AlfaPeople AMS

Unlock the competitive advantage of your technology

AlfaPeople AMS is a managed service for your Microsoft Dynamics Application and associated Azure services. Based on the ITIL Lifecycle, it includes the tools and strategies you need to run a successful IT operation, providing continuous enhancements of your Dynamics applications.

A proactive and predictive model, AlfaPeople AMS runs deeper and wider than competitors' and includes access to our industry-leading IP, dedicated client teams as a first-point of contact, and an internal training program – encouraging fast and enduring user adoption and increased business value well beyond your IT department. Our price modeling is flexible, scalable and is designed to ensure you can balance your budget regardless of workflow variations and pressures. Best of all, our pricing is low in comparison to standard market rates!

2018
8.1
Out of 10
Customer
Satisfaction 2018

As an AlfaPeople AMS client, you have continual access to all new or enhanced services that AlfaPeople introduces into the AMS program in the future.

Bolster your competitiveness at every level with our AMS:

Chief Financial Officer

The costs of internal application maintenance are significant, and you always wonder if you really are benefiting from such large budgetary allocations. With AlfaPeople AMS:

- You get value from your current investment
- You can always predict your maintenance costs
- You do not need expensive external consultants and the associated costs
- You only pay for the licenses you really need

Chief Information Officer

You strive every day to keep your applications up-to-date but do not have time to develop and support your business's attempts to stay competitive. With AlfaPeople AMS:

- You can focus on the Microsoft roadmap, as well as the Dynamics platform itself and its capabilities
- You can focus on implementing new technologies that support your business
- You enjoy the flexibility of no longer depending on individuals
- You have 24/7 access to our team of experts

AlfaPeople AMS goes further and faster

AlfaPeople AMS is modeled on the ITIL Lifecycle. It covers everything you need to run a successful operation while continuously enhancing your Microsoft Dynamics applications and associated Azure services with upgrades and new services rolled out according to Microsoft's exciting roadmap of innovations. Our existing 20 individual services are grouped into:

Ticket-based services

In a support sense, the AlfaPeople ticket system receives, validates and assigns tickets; then incident and problem management services determine next steps toward resolution and escalation, addressing issues in your production system or the solution itself. Ticket-based services include:

- 2nd level Service Desk
- Incident Management
- Problem Management
- Request Fulfilment
- Major Incident Management
- Major Incident Hotline
- Change Request

- Enhanced Analysis and Design
- Release Management
- Test Management
- Configuration Management
- Upgrades
- Monitoring and Event Management

On-request services

AlfaPeople AMS clients can incorporate on-request services like Knowledge Management, ensuring a structured way of transitioning knowledge; Training Services including the review of in-house training material and training sessions for new users; and License Reviews where AlfaPeople experts determine if existing and future licenses match your usage patterns. On-request services include:

- Knowledge Management
- Training Services
- License Review
- Terminations Services

Management Services

From Service Management to Business Development, AlfaPeople AMS clients enjoy short to long-term insights into their operational stability and the commercial opportunities offered by Dynamics 365, as part of the Microsoft roadmap. Continual Service Improvement ensures we are learning from and constantly enhancing our actions through customer satisfaction surveys and internal audits. Management services include:

- Service Management
- Business Development
- Continual Service Improvement

Why is AlfaPeople AMS successful?

It is AlfaPeople's mission to ensure that our clients enjoy the intended benefits of their investment in Microsoft Dynamics. Our skilled experts work to make sure your applications are running effectively, so you can access more opportunities for greater competitiveness and scalability. With AlfaPeople AMS, your business can also stick to the Microsoft roadmap and improve user-adoption outcomes, while staying on budget and gaining agility in SLA.
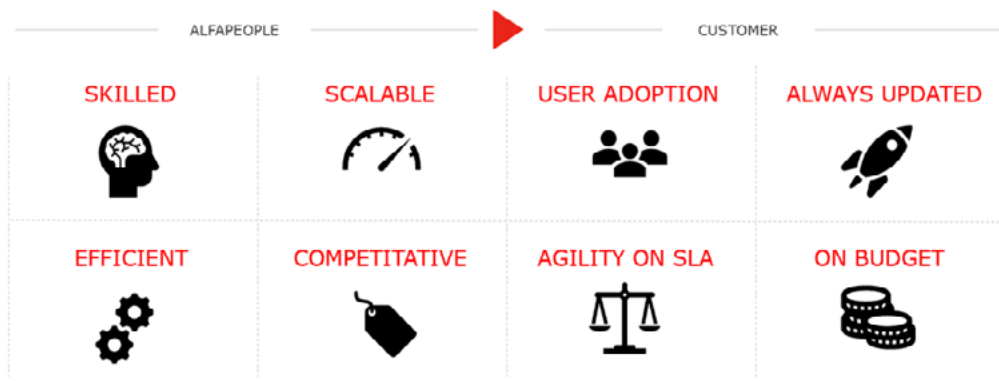
Here are just some of the companies benefiting from AlfaPeople AMS.

Want to know more?
Please reach out to us at **info.dk@alfapeople.com**
or telephone **+45 70 20 27 40.**