

 DXC.technology

DXC Managed Services for Microsoft Dynamics

Introduction and Overview

“new DXC”

DXC Managed Services for Microsoft Dynamics

DXC provides a comprehensive and customizable Microsoft Dynamics application management service. We help customers get the most out of Dynamics with administration, support, maintenance, updates and enhancements. Our qualified, certified and experienced global Dynamics resources help our customers realize user productivity and application value goals to ensure maximum value.



Continuous efficiency improvements

DXC manages the Dynamics 365 environment for a leading producer of industrial fish products with a network of highly distributed offices across northern Europe. This takes pressure off a scattered IT support team, ensuring continuous updates and a high-quality support experience.




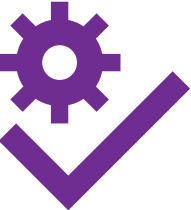





Consistent service

DXC provided a solution for a large retail conglomerate with requirements for a consistent experience across multiple retail chains, combined with a requirement for flexible service levels to meet the needs of each retail brand.

Cost-effectiveness

DXC led a significant digital transformation for a large national charity, allowing for significant process improvements and the retirement of a legacy system. This provided significant modernization and overall cost savings.

DXC’s Microsoft Business Applications at-a-glance

<p>#1 Largest independent Dynamics SI</p> 	<p>1 Team 1 single global team for project implementations</p> 	<p>4,000+ active Dynamics clients</p> 
<p>20 years of Dynamics implementation experience</p> 	<p>~1,800 Dynamics resources worldwide</p> 	<p>2020 Microsoft Partner award for Power Apps & Power Automate</p> 
<p>24x7x365 unlimited support calls follow the sun</p> 	<p>20 consecutive years Microsoft Inner Circle Member</p> 	<p>300+ Microsoft certifications</p> 

Recent Microsoft awards

- 2020/2021 Inner Circle for Microsoft Dynamics (20 consecutive years)
- 2020 Business Applications PowerApps and Power Automate US Partner of the Year
- 2020 Partner of the Year Proactive Customer Service (finalist)
- 2020 Partner of the Year - Retail (finalist)
- 2019 Dynamics 365 for Customer Service Partner of the Year (finalist)
- 2019 Dynamics 365 for Talent Partner of the Year (finalist)
- 2018 Consulting & SI Office 365 Usage Partner of the Year
- 2018 Dynamics Customer Service Partner of the Year
- 2018 Health Partner of the Year (finalist)
- 2018 Dynamics 365 for Field Service Partner of the Year (finalist)
- 2018 Dynamics 365 for Talent Partner of the Year (finalist)
- 2017 Dynamics Service Partner of the Year - Global
- 2017 Dynamics Industry Partner of the Year - Global
- 2017 Dynamics Service Partner of the Year, Canada
- 2017 Data Platform & Analytics Partner of the Year Award, New Zealand
- 2017 Dynamics Service Partner of the Year, United Kingdom



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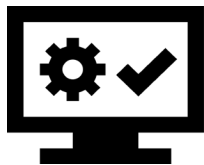
Managed application services

Delivered by a global cross-functional team of industry and application experts, service plans are designed to ensure that ongoing maintenance, updates and enhancements are effortless. A personalized yet programmatic approach which provides industry-leading support with improved customer experience.



Custom managed services

Unique support and business needs can be addressed through a tailored managed services plan. Flexible plans may be crafted to create the ideal level of support and provide the ability to scale in sync with the demands and ever-changing needs of the business.



Support portal

A single point of entry to receive and record incidents and service requests. A personalized, interactive experience that provides full visibility into the support plan, projects and statuses through the DXC Application On-Demand Portal, with one-click access to a customer success manager (CSM).

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Support & maintenance:

Address daily application-related performance and technical challenges to realize user productivity and application value goals.

Service & delivery management

Proactive customer dedicated person that ensure continuous improvement, follow-up on incidents, problems and other engagements.

Release management:

Facilitate the management activities of update planning and release management (e.g.: planning, guidelines, policies & process).

Applications updates:

Customer applications are updated according to the Dynamics 365 lifecycle, including ISV modules, integrations and customer specific customizations.

Backup & recovery management:

Manage customer backup & recovery plans for Dynamics 365. DXC supports the customer and works with Microsoft to recover the environment.

Upgrades & enhancements:

Manage the challenges of continual updates and change management with expert guidance and advice to manage risk and align with the overall business strategy.

