

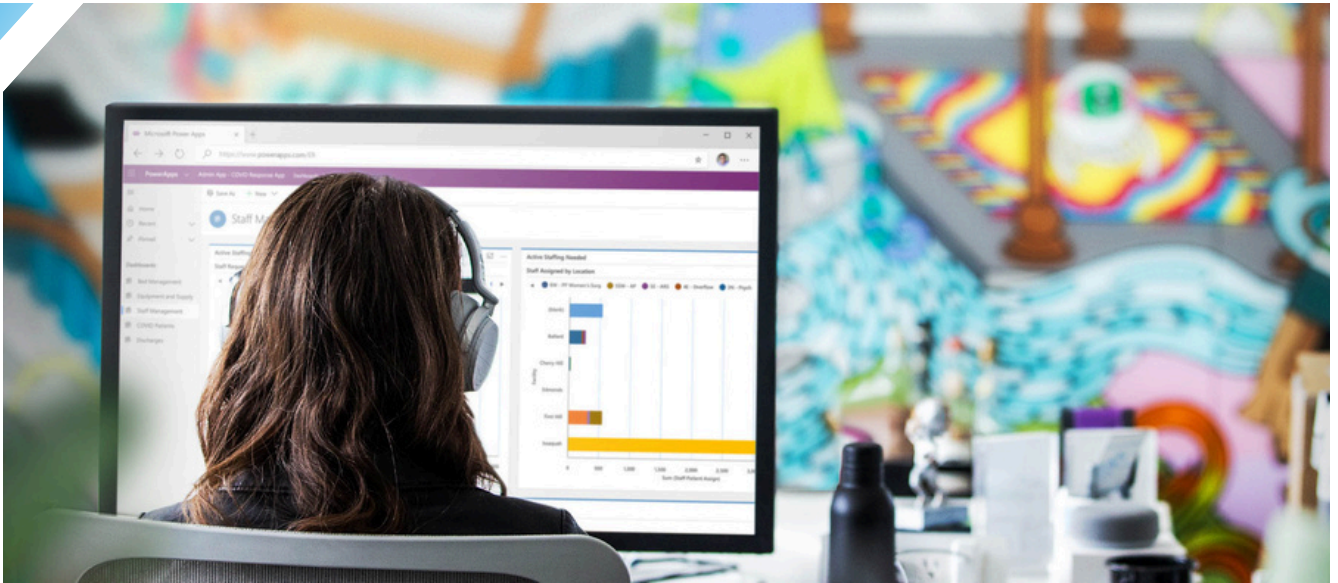


Microsoft Dynamics 365
Managed Services



Microsoft
Partner

Dynamics 365 Success Partner



As a leader responsible for Dynamics 365, you know that maximising your technology requires more than just technical administration – it demands strategic guidance and timely expertise.

When your internal team is stretched thin, balancing day-to-day management with strategic initiatives, the full potential of your Dynamics 365 investment remains untapped.

That's why forward-thinking organisations partner with ServerSys for managed services that provide on-demand access to specialists. Our consultants bring proven expertise from implementations across numerous industry sectors to transform performance with Dynamics 365.

With our help, you'll gain a valuable extension of your team. By subscribing to one of our managed service plans, you'll have on-demand access to resolve technical issues quickly, as well as guidance and insights to help you innovate faster.

Collaborate with our team of consultants to configure solutions, automate your processes, harness the latest AI innovations and make continuous improvements by using your technology.

With our support, you can focus on strategic priorities, like increasing adoption and demonstrating tangible value from Dynamics 365 and the Microsoft Cloud Platform.

Benefits of our Managed Service



Unlimited and Unmetered Support



One subscription provides access to our specialists, who will resolve issues and answer Dynamics questions when you need them.



Implementation Insights



Leverage lessons from hundreds of successful CRM deployments to avoid costly missteps and accelerate business outcomes.



Continuous Evolution



Transform your backlog into value with dedicated consultancy hours that turn ideas into solutions without competing for resources.



Future-Proof Investment



Our native platform approach ensures your system evolves alongside your growth, eliminating expensive rebuilds or migrations.



Relationship Longevity



Our 96% client retention rate over 25+ years demonstrates our commitment to meaningful partnerships rather than transactional support.



Resource Optimisation



Redirect the costs of recruiting and training toward strategic initiatives while maintaining access to Dynamics and Microsoft platform expertise.

Dynamics 365 Managed Services

At a Glance



Transform your Dynamics 365 system from a maintenance challenge into a strategic asset that evolves with your business without expanding your internal team or diverting their focus.

Convert inclusive consultancy hours into tangible improvements by engaging our specialists, who understand your business and the platform's capabilities.

Experience the transformative impact of expert-led enhancements that will progressively refine your workflows, deliver actionable intelligence, optimise system performance, and harness Microsoft's latest AI innovations – turning Dynamics from a system of record into an intelligent business advisor.

