



## Your Partner for Microsoft Dynamics 365

CEE Microsoft Dynamics  
Support Center



**Team & Body leasing**  
Teams of certified experts  
in all areas of Dynamics 365



**CEE Dynamics Support Center**  
Multi-language, 24/7 Microsoft Dynamics  
Support Team



**Implementations**  
Experienced project team  
for Dynamics 365  
implementations



More than 200 experts in the fields of ERP, CRM and BI.  
Our team is certified to the highest standard of qualifications.



Largest, most comprehensive implementations  
in Retail, Manufacturing and Finance in the entire CEE region.



One of the greatest Microsoft Dynamics support center in the CEE region.

**25**

More than 25 years of experience  
in implementation and maintenance of business systems.

## VERSATILITY & EXPERIENCE

Cumulated experience was built upon supporting the following sectors:



**Production**



**Logistics  
and Distribution**



**Retail**



**Professional  
Services**



**Financial  
Institutions**






**Public Sector**

Contact us directly at:  
**[www.CEEDynamicsSupportCenter.com](http://www.CEEDynamicsSupportCenter.com)**

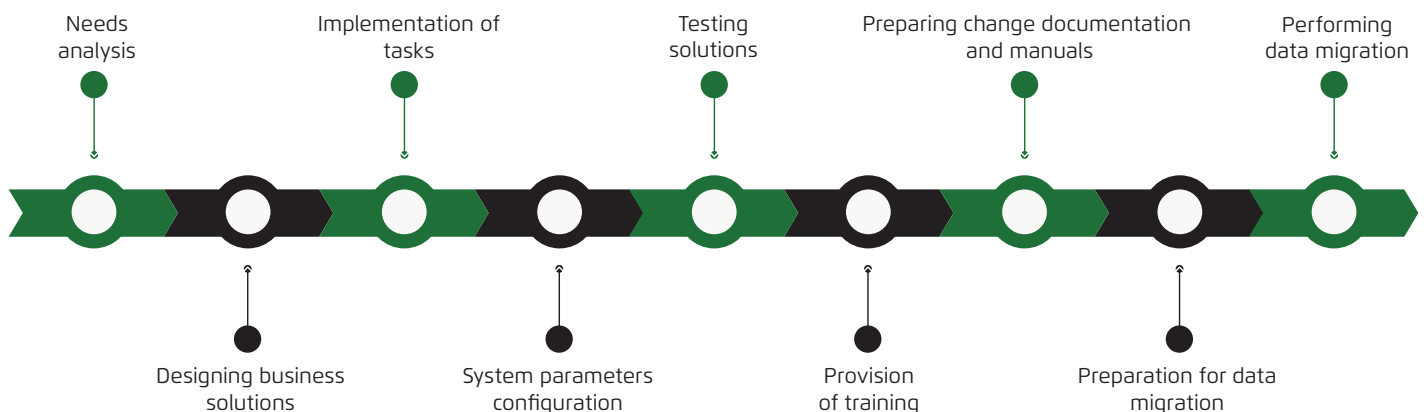
# Team Leasing

Dedicated multi-functional teams.  
More efficient approach to  
utilization of highly qualified resources.



Technologies	 <b>ERP</b>	 <b>CRM</b>	 <b>BI</b>
	Microsoft Dynamics AX 4.0 Microsoft Dynamics AX 2009 Microsoft Dynamics AX 2012 <b>Microsoft Dynamics 365 for Finance and Operations</b>	Microsoft Dynamics CRM 2011 Microsoft Dynamics CRM 2013 Microsoft Dynamics CRM 2015 <b>Microsoft Dynamics 365 for Customer Engagement</b>	Microsoft Power BI Microsoft SQL Server IBM Planning Analytics
Fields	Finance and controlling Supply chain management Sales management Production management HCM	Sales Customer Service Field Service Project Service Automation Custom Development	Planning Forecasting and Budgeting Data Warehouse Analytical Solutions Machine Learning

## Effective support throughout the implementation process



### Infrastructure

**On Premise, Cloud**  
and **Private Cloud models.**



### Payment

**Time and Material** basis or time  
allocation in specific situation also  
possible.



### Methodology

**Agile** project development approach.  
The **LCS** and **VSTS** tools for effective  
project management.

# Support for Dynamics

Largest Support Team  
for Dynamics Products  
in the CEE region.



