

DYNAMICS 365 BUSINESS CENTRAL SUPPORT

Expert ERP Support and Optimization

Reliable, certified support for Business Central — incident management, monitoring, integrations and upgrades.
Pricing from \$45/hour with retainer and SLA plans available.

WE OFFER

- ✔ **Incident & Ticket Support:** rapid triage, root-cause analysis and fixes for production issues with post-incident reports.
- ✔ **Proactive Health & Maintenance:** scheduled health checks, backups, patch coordination and performance tuning.
- ✔ **Integrations & Customizations:** troubleshooting and upkeep for ERP⇌CRM, banking, POS/WMS connectors and AL/extension support.
- ✔ **Runbooks, Training & Handover:** admin runbooks, role-based training and knowledge transfer for autonomous operations.

BEST FOR

- SMBs and mid-market companies using Dynamics 365 Business Central.
- Finance teams (CFOs, Controllers) needing month-end and reconciliation support.
- Companies planning upgrades, migrations or regular patch cycles.

70%

reduction in mean
time to resolution
(MTTR)

40%

faster month-end
close with
cleaner data

80%

of routine
maintenance tasks
automated or
standardized

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KEY BUSINESS OUTCOMES & BENEFITS



Less downtime, faster issue resolution.



Cleaner financial data and smoother month-end.



Predictable support costs and reduced operational risk.

ABOUT AWARA IT

We automate key business processes and implement the most innovative solutions, use world-class technologies, manage IT assets, help companies switch to cloud technologies and work in a secure information environment. We work with a wide range of software, from classic office products to large-scale international solutions. We have in-depth knowledge of local implementation specifics, helping clients to optimize their global business.

17+

years on the IT
consulting market

200+

certified experts on
our team

250+

support and
Implementation projects

10+

industries
proficiency



Our Team

- Certified consultants, developers, architects, trainers and technical specialists
- Microsoft Most Valued Professionals (MVP)
- Microsoft Certified Trainers



Microsoft Awards

- Microsoft Solutions partner
- Member of Microsoft Inner Circle
- Microsoft Partner Awards Winner
- Microsoft Managed Partner
- Custom Solutions for Microsoft Teams



Geography

PROJECTS

- Europe
- North & South America
- CIS countries
- Australia
- Asia

OFFICES

- Spain
- USA
- Bulgaria
- Finland
- Italy
- Qazaqstan
- Cyprus