Planning & prioritization:

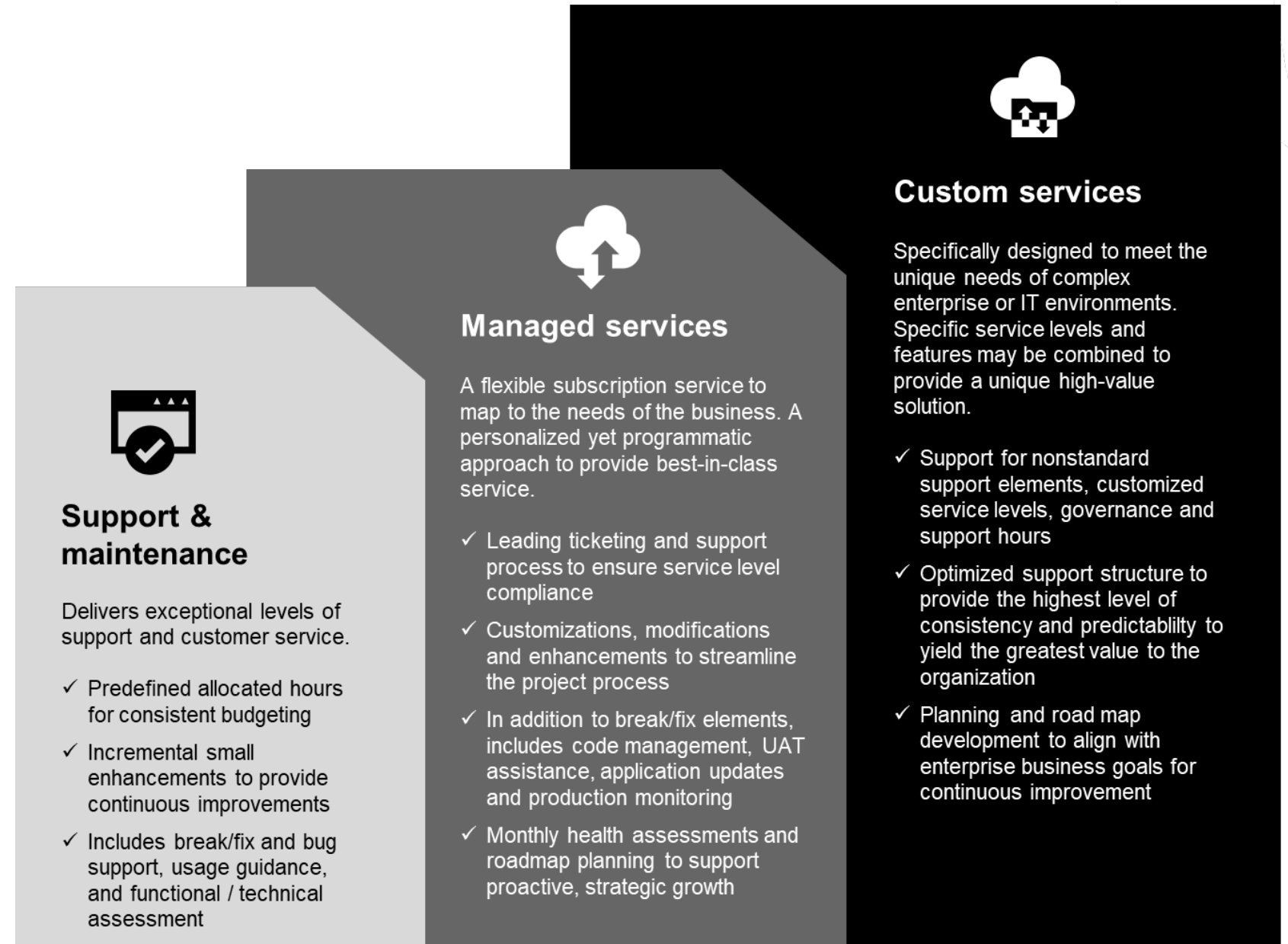
Effortless enhancements and upgrades through streamlined processes to eliminate business impact while providing improvements.

Service options

DXC technology offers a flexible series of solutions to support enterprise Microsoft Dynamics environments. **DXC Managed Services for Microsoft Dynamics** can enhance the capabilities of your support team and significantly reduce the cost and risks related to hiring and retaining skilled resources.

Proactive services ↑

Outcome based →



Continuous operations

Governance and collaboration for daily operations and continuous maintenance

Features

- 24x7 support through an interactive client portal with full visibility into support plans, projects and statuses
- Operational management (system updates, release management, enhancements)
- Global, cross-functional team of Microsoft Dynamics experts
- 24x7 support for major business disruptions
- Support for ISV modules, integrations and customer specific customizations.
- Customizable service level plans and support options
- Flexibility to scale up to another plan to meet growth changes
- Agile-based delivery model to drive efficiency

For customers who need

- A support plan and service levels tailored for the needs of the business
- Access to extensive competencies, industry expertise and specialized skill sets under one cost-effective plan

Benefits

▼ Predictable costs

Provide greater control over operating expenditures with predictable maintenance costs. Controlling IT costs and resource allocations greatly improves IT budgeting transparency.

▼ Expertise and capability

Extend IT capabilities using highly skilled DXC resources and reduce workloads on in-house IT staff, thereby allowing more time to focus on strategic and innovative projects.

▼ Continuous support

Comprehensive support plans map directly to business needs and ensure continuous availability with highly skilled resources -- regardless of geography.

▼ Global scale

Resources and delivery centers across the globe in all major regions provide consistent, skilled support regardless of geography.

▼ Enhanced capabilities

A shift to incremental improvements and enhancements implemented over time in a managed services model eliminates costly large-scale upgrades.

▼ Performance metrics

SLAs define support activities, and the support portal provides visibility into activities, requests and statuses via real-time dashboards and reports.

