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Do what matters

Dynamics 365 Support As A Service

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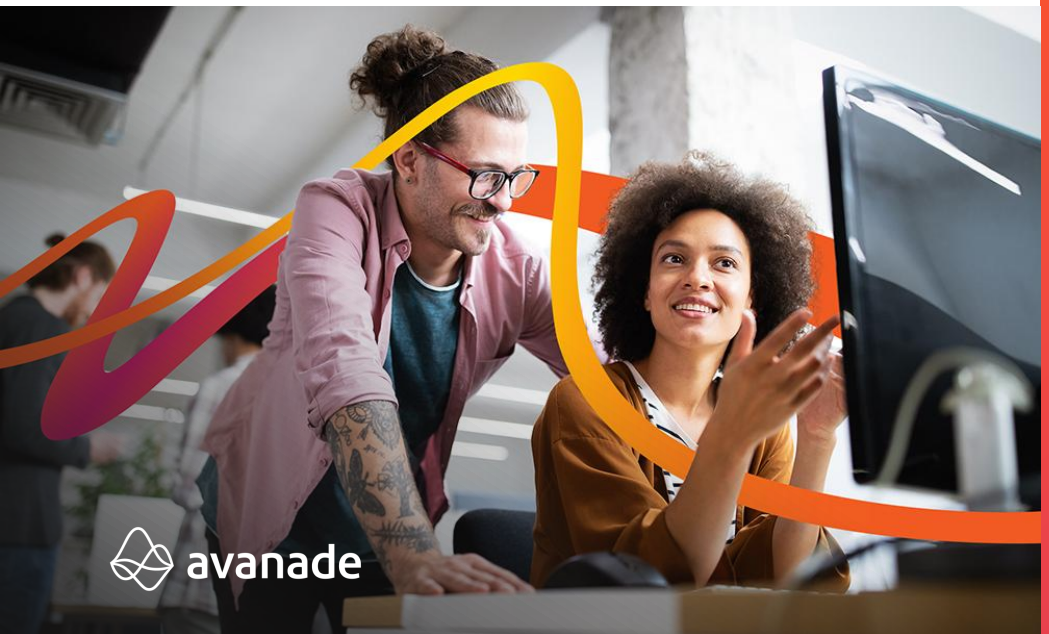
Static platforms are slowing business growth



Operational inefficiency and poor system performance

Unoptimized and poorly maintained platforms are slowing performance and frustrating users

Behind the curve in features and updates

Failing to keep pace with change creates missed opportunities and increased risk

Lack of expertise and inconsistent processes

Low user adoption leads to inefficiencies and data inconsistencies

Lack of IT and business alignment

Neglected critical business applications fail to enable growth and agility

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Get a flexible Dynamics 365 solution for your evolving business

On-demand Dynamics 365 expertise, when you need it

Our Dynamics 365 Support as a Service provides organizations with a simpler, more cost-effective and scalable way to manage and upgrade their critical business applications and take advantage of the latest innovations. This flexible, subscription-based service reduces the reliance and burden on internal IT teams by providing clients with leading expertise, ensuring Microsoft Dynamics 365 is reliable and performant.

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Do what matters

Accelerate value from your Dynamics 365 platform

Dynamics 365 Support as a Service (AaS) offers a simpler, cost-effective way to manage business applications, reducing IT burden while ensuring reliable Dynamics 365 performance

Reliable and stable platform

Benefit from a responsive, high performing platform through optimized performance and proactive monitoring

Latest Innovation

Updates are efficiently tested, validated and deployed so you can leverage new features without disruption

On demand expertise

Through our on-demand expertise, we can help you drive improved user adoption and enhance your processes.

Value Lab

Get access to Avanade's Value Lab for classroom sessions, solution reviews and feature release recommendations