*The core of our team is formed by consultants who have been working with Microsoft Dynamics since version 4.0. They have gathered their experiences over the years of implementations in Poland and abroad. That is why, as a team, we are among the best in the region.*

**Marcin Michalik**

Support Department Director

Bonair's support team provides current technical and functional support for Dynamics Ax 4.0. 2009, 2012 and Dynamics 365, as well as all versions of Microsoft Dynamics CRM.

- **Level 1** – Day-to-day support  
Solving issues related to access rights, system functionality suggestions, parameters configuration.
- **Level 2** – Problem, malfunction, error  
The system does not function correctly – intervention of an experienced consultant, developer or administrator is needed.
- **Level 3** – Application development  
Designing and implementing new functionalities in the system, providing training, implementing upgrades.



**24/7 support  
possible**



**Contacts in the  
client's language**



**Customised communication (web  
portal, skype, telephone, e-mail)**



**Flexible, tailored  
offering**

## We handle 90% of tickets within SLA terms

“When aiming for new goals – even if hard to attain – it is a good thing to have a proven Partner at your side”.

Our offering is always tailored to suit the client's needs. Here is an example of the Bonair team's SLA levels.

	Basic	Standard	Premium
Critical events	2 / 16	1 / 8	0,5 / 4
Incidents	4 / 32	2 / 16	1 / 8
Other tickets	4 / 64	4 / 32	2 / 16
Ticket acknowledgment (hours)		Ticket resolution (hours)	



We answer  
questions

“Can you reset my password?”  
“What should I do if I need to register a new customer, but its invoices should be addressed to their HQ?”  
“How do I set automatic postings?”  
“Backups of our database are not generated, why?”



We provide  
support for:

Microsoft Dynamics AX 4.0  
Microsoft Dynamics AX 2009  
Microsoft Dynamics AX 2012

**Microsoft Dynamics 365 for Finance and Operations**

Microsoft Dynamics CRM 2011  
Microsoft Dynamics CRM 2013  
Microsoft Dynamics CRM 2015

**Microsoft Dynamics 365 for Customer Engagement**

# About our products



## HumanCapital365

Expand the functionality of Dynamics 365 with HR & Payroll. Use the power of a single platform to comprehensively manage human resources in your organisation.



### Bonair GDPR Ready

Tools to ensure security of data received and processed according to GDPR regulations.



### Standard Audit File (JPK)

Streamline your mandatory processes. Generate and submit the Standard Audit File straight from your Dynamics 365.



### Split Payment for Dynamics

The solution, developed for the Microsoft Dynamics platform, allows making settlements with vendors and customers using the Split Payment method.

## Customer Stories

### Taking a Centuries-Old Postal Giant Towards the Cloud

**Poczta Polska** (The Polish Post) is one of Poland's largest employers, with approximately 83,000 employees and 7,500 postal offices, subsidiaries and agencies.

The company uses an ERP solution based on Dynamics AX and Azure. The implementation is one of the largest in all of Europe. The new solution is used by over 1,000 users.

*Due to the recognition and importance of the customer, the scale of the implementation and the decision to use Microsoft's cloud, this is the most important solution deployment in the recent period in Poland* - said Tomasz Wilecki Sales Director at Microsoft Microsoft Poland.

Within Poczta Polska, the solution has just gone to its second stage, covering new areas and further automation of business processes, such as launching project-related modules, Power BI and CRM.

### A quite unique implementation

**Selena Group** is one of the world's greatest manufacturers of polyurethane foam. The company manages 33 subsidiaries in 16 countries and 17 production facilities in Europe, Asia and South America.

Selena has gone for a comprehensive implementation of almost all modules available in the Microsoft Dynamics solution: Finance and controlling, Production, WMS, TMS, MD, PLM Configurator, Sales, mini CRM in the Sales module, AIF, Purchasing, Logistics, HR.

*Selena is now at a stage of advanced system development, and this year we are planning the first roll outs in the foreign subsidiaries* – emphasises Daniel Olejniczak of Bonair S.A., Microsoft Dynamics implementation partner.

The project was characterised by a scale and complexity of rare proportions in the Polish context. The group implemented the solution in 7 companies with different profiles at the same time.