

Rapid Discovery Session





Dynamics 365 Supply Chain Management

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Agenda

- Introduction About Folio3
- Folio3's Microsoft Dynamics Expertise
- Customer Success Stories
- Rapid Discovery Session
- Microsoft Dynamics 365 Ecosystem
- Why Microsoft Dynamics 365 Finance & Supply Chain ?
- Methodology
- o Q/A Session







18 +

Years Experience

With large enterprises, SMEs and startups



Clients

From 2-person startups to Fortune 500 companies that love us enough to be our best spokespersons

At a Glance

We are Silicon Valley entrepreneurs, MIT techies, Fortune 500 alums, and user-obsessed designers.

We are big believers in technology's potential.

We are bigger believers in human potential.



2000+

Solutions

Al, Cloud, Web, eCommerce, iOT, and Mobile



800+

Employees

Across USA, UK, Canada, Mexico, Pakistan, Bulgaria, UAE and Australia





Adnan Lawai CEO Silicon Graphics, Clickmarks BS & MS, MIT



Umair Khan Executive Chairman UC Berkeley, Mentors Fund BS & MS, MIT



Shahid Azeem Managing Director UK/EU



Gareth Potter Sales Director UK/EU

Meet Us

Over 800 people across 8 countries



Charles Thevenet US Sales

Estela Gil Mexico Operations



Muhammad Abdullah Canada Operations



Anwar Rizvi UAE Operations

Every company is a digital company.

Every company exists to build and sell solutions, and to scale.

Folio3 helps you build and sell and scale – digitally.





Entrepreneurial Your Tech Co-founder Value Obsessed

Lean Startup Approach

User Centric

User-focused Design

"Must-have" Innovation



Holistic

Strategy, Design, and Implementation in ONE place





1. Digital Innovation

We help innovators **BUILD** world class products and solutions:

- we help entrepreneurs take their idea to MVP and beyond
- we help companies digitally transform their businesses for customers and employees

Expertise

- Mobile and Web Apps Solutions
- AI & Machine Learning
- Data & Analytics
- Cloud Computing
- Dev Ops
- Internet of Things (IoT)



2. Digital Sales & Marketing

We help companies **SELL** their offerings more effectively:

- we help your marketing team reach, excite and understand customers
- we help your sales team win clients

Expertise

- eCommerce Implementations
- CRM Platforms
- Sales & Marketing Analytics
- SEO/SEM
- Content & Email Marketing
- Social Media Marketing



3. Digital Infrastructure

We help companies **SCALE** their business with growth platforms:

- Implementation, integration, and customization of ERP, CRM, Ecommerce, and BI platforms
- Your one stop, cost-effective, highly experienced partner in cloud-based growth infrastructure

Expertise

- Oracle-Netsuite
- MS Dynamics
- PowerBl
- SuiteAnalytics
- Salesforce

- Magento
- BigCommerce
- Shopify
- WooCommerce
- Twilio

Some of Our Clients





Microsoft Dynamics Expertise

Microsoft | Dynamics 365

What We Do

A global Microsoft Gold Partner with over 12 years of experience and a one-stop shop for all your Microsoft Dynamics needs.

Gold Microsoft Partner

Microsoft

Gold Enterprise Resource Planning Silver Data Analytics Silver Application Development

Cloud Solutions Provider







Dynamics Practice Areas

Implementation	Customizations	Integration	eCommerce	Mobility	
Proven method, technical expertise, business knowledge, project management	Within Dynamics, Scripts, Reporting Solutions	On-Platform, Salesforce, Marketplaces, 3PLs, Custom.	Shopify, Magento web stores.	Prebuilt or Custom IOS or Android to Dynamics App.	
Digital & App Innovation					
Modern Work					
Business Applications					
Data & Al					
Infrastructure & Security					

folio3 Solutions and Products Offerings Microsoft Dynamics



Folio3's Microsoft Team



A global Microsoft Gold Partner with over 12 years of experience and a one-stop shop for all your Microsoft needs. Folio3 is a Global Cloud Solution Provider for Microsoft with resources across the world.

With a Team of More than **200+** Microsoft Certified Professionals.