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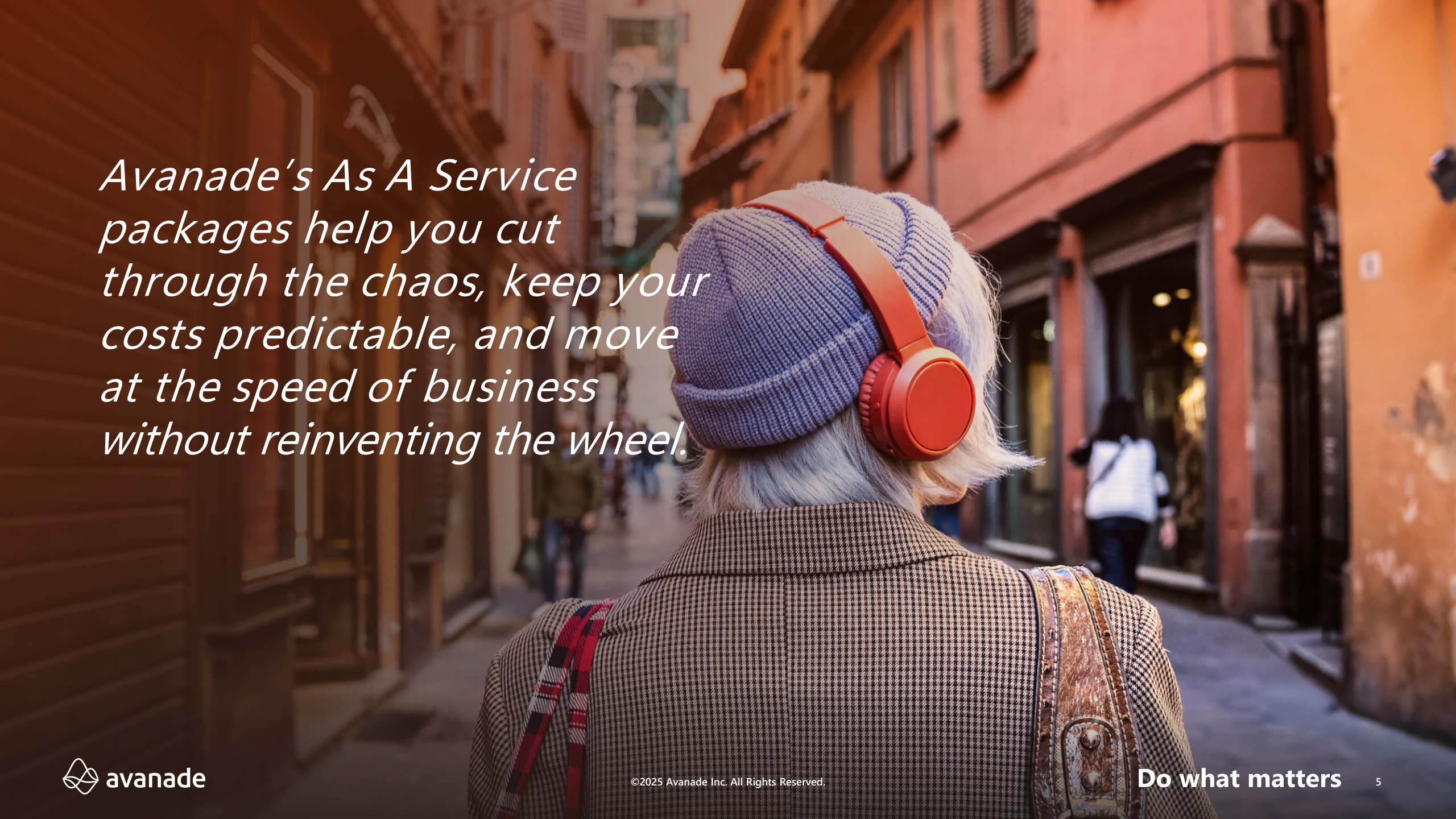

Avanade's As A Service packages help you cut through the chaos, keep your costs predictable, and move at the speed of business without reinventing the wheel.

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AaS Support Services – What can be expected

Based on subscribed Tier, what we typically recommend to be part of the services

What's included	PAYGO	BRONZE	SILVER	GOLD
Monthly Hours	As Consumed	30	100	175
Service Management (Monthly Reviews, Delivery Lead)	✓	✓	✓	✓
Break/Fix Support	✓	✓	✓	✓
How Do I's	✓	✓	✓	✓
Value Lab - Continued education sessions (Quarterly 8 seats, not deducted from monthly hours)	✓	✓	✓	✓
Value Lab – Solution Review (Silver/Gold not deducting from monthly hours commitment)	✓	✓	✓	✓
Functional Assessments	✓	✓	✓	✓
Power Platform Support	✓	✓	✓	✓
Enhancements (Minor)	✓		✓	✓
DevOps/Code Management Assistance	✓			✓
Release Management	✓			✓
Evergreen Updates (Microsoft One Version) available to be purchased as add-on)			✓	✓
Payment Terms	Annual / Billed Monthly			
Support Coverage	24/7 for P1 Incident (except for the PayGo model)			
Model Assumes	Onshore/Offshore blend			

