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Microsoft Dynamics 365

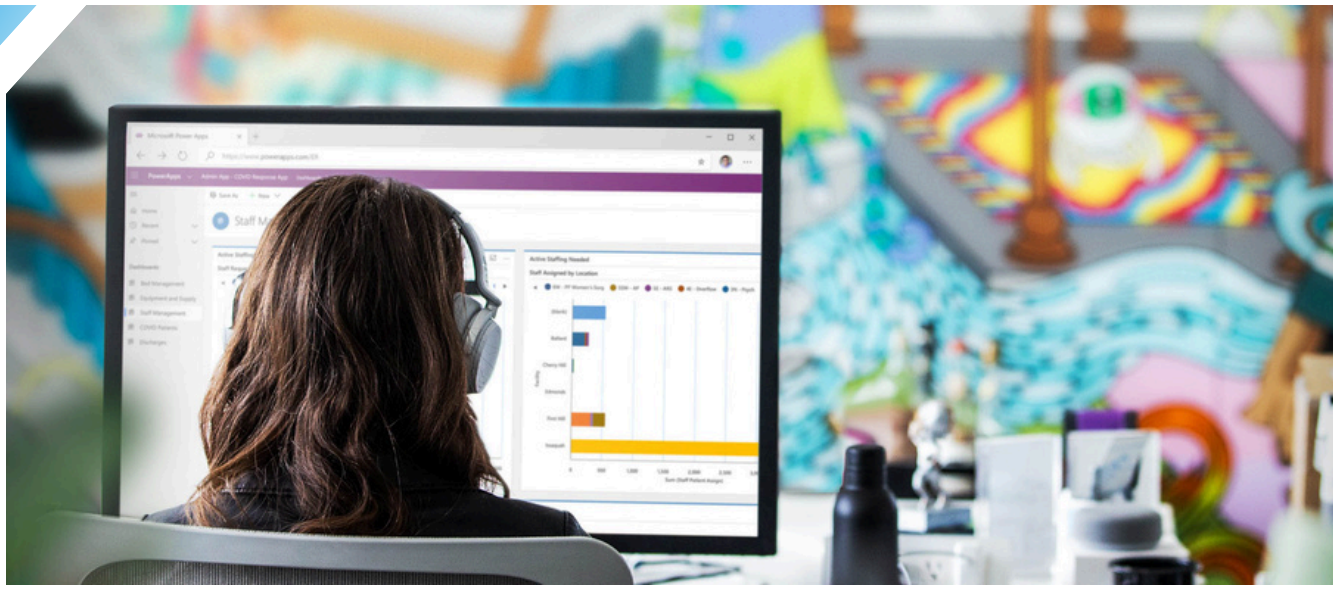
Support and Managed Services



Microsoft
AI Cloud Partner

ServerSys

Dynamics 365 Success Partner



You lead Dynamics 365 in your organisation. Keeping it running is only part of the job. Your team also needs fast answers and sound advice.

When you're stretched between day-to-day admin and new projects, Dynamics 365 improvements easily get delayed.

ServerSys support gives you on-demand access to specialists who'll fix issues and deliver changes. Our consultants bring lessons from implementations across many sectors, so your system keeps getting better.

With our help, you gain an extension of your team. One support plan gives you quick fixes for technical issues, plus guidance on where Dynamics and the Microsoft Platform can do more for you.

Work with us to configure new features, automate processes and keep improving your system. We'll also suggest where AI can take tasks off your plate.

Your organisation gets to run the Dynamics 365 system it wanted when it went in, with adoption rising because people trust it.

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Benefits of Our Support Services



Unlimited and Unmetered Support

One subscription covers every support ticket and Dynamics question, with no hourly billing.

Implementation Insights

Use lessons from numerous successful CRM deployments to avoid costly mistakes and see early value.

Continuous Evolution

Inclusive consultancy hours work through your request backlog. Prioritise changes without waiting for internal time.

Future-Proof System

We configure standard Dynamics 365 and Microsoft Platform features first, so your system grows with you, avoiding expensive rebuilds.

Relationship Longevity

Our 96% client retention rate over 5+ years comes from long relationships that deliver results.

Lower Hiring Costs

Spend less on recruiting or training Dynamics 365 specialists, and put that budget towards new initiatives.

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Dynamics 365 Support Services

At a Glance



Turn Dynamics 365 into a system that keeps improving with your business, without increasing headcount or taking people away from their day jobs.

Use inclusive consultancy hours to delegate tasks to our specialists who understand how you work and what Dynamics 365 can do.

Each month, they can refine a workflow, build a report or dashboard, speed up the system or automate a task. Over time, Dynamics 365 data becomes a source of advice for your team as well as a record of activity.

We fit our recommendations to your workflows and priorities. That includes challenging steps when AI could be more accurate and helping your team adopt it safely.

Regular sessions with our team translate your goals into working changes in Dynamics 365.

Hand over tasks with confidence. Our team handles routine change requests, complex configuration, project phases and system administration jobs, so you can focus on the work only you can do.

Microsoft AI Cloud Partner

The Portal Company

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Support Plan Comparison

Choose the plan that fits your goals and the skills your team already has.

Elevated Support: our most popular plan combines unlimited support tickets with monthly consultancy hours. You get fast fixes today and steady progress on Dynamics 365, while your own team builds its skills.

Engage Managed Service: everything in Elevated Support, plus a dedicated consultant and a monthly cycle of planning, delivery and review.

