


# Dynamics 365 Update Support

Microsoft have changed how Dynamics 365 will be updated, which has a big impact on customers. Previously Dynamics 365 customers could delay and schedule updates but now Microsoft are enforcing a continuous delivery schedule so all customers must update to the latest version when it is released. While this poses some initial challenges for companies, overall, it is a positive new mindset and approach to be adopting.

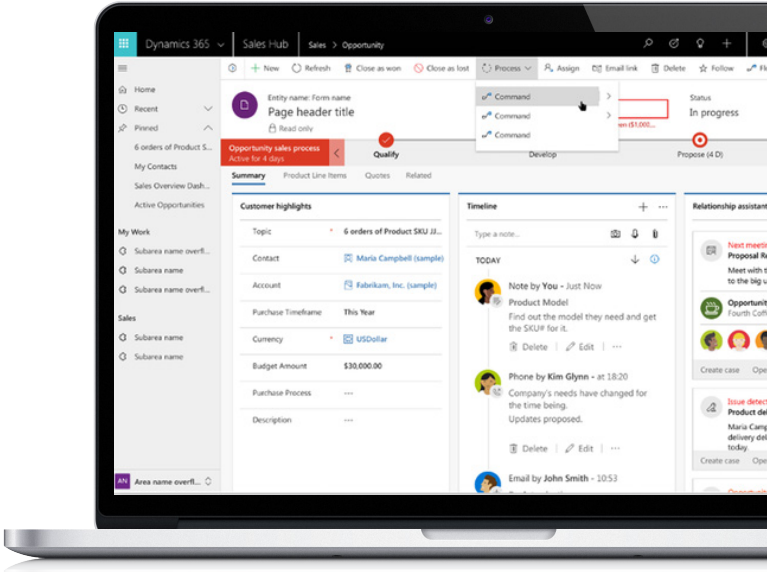
## THE NEW MINDSET

Microsoft now release two major updates every year (April and October). These updates bring new functionality and capabilities to Dynamics 365 while non-obtrusive performance updates continue throughout the year. For the two major updates, any large and potentially disruptive changes to the user experience are turned off by default, however this means that you are likely missing out on the areas with most potential value or that may be later enforced.

Rather than delaying the inevitable, we encourage our clients to set aside time to properly test and apply the major updates and to benefit from the perks that come with using a business application that enjoys regular new improvements and functionality. Where companies would previously set aside large budget for a major system upgrade, this new approach encourages organisations to break down upgrade budget into smaller and more frequent update investments.



The **new Unified Interface** has arrived! While this is turned off by default, it will likely become mandatory in the future, so it's worth considering enabling this as part of your upgrade.



### Honest and agile approach

We believe in an honest and down to earth approach and will work with you to meet your goals.

We believe in avoiding over-complicating CRM and focus on delivering true value.



### Proactive not reactive

We stay ahead of Microsoft's updates so you don't have to. We pride ourselves on staying ahead of the latest innovations and updates - and then pass our knowledge onto our clients to benefit from.



### Microsoft specialists

We solely specialise in Microsoft technologies, having been Microsoft partners since 2004. As Microsoft specialists, we can also help with Azure, Microsoft 365 and SharePoint for a holistic approach.



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## HOW WE CAN HELP

We know that the new, automated update process can be daunting for companies, so we provide Dynamics Update Packages to help you smoothly manage the process. We begin with an upgrade health check and then provide two options so you choose the level that suits you depending on your in-house skillset and requirements.

We begin with a 2-day CRM upgrade health check in order to understand your technical setup and compare it against the next planned Dynamics 365 upgrade (such as deprecated functionality, systems changes and customisation impacts). This then allows us to be able to accurately provide costs and timescales for the update - and it could be that you simply use this report to carry out the work yourselves.



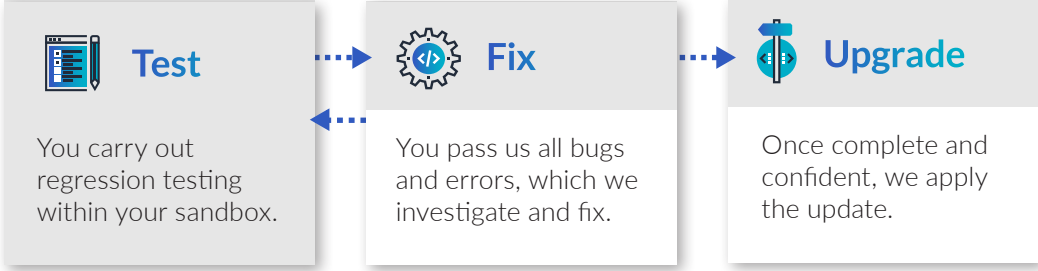
**Upgrade Health Check**  
2-Days | £1,500

Technical audit and report, which outlines:

- Upgrading considerations
- Areas of impact and extent
- Any remedial work
- Pre-upgrade checklist
- Overview of new functionality
- Upgrade costs

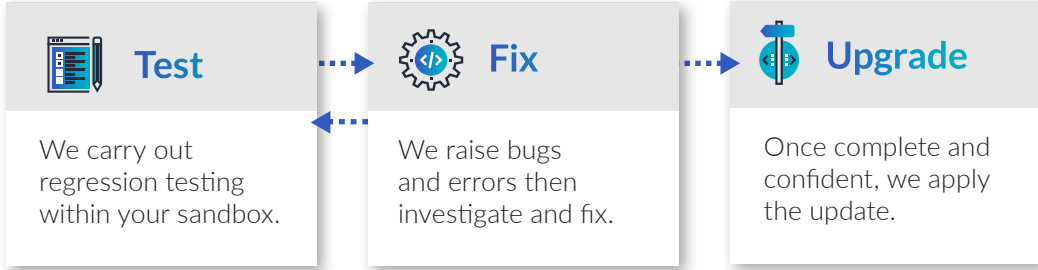
### Option A

Aimed at those with confident CRM users or skilled in-house teams that can carry out the testing but would like remedial development update support.



### Option B

Aimed at those that would like a CRM partner to carry out all the work or do not have the in-house skills or resources for carrying out the testing.



## GET IN TOUCH

To find out more, contact us today on **01275 398 900** or email **hello@chorus.co** to speak to our team.

Or, stay updated by signing up to our newsletter here: <https://www.chorus.co/newsletter>

## ABOUT US

We are Microsoft cloud experts based near Bristol. Founded in 1999, we help organisations adopt and benefit from cutting-edge Microsoft technologies across Azure, Microsoft 365, Dynamics 365 and SharePoint.