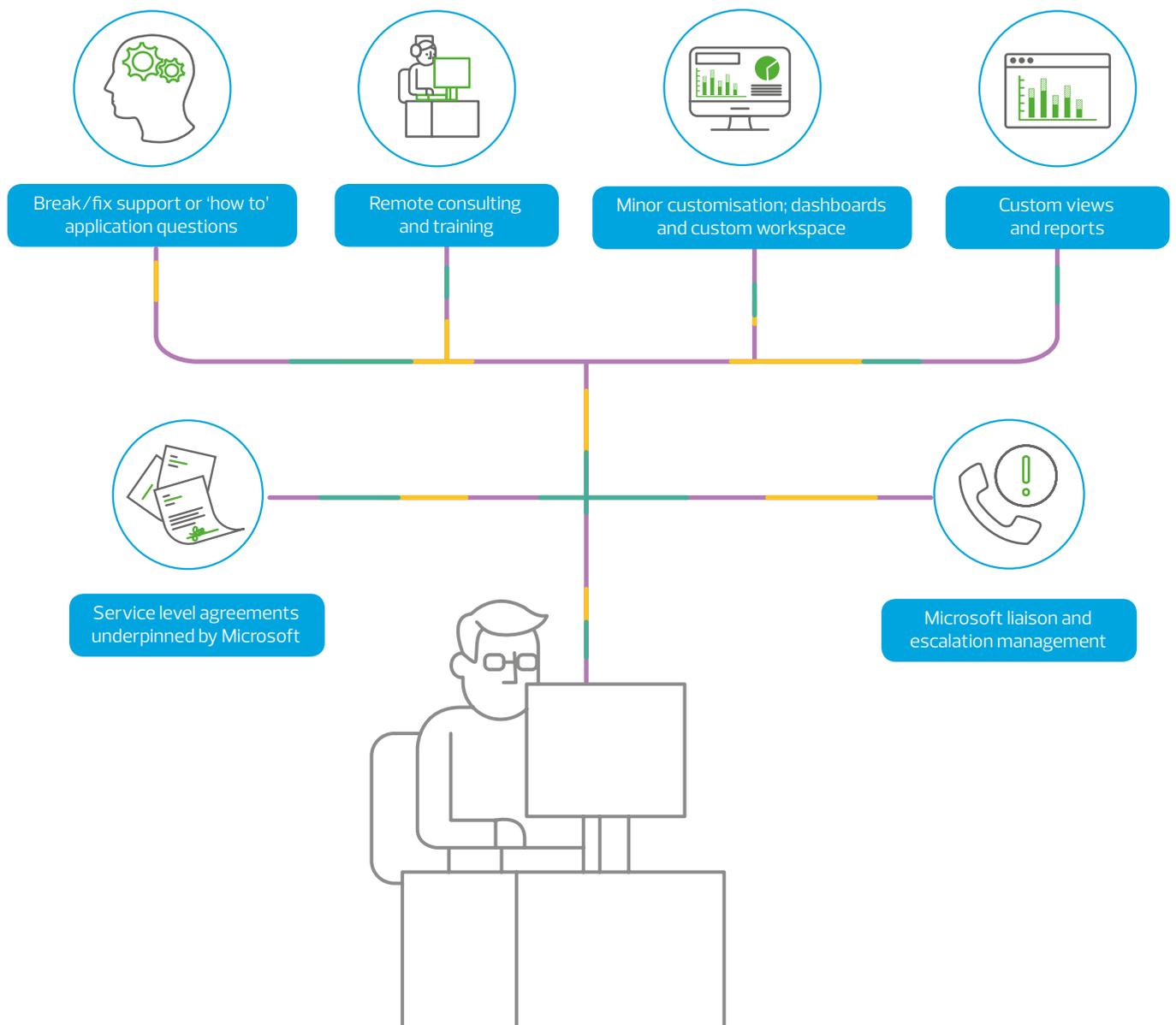


# Managed application services

A global service desk for Dynamics 365 assistance – wherever you need it, whenever you need it.

We support a wide range of Microsoft Dynamics products, including Business Central (BC), Finance and Operations (F&O) as well as Customer Engagement (CE) plans. We also support legacy versions of this software including CRM, AX and NAV, even if it hasn't been implemented by RSM.

**Our 'hours based' support contracts can be used for:**

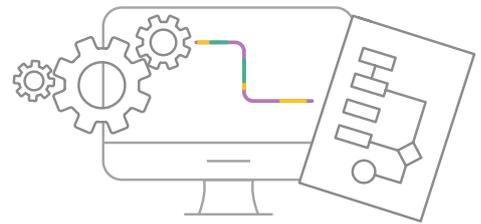


# Services we provide

We believe the best approach to ensuring a long-lasting and successful relationship is to work in partnership with you. We take the time to understand your business needs and work with you to provide the right solution that will be an 'enabler' for your business.

## Health check: Helping you to get the best from your Dynamics 365 solution

Are you getting the most out of your software system investment? We will review your existing solution, along with any relevant documentation and spend time with your key users to understand how the business engages with the software to gain a deep understanding of your organisation. We will then provide a comprehensive report highlighting your current challenges, as well as recommendations to overcome them



## Upgrade assessments: Guiding you through your Dynamics 365 upgrade path

If you are thinking about upgrading your legacy on-premise version of Dynamics to Dynamics 365 our experienced team can assist. We will determine the requirements of your project and what upgrade methodology best fits your business needs.



## Microsoft licencing: RSM can review, procure and manage all of your software licenses

As a Microsoft Partner and a Cloud Solutions Provider (CSP) RSM can procure and manage all your Microsoft cloud licenses. This includes all Dynamics 365 applications, Office 365, Power Platform, Azure services and more. We sell subscription based licenses which gives you the benefit of adding/removing licenses quickly.



