

Microsoft Dynamics 365

Health check service from RSM

Working with your teams to ensure you get the best from your Dynamics 365 solution

We support, develop and manage Dynamics solutions even if they haven't been implemented by us. Our dedicated Managed Application Services team are on-hand to provide expert advice and support to keep your systems running smoothly and to maximise the full potential of your Dynamics investment.

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.



What we offer:

Our managed application services team would spend three days onsite with you to gain a deep understanding of the following:

- solution installed;
- modules in-use;
- data structure;
- reporting structure;
- customisations;
- ISV integration;
- size of the deployment; and
- overall system architecture

We would review relevant documentation and spend time with the key users to understand how the business engages with the software and gain a deep understanding of the organisation.



What you'll receive:

You'll receive a comprehensive report listing your current challenges and our recommendations to overcome them. An executive summary will outline our recommendations and these will typically fall into one of three categories:

- amending your existing system;
- adding best of breed software to address your particular issues; or
- upgrading to a newer version of your software

We will then use this to form the basis of any future support agreement including the number of Dynamics support hours likely to be needed for the first 12 months of the engagement.

Support "hours" can be used for break/fix support as well as managed services work such as minor development, customisation, reporting writing, technical consultancy, training and more.

Why select RSM to support your Microsoft Dynamics 365 investment?



A deep understanding of your market challenges and business sector



A dedicated team of highly trained Microsoft Dynamics professionals providing functional and technical consultancy

Microsoft Partner



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

For more information please contact:

Andrew Brown

Managing Consultant

Technology and Management Consulting

+44 (0)115 964 4450

andrew.brown@rsmuk.com

www.rsmuk.com/microsoft

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