- ✓ 20+ Solution Architects
- ✓ 20+ Technical Architects
- ✓ 30+ Project Managers
- ✓ 40+ Dynamics Technical and Functional Consultants
- ✓ 50+ Quality Assurance Engineers and DevOps
- ✓ 50+ Certified Microsoft Dynamics Developers



Gold

Partner

Microsoft

Cloud Solutions Provider (6) Gold Enterprise Resource Planning Silver Data Analytics Silver Applications Development

Solution by Folio3

Microsoft Dynamics 365 and Postmodern ERP Implementations with Integrations & Mobility

Apps

Leveraging the supremacy of Microsoft PowerApps or Native Apps. Folio3's suite of mobility solution covers, workflow approvals, expense, timesheets and CRM. It supports AX/D365 Security framework and also support for offline data and role based authorization.

Integration

Folio3 has a proprietary integration middleware framework, which lets you connect Dynamics 365 with any platform outside system. It is an easy-to-setup, light-weight & smart EDI framework. Based on a highly scalable and reliable architecture.

Analytics

PowerBI and custom reporting features let you have a real-time monitoring advantage. With deep expertise in Data Warehousing and PowerBI. We have Pre-built, ready to be deployed Reports/ Dashboards suited for different roles.







Folio3 Clients

2 DE

JAGUAR

......

CISCO

SONY

COMPUTER



savills MONTANA Healthy Life TW Power Services ilumel

TKM

Growers

CITADELLE

Green **Frash** Gíant

saveco

Dynamics Clientele





Customer Success Stories



Daraz – A Rocket Internet Company later acquired by Alibaba Group



Daraz is South Asia's largest online marketplace that connects sellers and buyers on one platform, it facilitates the exchange of millions of products between millions of customers and thousands of sellers via its app.

Among early adopters of Dynamics 365 for Finance & Operations in the EMEA region.

Running operations in 5 countries with 1600 employees.



Among early adopters of Dynamics 365 for Finance & Operations in the EMEA region. Folio3 successfully implemented Microsoft Dynamics 365 Finance and Operations for Daraz, which was a multi-country implementation spanned in 5 countries in the South Asian region with Supporting Finance, Sales, Supply Chain and HR teams for their functional and technical support issues.



Digital transformation for a UK based pharmaceutical company for their end-to-end business operations



CBD Capital Capital is CBD а cannabidiol industry.

global CBD supplier distributing internationally-accredited, pharmaceutical-grade, wholesale phytocannabinoid products to leaders in the global

Folio3 provided them with an end-to-end implementation of Microsoft Dynamics 365 Business Central along with Sales, Marketing and Customer Service. To streamline their business activities from a complete production to sales cycle.



Products and services	Organization size	Industry	Location	Company Type
crosoft Dynamics 365 Business Central CRM	Small (50 - 100) employees)	Pharmaceutical	Surrey, UK	Privately Held
Sales				1

Marketing

Mic

Customer Service

Folio3 provided CBD Capital and Naturalis London with the core implementation of Microsoft Dynamics 365 Business Central, Sales, Marketing and Customer Service as part of a complete Digital Transformation for their business operations which includes end-to-end CRM capabilities of Microsoft Dynamics 365 including Sales, Marketing and Customer Service. The whole Microsoft Stack will act as a seamless enterprise-wide application.

Enabled the app users to have a more streamlined and enjoyable experience



Savills (UK)

Savills is a global real estate services provider with a network of more than 35,000 people in over 600 offices across the Americas, Europe, Asia Pacific, Africa and the Middle East.

Savills found itself facing various issues with their Timesheet App for iOS, as it had very limited functionality. While the software was lacking basic attributes that Timesheets need, Savills further needed additional features to handle their nature of work.



Products and services	Organization size	Industry	Country	Company Type
Folio3's Suite of Apps	Large (10,000+) employees	Real Estate	London, UK	Public Company

Savills Timesheet App Upgrade and Improvements by Folio3 Enables App Users to Have a More Streamlined and Enjoyable Experience, Considerably Boosting Productivity. With the increased streamlining and efficiency provided by Folio3, Savills has been able to improve their Timesheet app considerably. Enabled service lines associated with a particular instruction so that they can be downloaded from central Timesheets to the Timesheets app.

