



Do what matters

Dynamics 365 Support As-a-Service

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



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.

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



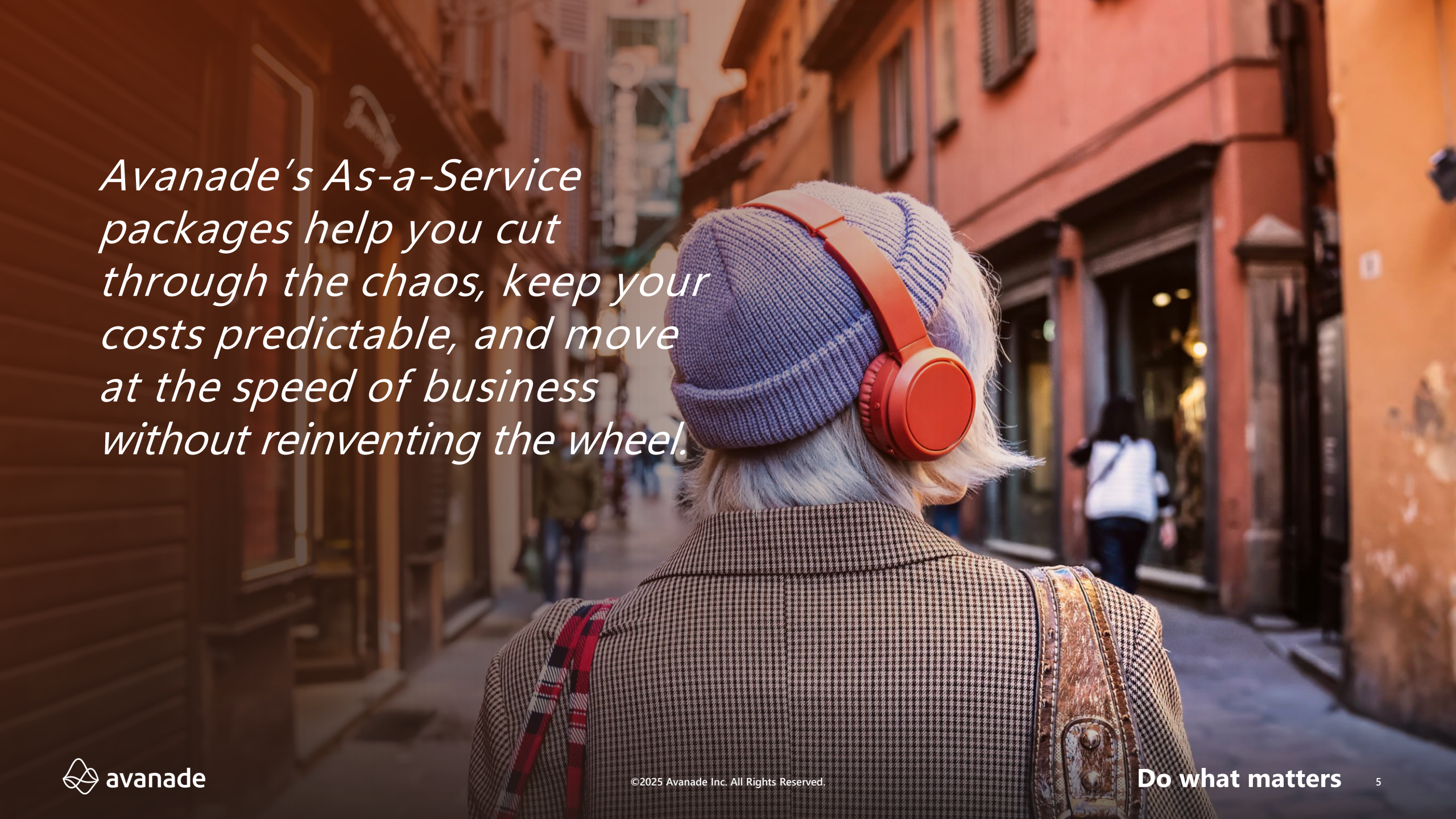
On demand expertise

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

A person with short grey hair, wearing a blue knit beanie, large red over-ear headphones, and a brown and white houndstooth jacket, is seen from behind walking down a narrow, historic European street. The street is lined with warm-toned buildings, and a few other pedestrians are visible in the distance. The overall mood is one of navigating through a complex environment with ease.