We can also review what you currently have to see if we can improve your existing subscription plan and reduce cost.

# Why RSM?

Our Technology and Management Consulting team bring the combined skills required to define and implement digital technologies. With a particular focus on the digital needs of middle market businesses and not-for-profits, we understand the unique growth opportunities and resource constraints that these organisations face.



## A deep understanding of your market challenges

As one of the largest business advisory firms in the UK, serving a diverse range of sectors, our consultants and sector experts understand your business needs and challenges.

Whether you are considering implementing Microsoft services for the first time or need help with support or optimisation, RSM have the expertise and experience to help.



## Experienced Microsoft experts on hand

We're not just a service desk, all of our Managed Applications Services consultants are highly trained Microsoft functional, technical and development professionals – so you can be confident that whoever you speak to will be able to help with your query.

We'll even manage any support issues that we might need to raise with Microsoft on your behalf.

# Microsoft Partner



## A certified Microsoft Partner helping organisations of all sizes both nationally and globally

RSM UK is a Microsoft Cloud Solution Provider (CSP) and supply licenses for all Microsoft cloud products. We can help you manage the entire lifecycle of your application.

From support queries, bespoke development, system customisation, ISV integration, training through to onsite consultancy and change request management, RSM have the team and experience to help.

# About RSM

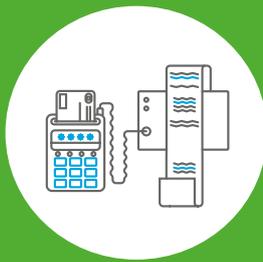
RSM is a leading provider of audit, tax and consulting services to middle market leaders, globally. We are the seventh largest UK accountancy firm with over 3,800 partners and staff working across 35 offices in the UK.

Our award-winning Technology and Management Consulting practice consists of 100+ highly experienced business and IT consultants, who have strong experience of IT strategy, software selection, systems implementation and business change.

They have in-depth understanding of evolving technologies and best practice in delivering IT services. We specialise in the technologies relevant to mid-sized, high growth businesses.



**Business Improvement**



**Robotics Process Automation**



**Finance Transformation**



**Digital Finance Solutions**



**IT and Digital Strategy**

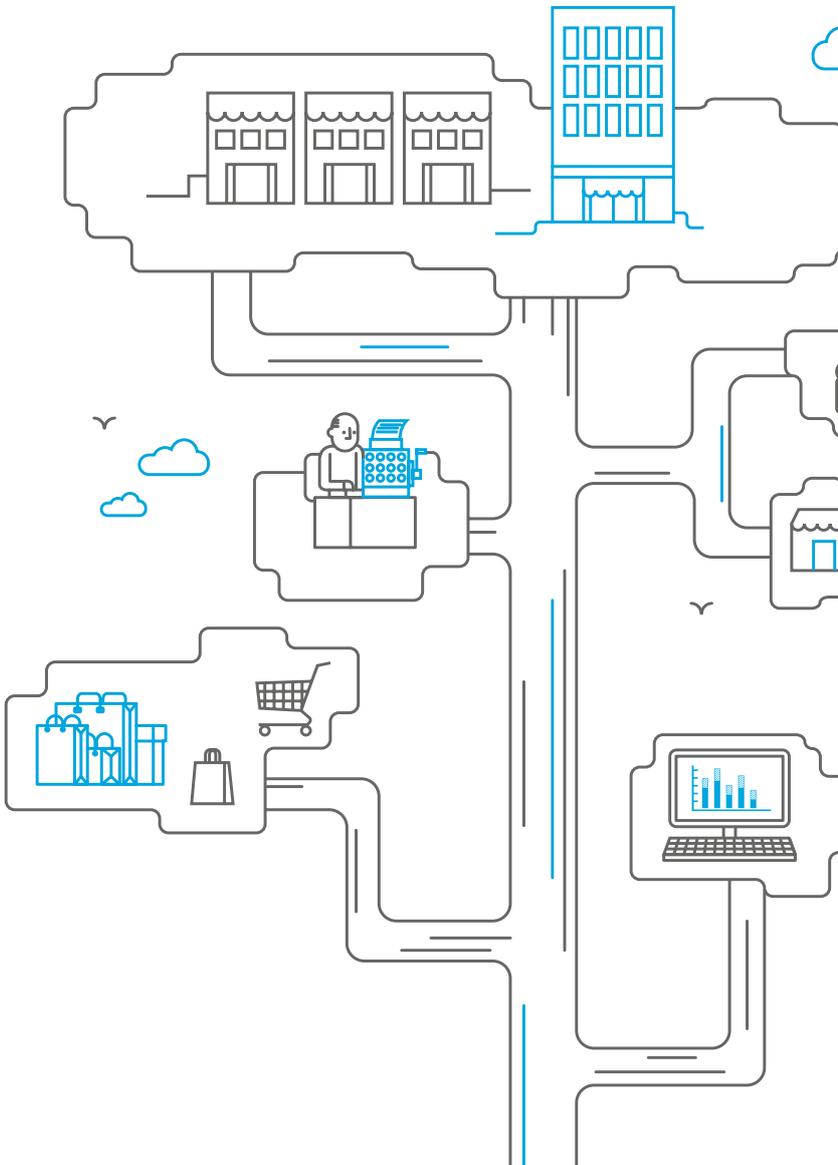


**System Selection and Implementation**

## Award-winning

We are proud to have been rated and recommended by clients and peers and recognised as one of the UK's leading Management Consultants (2018 and 2019) for our IT strategy, IT implementation and finance, risk and compliance services.





# Contact us

For questions about our Microsoft Dynamics managed application services offering or to find out more about Technology and Management Consulting capabilities:

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## rsmuk.com

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