The World's First Connected License Plate **REVIVER**[®]

Reviver Auto is hard at work on an innovative connected car platform with the potential to connect millions of vehicles to a new class of fully integrated transportation services. Reviver Auto's mission is to bring new and far-reaching efficiencies, revolutionary marketing & unprecedented connectivity to the auto industry through disruptive technology.

Their patent-pending Platform-as-a-Service mobility solution delivers messaging, telematics, & electronic fee collection functionality to all vehicles on one device. <u>https://www.reviverauto.com</u>

For Reviver Autos, we implemented Microsoft Dynamics 365 Finance & Operations.

Products and services	Organization size	Industry	Location	Company Type
Microsoft Dynamics 365 Finance & Operations Implementation	Medium (200 - 500) employees)	Computer Hardware	Foster City, CA USA	Privately Held

Folio3 successfully completed Microsoft Dynamics 365 Finance & Operations Implementation for Reviver Auto in the following modules; Purchasing & Sales, Order Fulfillment and Financials.



World View[®] - An Aerospace Company



WORLD VIEW

World View[®] is a private American near-space exploration and technology company headquartered in Tucson, Arizona, founded with the goal of increasing access to and the utilization of the stratosphere for scientific, commercial, and economic purposes. https://worldview.space/

Microsoft Dynamics 365 Finance & Operations Implementation for World View:

- **Supply Chain Financials**
- •
- **Inventory Management**
- **Budgeting**

Fixed Assets



Products and services	Organization size	Industry	Location	Company Type
Microsoft Dynamics 365 Finance & Operations Implementation	Medium (Approx. 200) employees	Aviation & Aerospace	Tucson, Arizona,	Private Limited

Folio3 successfully implemented Microsoft Dynamics 365 Finance and Operations for World View, which is a NASA contractor and space vehicle manufacturer. The Microsoft Dynamics 365 Finance & Operations Implementation for World View included modules of Supply Chain, Financials, Budgeting, Fixed Assets and Inventory Management.

Implementation of Folio3's Livestock industry Specific Solution; *"AgriERP"*



Superior Farms, founded in 1964, is North America's top processor and marketer of lamb. The company is the recognized market leader in the retail and food service markets it serves, providing products and services to customers throughout the United States, Canada and more than 10 countries.

Superior Farms were seeking to implement a new ERP system for its core Livestock Management business from Planning to distribution. Folio3 provided them with an end-to-end Livestock Management and ERP solution to consolidate their current systems to a more robust solution to support planned and future business growth.



Products and services	Organization size	Industry	Location	Company Type
Folio3 AgriERP Folio3 Agri Payroll Folio3 Agri HRMS	Large (1001- 5000) employees)	Food Production	Sacramento, California, USA	Privately Held

• Folio3 Agri - Apps

Folio3 will be implementing the AgriERP solution which is powered with Microsoft Dynamics 365 Finance & Supply Chain and also Includes a suite of Folio3's Agri based Web and Mobile Apps with comprehensive HR/Payroll Solution and Power BI based analytics.

A comprehensive solution for improved accessibility and streamline processes



Honda R&D Europe (U.K.) Ltd.

HONDA

One of the largest manufacturer's of automobiles, aircraft, motorcycles and power equipment with global yearly sales in access of \$120 Billion.

Honda wanted a reliable and customized AX Workflow Approval mobile solution that provided approval / rejection capabilities for all workflow types including purchase orders, purchase requisitions and finance.



Products and services	Organization size	Industry	Location	Company Type
Folio3 AX Workflow Approvals App	Large (1001- 5000) employees	Automotive	Swindon, UK	Public Limited

Folio3 delivered a customized AX Workflow Approvals App that was compatible with AX 2012, this allowed existing Honda users to access and manage workflow approval requests from their mobile devices.



Rapid Discovery Session

Are you outgrowing your current system?