Benefit from a partnership approach where we align our expertise with your business workflows and priorities rather than offering generic solutions that overlook your needs.

Bridge the gap between your business vision and technical reality with regular collaborations that turn strategic goals into implemented solutions.

You can delegate tasks with confidence, knowing our team can handle everything from routine change requests to complex configurations, project phases, and even system administration, freeing your team to focus on strategic goals.

Subscription Comparison

Select the subscription plan that aligns with your business objectives and internal capabilities.

Elevated Support – Our most popular tier combines unlimited support with consultancy hours, creating the ideal balance between immediate support and planned evolution. This option delivers exceptional value to progressively enhance a Dynamics 365 environment while developing internal capabilities.

Engage Managed Service – Comprehensive partnership featuring dedicated consultancy and structured monthly improvement cycles that systematically advance your Dynamics 365 maturity.

	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		✓

Engage Managed Service



Our flagship managed service tier provides the optimal balance between expert guidance and practical enhancements, enabling you to evolve your Dynamics 365 environment without the overhead of building specialised in-house resources.



Backlog Management

Convert your list of requests into a structured roadmap, with expert guidance on which changes will deliver the most impact.

Strategic Consultation



Regular review sessions ensure your consultancy hours are invested in the capabilities that matter most to your objectives and user needs.



Consistent Progress

Experience the confidence of seeing tangible improvements each month, creating momentum rather than ad-hoc, reactive changes.

Proactive advice and insights



Benefit from proactive insights based on our understanding of your organisation and emerging capabilities, identifying opportunities you might otherwise miss.

Connecting with our Support Team

At ServerSys, we believe technology should empower people and enhance capabilities - not create new dependencies or limitations.

This philosophy shapes our approach to each client relationship: combining technical expertise with genuine knowledge transfer that progressively strengthens internal capabilities.

When challenges arise, we take complete ownership until resolution, not just applying quick fixes but investigating root causes and implementing sustainable solutions that prevent recurrence.

What distinguishes our approach is how our consultants integrate with our client's teams, developing a nuanced understanding of their processes that transforms technical support into a trusted partnership.

Experience the ServerSys difference for yourself. Contact us to discover how we can empower your teams to achieve long-term success with Dynamics 365.

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.

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

Managed Services

Frequently Asked Questions

What is the term of a ServerSys managed services agreement?

Our managed service subscriptions are a fixed 12-month contract to provide stability and enable meaningful progress for a Dynamics 365 environment. These agreements renew automatically, with a simple one-month notice period, should your needs change. Most clients find the greatest value comes from multi-year partnerships as our understanding of their business deepens over time.

How are managed service hours allocated?

ServerSys will make an agreed number of hours available each month. Your consulting hours can be drawn down by assigning tasks to our dedicated team. Work must be scheduled with an agreed date and consultant. No hours will be consumed without your consent.

How is managed service usage tracked?

ServerSys tracks the consumption of managed service hours daily to ensure full transparency. Consultancy time is tracked to 15-minute intervals. Our technical support services are provided on an unmetered basis.

What happens to unused hours?

Your available managed services hours can be fully consumed each month, or any unused time can be rolled over and accrued. However, any unused hours must be consumed within the 12-month term of the agreement.

How can I purchase more time?

If your managed service doesn't have sufficient remaining hours to fulfil a new requirement, the agreement can be upgraded to increase capacity. Alternatively, additional consultancy time can be purchased separately.

Also Included

Every ServerSys managed service subscription includes these categories of support.

Business Continuity Protection

If your Dynamics 365 environment experiences disruption, our structured response system activates immediately.

We recognise that technical incidents directly affect operations and customer experience. That's why our escalation framework ensures appropriate visibility at every level: "Priority 1" cases receive immediate attention from an account manager. Any "at-risk" issues are elevated to director-level oversight, ensuring that both technical expertise and decision-making authority are engaged in your resolution.

Functional Support

We support your team's expertise by guiding day-to-day Dynamics 365 operations and best practices.

Our specialists offer contextual "how-to" assistance that not only addresses immediate questions but will also boost your team's confidence and skills. This knowledge transfer fosters internal champions and ensures consistent use of the system. For strategic discussions, your account manager offers a direct channel to explore optimisation opportunities – all included in your service agreement at no extra cost.

Service Level Agreements

Our service commitments are designed to ensure rapid, accountable responses.

These commitments aren't just metrics – they're our promise to treat your priorities with escalation paths that ensure appropriate attention at every level.

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 will ensure the best knowledge transfer and security for your system. However, your account manager will always ensure flexibility during holidays or times when you have fewer resources.



Licence Management

If you have chosen ServerSys as your Partner of Record, managing Dynamics 365 licences on your behalf couldn't be easier. Whether you require a new licence, want to decrease your count, or need advice, our experts will assist you in identifying the most cost-effective solution.

**Empower your team and maximise your
investment in Dynamics 365.**

Contact us today to discuss our managed services.

www.serversys.com | hello@serversys.com | +44(0)203 884 3804