Typical Operating Model - Day in the life

1

Client Users

2

Client Service Desk / Client Business App Support ("Key Users")
Create ticket and assign Dynamics 365 tickets to Avanade support team

IT Service Management (Avanade Service Now)

3

Avanade Team

Level 1.5

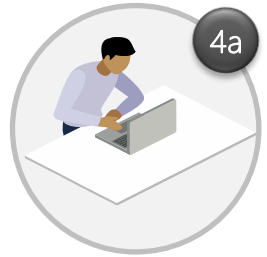
Avanade L1.5 Dynamics 365 Service Desk
Triage Dynamics 365 Tickets (Incidents & Service Requests) and attempt resolution

Level 2

Avanade L2 Dynamics 365 Functional Team
Functional analysis and Ticket resolution

Level 3

Avanade L3 Dynamics 365 Technical Team
Technical analysis and Ticket resolution



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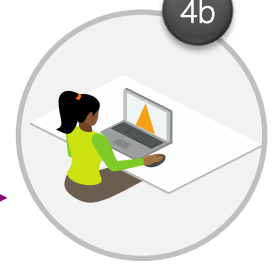
Microsoft Support
Standard Dynamics 365 product stack



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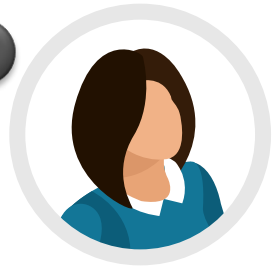
ISV or 3rd parties

Client Key Users

6

Client Service Leader(s)



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Avanade Project Coordinator
- Responsible for overall service delivery
- First level of escalation for delivery issues
- Service delivery reporting to client
- Measurement of service against KPIs
- Ensure team compliance with client policy

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Target Key Performance Indicators

Support for a fixed number of hours in a month – with key performance metrics without penalties.

Priority Level	Target Response Time (Minutes)	Target Resolution Time (Hours)	Target % Attainment	Incident Scope / Example	Workarounds / Alternatives
1 Critical	30	4	90%	Site-wide outage causing complete and immediate work stoppage for primary business process or group of users *Example: POS capability down for all stores*	None available
2 High	60	8	90%	Business critical function or service disabled/degraded (whole service) *Example: Major Dynamics 365 function like Accounts Payable is slow and users in corporate are unable to work*	May be available
3 Medium	1 business day	3 business days	90%	Business Critical Function or Service disabled/degraded (Single User/System) *Example: Small number of users unable to access reports*	Available
4 Low	3 business days	7 business days	90%	Minimal impact on business processes *Example: Field labeled incorrectly on application window which does not impact functionality*	N/A as no business impact

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Dynamics 365 as a Service Tiers

Commercial Model	12 Month Minimum Term / Fixed Fee, Billed Monthly
Support Hours (Service Delivery and P2/P3/P4)	Americas: 8:00am - 8:00 pm M-F US Eastern Standard Time Europe and Asia Pacific: 8x5 M-F business hours
Support for P1	24/7/365

PAYGO	BRONZE	SILVER	GOLD
$	$	$	$
As consumed	30 hours/mo*	100 hours/mo*	175 hours/mo*