Microsoft Dynamics 365 Ecosystem

Microsoft cloud

Intelligent business applications

Productivity and collaboration

Open, flexible, enterprise-grade cloud computing platform



Harness the power of unified and intelligent data

Dynamics 365 + Office 365 + LinkedIn + Partner Solutions



Leverage the power of the Microsoft Dynamics 365










Business Application Solution Ecosystem

Microsoft's Business Applications are built on Azure, using a Common Data Model that unifies data in Dataverse. Power Platform is the low code development platform for Microsoft's Office 365, Teams, Dynamics 365 business applications (CRM & ERP) and integrates with 400+ services.





Why Finance & Supply Chain ?

Modernize Finance and Operations



Customer outcomes







Rapid adoption across the globe





Single source of intelligence

- Drive productivity from assets and resources and align employees toward strategic goals
- Take advantage of deep data and process integration across Dynamics 365, Microsoft 365, LinkedIn, and third-party applications for a centralized source of intelligent information that saves your employees time
- Collaborate across your organization and supply chain to make better and faster decisions





Centralize or distribute financial management with embedded reporting and financial analytics

J Financial reporting

- Allow financial and business professionals to create, maintain, deploy, and view financial statements
- Design reports with more flexibility using out-of-the-box Report Designer
- Manage the generation and distribution of reports using financial report collaboration capabilities
- Use interactive report viewing to change different attributes and filters and find the report data you need

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② Expense Management

- Expense management enables intercompany, financial management, control through per diems and policy controls.
- Clear and simplified user experience enables quick processing of expense claims.
- · Credit card statement import and reconciliation
- Utilizes AI to categorize expense claims, which improves productivity of employee processing claim
- Approval workflows seamlessly integrated
- Power BI dashboards provide both personalized and manager perspectives.





Role-based workspaces

- Enable fast user actions and decisions with over 50 role-based workspaces
- Gain global visibility into the financial health
 of your business
- Optimize workforce productivity





Integration with Microsoft 365

- Create a more productive environment and empower your employees to get work done
- Interact with Microsoft Excel workbooks and data services using the Excel Data Connector
- Using the Workbook Designer page, design editable custom export workbooks that contain an entity and a set of fields
- Save record attachments in Microsoft Azure Blob storage and SharePoint Online through document management support

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Proactive credit management

- Get enterprise-grade credit management capabilities to proactively suggest credit control activities
- Manage credit risks while ensuring that customers have the flexibility to take advantage of promotions and make the purchases they need.
- Supported functionalities such as:
 - Management of risk scores
 - System-suggested credit limits
 - Configurable blocking rules
 - Automation of credit cases and more





Revenue recognition

- Manage revenue pricing, schedule, sale order reallocations, reporting, and more
- Enable users to enter prices recognized as different from what the customer is charged
- Use revenue schedules to determine the number of months for the revenue deferral
- Reallocate multiple sales orders
- View the status of schedule records created for deferred revenue
- Comply with IFRS 15 and ASC 606.







- Manage your financial resources using account charts, workflows, source documents and journals, configurable calculation of available funds, budget cycles, and thresholds
- Configure unlimited monetary and quantitative scenarios and define

a budgeting organizational hierarchy to support top-down and bottom-up budgeting methods

- Convert the budget plan to a budget register entry while providing tools for maintaining the budget and keeping amounts traceable through budget codes
- Get started setting up budget planning on the budget planning configuration page
- Compare budgets to actuals and identify trends using rolling forecasts, which are supported through budget plan documents as initial planning activities

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Project accounting

- Build accurate project estimates using embedded cost and bill rates, estimate templates, and WBS tools
- Create industry-focused projects by drawing on features such as contract management, quotations, budgeting, project policies, project parameters, and categories
- Manage and control your projects using project forecasts, which provide an operational perspective, and project budgets, which help you focus more on the financial amounts
- Maintain project cost control by summarizing actual cost, committed cost, and remaining budget to discover total expected cost and compare with the original budget
- Use cash flow monitoring to review both the forecasted cash flows and the actual cash flows for a project