	Elevated Support	Engage Managed Service
Helpdesk support	✓	✓
Customer support portal	✓	✓
Inclusive consultancy hours	✓	✓
Access to Dynamics consultants	✓	✓
Change management process	✓	✓
Platform management	✓	✓
Integration management	✓	✓
Dedicated consultant		✓
Strategic and technical reviews		✓
Backlog management		✓
Delegated administration		✓

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Engage Managed Service



Engage is our top support plan. Your own consultant plans and delivers a set of changes each month, so you get expert guidance without hiring specialist staff.

Backlog Management

Turn your list of requests into a roadmap, with advice on which items will make the biggest difference.

Strategic Consultation

Regular reviews make sure your consultancy hours go on the work that matters most to your goals and your users.

Consistent Progress

See improvements land every month, rather than waiting for problems to force changes.

Proactive advice and insights

Because we know your organisation and track new Dynamics 365 and AI features, we'll propose opportunities you might otherwise miss.

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Connecting with our Support Team

At ServerSys, we believe technology should make people more capable, not more dependent on outside help.

So we share what we know as we work. Each fix or change leaves your team better able to handle the next one.

When something goes wrong, we own it until we resolve it. We look for the root cause and fix that too, so the same problem doesn't come back.

Our consultants work as part of your team and learn how your processes run. Low staff turnover means the same consultants stay with you.

Tell us what your team needs from Dynamics 365, and we'll show you how we'd help.

How to access our support:



Online

Log into our secure portal 24/7 to add or update support tickets and review our team's progress. You can also browse our extensive self-service knowledge resources to find solutions.



Phone

Speak to our support team during normal working hours (9 am to 5.30 pm, Monday to Friday). If you call during other times, your request will be automatically logged, and a support ticket generated.



Email

For some technical queries, you may prefer to email us. Our email support address will automatically generate a support ticket, and we promise a response within 24 hours.



Remote Support

Our support engineers can remotely connect to your desktop computer to quickly identify and resolve issues.

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Client Testimonials

Alchemy Ingredients

"ServerSys restored our faith in IT suppliers and 100% rescued our project. I'm not exaggerating when I say that when it comes to technical knowledge and the ability to communicate with and listen to users – they're in a league of their own."

Sarah Patrick
Group Marketing Manager

Altodigital

"It's comforting to know that we have experts working alongside us who will go the extra mile. The level of service ServerSys provides is outstanding."

Stuart Dennis
MIS Group Project Manager

healthcare rm

"ServerSys handles all support for our Dynamics solution, and they truly own it – my users tell me they respond fast, communicate clearly, and won't rest until they get things resolved."

"We look for like-minded and forward-thinking entrepreneurial partners who aren't afraid to challenge our thinking and can help us deliver our vision. ServerSys do all that and more."

Chris Howell
Technical Director

ServerSys

Support Services
Frequently Asked Questions

What is the term of a ServerSys support agreement?

Our support plans run on a fixed 12-month agreement. That gives us time to make tangible progress on your system, with early results from your first requests. Agreements renew automatically, with a one-month notice period if your needs change. Clients who stay for several years get the most from us, because our knowledge of their business grows each year.

How are consultancy hours allocated?

Each plan includes an agreed number of consultancy hours a month, for any Dynamics 365 or Power Platform work, from configuration changes to new reports and automated workflows. To use them, assign tasks to our team, and we'll agree a date and consultant for each job. No hours are used without your consent.

How do you track the hours we use?

We record consultancy time daily, in 15-minute intervals, so you always know what's left. Technical support is unmetered and doesn't count against your hours.

What happens to unused hours?

Hours you don't use in a month carry forward to the end of your agreement year.

How can I purchase more time?

You can buy consultancy for individual jobs as they arise, or buy a block of hours in advance and draw on them for new requests. Prepaid hours don't expire. We'll always discuss options with you first.

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Also Included

Each of our support plans include these services.

Business Continuity Protection

If Dynamics 365 goes down or slows badly, our response starts straight away.

An outage hits your operations and your customers, so every incident has a clear escalation path. Priority 1 cases go straight to an account manager. Any "at-risk" issue is escalated to a director, so the people fixing it and the people who can make decisions are both involved.

Functional Support

We help your team with day-to-day Dynamics 365 tasks and good working habits.

Our specialists answer "how-to" questions in the context of your own system, so each answer also builds your team's skills. Over time this creates internal champions and more consistent use of Dynamics 365. For bigger questions, your account manager is on hand to discuss what to improve next, at no extra cost.

Service Level Agreements

Every request gets a response time you can hold us to.

The table below sets out targets for each priority level, so you can plan around them.

Priority Level	Response Time	Update Frequency
1. A major fault resulting in a total service outage.	Within 10 minutes	Every hour
2. A major fault resulting in severe service degradation or loss of service to a significant percentage of the users.	1 hour	Every 2 hours
3. A minor fault, resulting in limited or degraded service or a single user fault.	2 hours	Online self-service support portal
4. All functional and change support requests are assigned priority four.	Auto-email acknowledgement	

Contacting ServerSys Support

We ask you to nominate one person or a few users, depending on the size of your implementation, to interact with our support team and consultants. This gives you the best knowledge transfer and keeps your system secure. Your account manager will always ensure flexibility during holidays or times when you have fewer resources.

Licence Management

If you've chosen ServerSys as your Partner of Record, we manage your Dynamics 365 and other Microsoft licences for you. Whether you need a new licence, want to reduce your count or need advice, we'll help you find the most cost-effective option.

Get more from Dynamics 365 with a partner your team can rely on

Contact us to discuss Dynamics 365 support

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