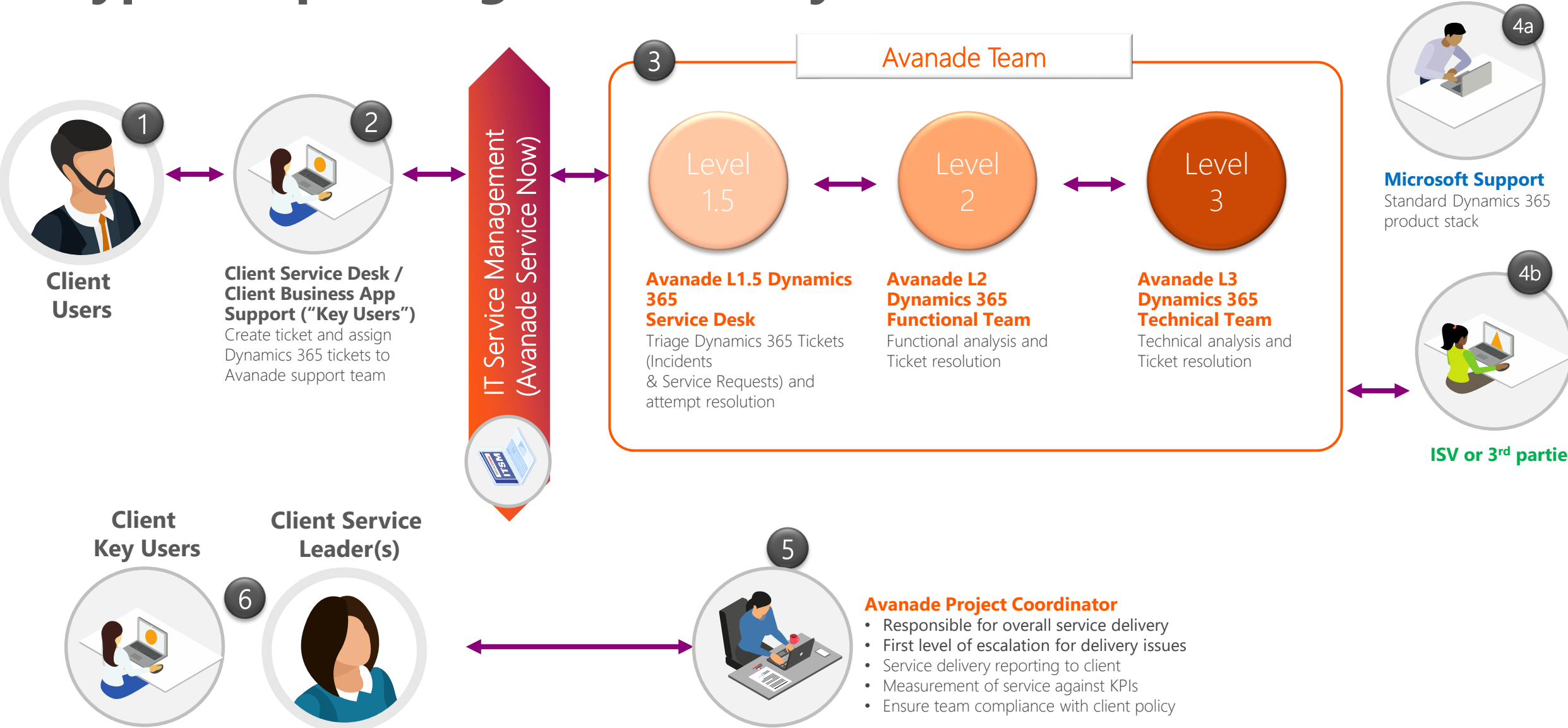
Avanade's As-a-Service packages help you cut through the chaos, keep your costs predictable, and move at the speed of business without reinventing the wheel.

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



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 <i>Example: POS capability down for all stores</i>	None available
2 High	60	8	90%	Business critical function or service disabled/degraded (whole service) <i>Example: Major Dynamics 365 function like Accounts Payable is slow and users in corporate are unable to work</i>	May be available
3 Medium	1 business day	3 business days	90%	Business Critical Function or Service disabled/degraded (Single User/System) <i>Example: Small number of users unable to access reports</i>	Available
4 Low	3 business days	7 business days	90%	Minimal impact on business processes <i>Example: Field labeled incorrectly on application window which does not impact functionality</i>	N/A as no business impact

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

\$
As
consumed

BRONZE

\$
30
hours/mo*

SILVER

\$
100
hours/mo*

GOLD

\$
175
hours/mo*

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



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

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





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.

Do what matters



Let's get started

Why Not Today?