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Do what matters

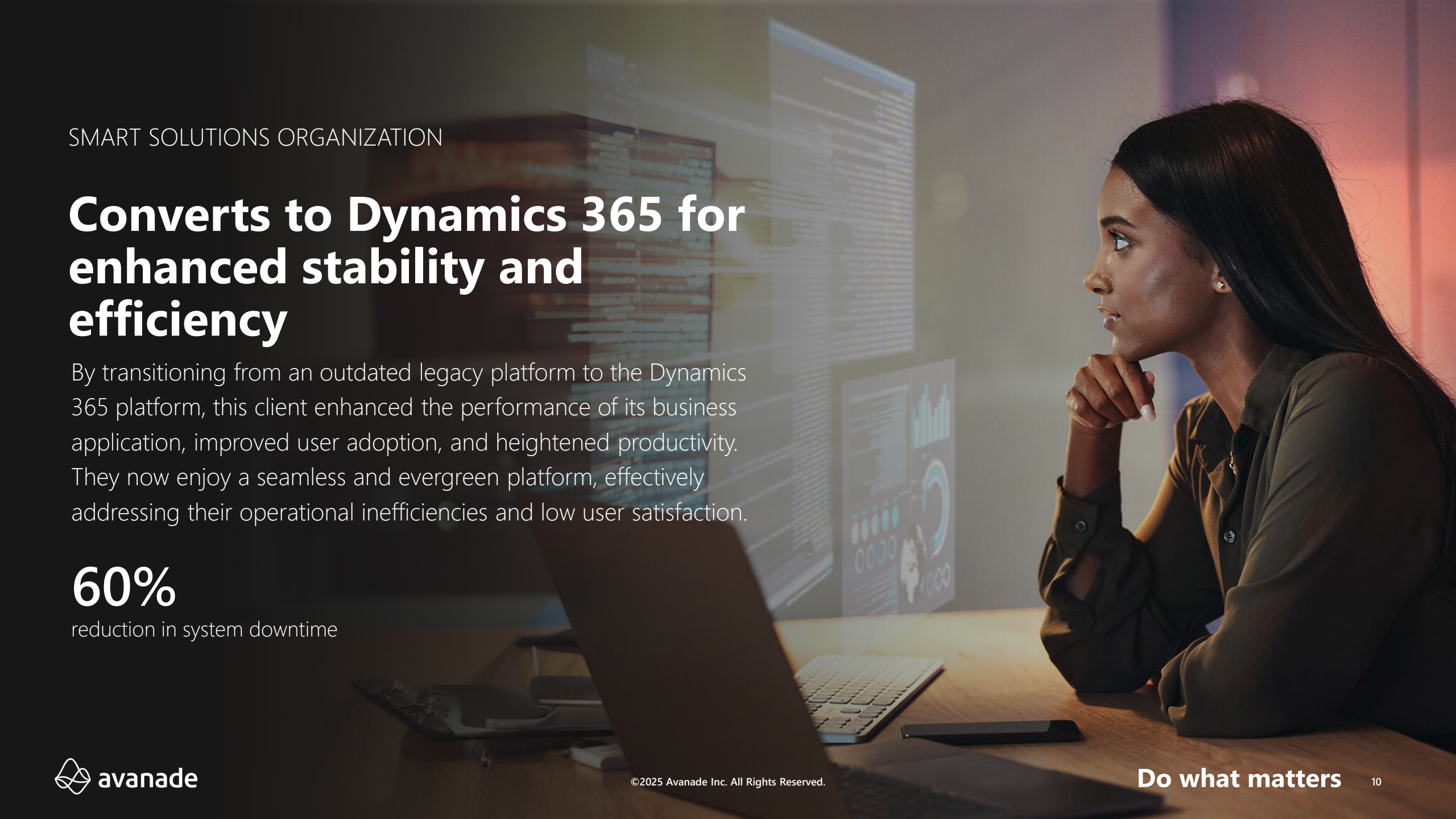
SMART SOLUTIONS ORGANIZATION

Converts to Dynamics 365 for enhanced stability and efficiency

By transitioning from an outdated legacy platform to the Dynamics 365 platform, this client enhanced the performance of its business application, improved user adoption, and heightened productivity. They now enjoy a seamless and evergreen platform, effectively addressing their operational inefficiencies and low user satisfaction.

60%

reduction in system downtime



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MANUFACTURING CLIENT

Accelerating Dynamics 365 adoption and efficiency

For this manufacturing client, we delivered standardized Dynamics 365 processes and provided targeted, role-specific training. With our on-demand Dynamics 365 expertise, we helped them to improve user adoption and enhance their processes, resulting in increasing user adoption and a 30% reduction in data entry errors.

40%
Increased user adoption

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How to Start

Easy as 1-2-3

1

Choose a model

On-demand services come in one of four electable models:

PAYGO BRONZE SILVER GOLD

2

Review and approve the contract

On-demand contract templates are ready for your review and approval.

3

Complete on-boarding service

On-boarding services readies our Clients to consume the On- demand service.

*Estimated 4 Weeks Duration

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Why Avanade?

Customers trust us

Avanade is the leading provider of innovative digital and cloud services, business solutions and designed experiences delivered through the power of people and the Microsoft ecosystem.

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