



Microsoft Dynamics 365

# Support and Managed Services



Microsoft  
Partner

# Our Dynamics 365 Support



**As a Dynamics 365 administrator, managing your system is a top priority but can be time-consuming.**

Responding to user requests and configuring changes can quickly feel overwhelming.

That's why Serversys offers a range of Dynamics 365 support packages to supplement your team.

Our consultants have decades of experience helping users and optimising Dynamics implementations across numerous industries.

With our support, you'll gain a valuable extension of your team. This includes on-demand guidance to resolve technical issues and help you innovate faster.

Collaborate with our team of consultants to configure solutions, streamline processes, and achieve continuous improvements by choosing one of our subscriptions.

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

# Benefits of our support



## Unlimited and Unmetered Support



Rely on a single subscription to help you resolve any Dynamics 365-related questions and user issues.



## Expertise



Our consultants tap deep knowledge from hundreds of CRM implementations to support your evolving business priorities.



## Make Improvements Faster



Use inclusive consultancy hours to quickly complete change requests and increase performance.



## Scaleable Solutions



By building solutions using the native Microsoft platform, we'll ensure your organisation doesn't outgrow its technology.



## Service Excellence



We've served clients for over 25 years and proudly maintain a 96% retention rate.



## Cost Efficiency



Why recruit in-house resources when you can partner with an expert partner that offers scale and knowledge across Dynamics 365 and the Microsoft Cloud?

# Dynamics 365 Managed Services

## At a Glance



**Achieve peace of mind by knowing you can easily make agile improvements to your Dynamics 365 system without overburdening your team.**

Use the inclusive hours available with our managed services to schedule consultancy sessions and delegate tasks to our experts.

We will apply incremental enhancements to streamline your workflows, enhance reporting, optimise performance, and configure additional capabilities.

Our approach is consultative and tailored to your organisation's priorities and processes, providing solutions and advice.

We will help bring your CRM vision to life through continuing partnership and innovation.

For example, let our team take care of change requests, configure new features, handle the next phase of your Dynamics project, or even act as your delegated administrator.

# Engage Managed Service



By choosing our flagship managed service, you'll be able to accelerate improvements by tapping into specialist Dynamics 365 resources without the burden of developing in-house capabilities.



## Backlog Management

Your dedicated consultant will handle new requirements and manage your change requests to be implemented by our team.

## Monthly Review



We will review your priorities and jointly confirm the upcoming actions that will be completed by allocating inclusive consultancy hours.



## Monthly Implementation

Our team will action the agreed tasks, ensuring predictable updates and improvements are made to your Dynamics system each month.

## Proactive advice and insights



We'll use our knowledge of your organisation to share forward-thinking advice that will increase the impact of Dynamics 365.

# Subscription Comparison



Choose a subscription package from our three options to fit your needs and priorities.

**Break/Fix Support** - unlimited usage helpdesk support for Dynamics 365.

**Elevated Support** - schedule consultancy hours to improve your system and increase knowledge.

**Engage Managed Service** - extended collaboration to help you make continuous improvements each month.

	Break/Fix Support	Elevated Support	Engage Managed Service
Unlimited usage 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			✓

# Connecting with our Support Team

At Serversys, our core ethos is to use technology to empower people and reduce dependencies.

We live this through industry-leading support built on expertise, mentorship, and true partnership.

Our objective is complete ownership of every client issue. While others hand off fixes, our Dynamics 365 engineers diagnose root causes and remain accountable until each issue is fully resolved.

We form strong relationships that make our team an extension of your own. Our consultants become trusted advisors through active mentoring, knowledge sharing, and an understanding of your processes.

**Experience the Serversys difference for yourself. Contact us to learn more about how we can empower your organisation to achieve long-term Dynamics 365 success.**

## How to access our support:



### Online

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



### Phone

You can 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 guarantee a response within 24 hours.



### Remote Support

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

# Client Testimonials

## Alchemy Ingredients

**Sarah Patrick**

Group Marketing Manager

“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.”

---

## Altodigital

**Stuart Dennis**

MIS Group Project Manager

“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.”

---

## healthcare rm

**Chris Howell**

Technical Director

“Serversys now handle 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.”



# Also Included

The following categories of support come as standard as part of our support and managed services.

## Technical Incident Support

A technical incident is a variation from the norm or a reduction in regular service.

These incidents are treated with a high priority as they typically negatively affect an organisation. All "Priority 1" cases are automatically escalated to an account manager, and any issues at risk of breaching our service level agreement are escalated to director-level.

## Functional Support

We'll answer "how-to" questions and remind your team how to complete specific tasks in Dynamics 365.

Our support team provides guidance on these tasks daily. They are experienced in reviewing and discussing system changes to help everyone gain more benefits from the technology. Your account manager can discuss more complex changes and ideas. Take full advantage of these benefits, provided at no extra cost.

## Service Level Agreements

We set priority levels based on the type of support issue and the impact on your business.

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

## **Support Backed by Microsoft**

As a Microsoft Cloud Solution Provider Tier-1 partner, Serversys has direct access to Microsoft's engineering and support teams in the rare event that any issue needs escalation.

## **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 licenses on your behalf has never been easier. Whether you require a new license, want to decrease your count, or need advice on licensing, 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 your requirements.**

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