Cash and bank management

- Maintain financial instruments like deposit slips, checks, bills of exchange, and promissory notes
- Reconcile bank statements and print bank data on standard reports
- Analyze upcoming cash flow and currency requirements to estimate the company's future need for cash
- Integrate cash flow forecasting tools with general ledger, accounts payable, accounts receivable, budgeting, and inventory management
- Get a summary view of your bank management, including summary

tiles, bank account information, balance chart, and related information

• Import electronic bank statements and automatically reconcile with bank transactions through advanced bank reconciliation

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US\$I-00000013 US\$I-00000014	000012 US_SI_0000 000013 US_SI_0000	26 CompanyCC 29 Kim Nelson	5/3/2017 5/10/201	5/18/2017 7 5/20/2017	USD	-12.60 -12 -320.00 -32	60 -12.60 1.00 -320.00		Keep all filters		
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Cash overview Cash flow forecast Currency forecast	st Bank balances										
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Keep up with regulatory requirements

E-invoicing

- Generate secure, confidential, authentic, and legally acceptable invoices electronically
- Ensure that international standards are applied to your electronic invoices
- Create electronic invoices for the following documents:
 - Sales order
 - Free text invoice
 - Credit note
 - Return order
 - Project invoice
 - Project sales order

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			001165	US-001	Contoso Retail San Diego	9/4/2019		Free te
	3	Unposted free text invoices	001164	US-007	Desert Wholesales	9/4/2019		Invoice
			001163	US-004	Cave Wholesales	9/4/2019		Recurr
	Sales orders on hold	Open customer invoices	001162	US-001	Contoso Retail San Diego	9/4/2019		My ba
	 Free text invoices assigned to 	ned to Sales orders posting history	001161	US-007	Desert Wholesales	9/4/2019		my us
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			001153	US-001	Contoso Retail San Diego	9/4/2019		
			001152	US-004	Cave Wholesales	9/4/2019		
			001151	US-002	Contoso Retail Los Angeles	9/4/2019		
			See more					
			See more					





- Create and manage payments by using a single legal entity that handles all payments—so the same transaction doesn't have to be entered in multiple legal entities
- Streamline processes for payment proposals, settlements, and editing open and closed transactions

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	New vendor pay run	Payments not settled	COMP-0001	Acme Office Supplies	1/19/2020	↑ Sort A to Z	650
			ENFKJH01	Contoso office supply	7/13/2018	↓ Sort Z to A	419
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	 Vendor pay run - not posted, 		KJH100	Contoso office supply	6/28/2018	is one of Y	349
	0 Vendor pay run - not posted, assigned to me		1809382	Contoso office supply	10/28/2017	USME ~	1,299
	 Electronic payments sent, 		30091	Lande Packaging Supplies	10/11/2017	C † Company name	799
	0 Electronic payments sent, need bank confirmation		11190381	Contoso office supply	9/17/2017	RURT Contoso Retail RUS	1,872
	54		W6871 Property Management 8/26/2017 THMF Cont			SAMF Contoso Entertainment System	9
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	Invoices past Vendors on due hold		20983	Contoso office supply	8/24/2017	USMF Contoso Entertainment System	221
			22091	Lande Packaging Supplies	8/23/2017	USNT Northwind Traders	38
			1801388 E3019	Ade Supply Company	8/22/2017	USP2 Contoso Orange Juice usmt USD	670
			E3019 40	Federal Tax Authority	8/20/2017 8/19/2017	usmt USD usmf USD	34
	All vendors		7810	Property Management Contoso office supply	8/18/2017	usmf USD	76
			7010	contoso ontoe supply	0/10/2011	usini 030	70
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Globalization and taxes configuration

- Take advantage of a customizable and configurable tax engine and rules that determine tax applicability, calculation, posting, and settlement based on legal and business requirements
- Configure features to let partners and customers create extensions and customizations based on their needs, without coding
- Comply with local and regional deployments for government regulations that require data to be stored or serviced differently than other countries/regions
- Offers partner localizations for many locations with availability in 37 countries and 42 languages





E-reporting formats

- Use the electronic reporting (ER) tool to configure formats for electronic documents in accordance with the legal requirements of various countries/regions
- Adopt new regulatory requirements and generate business documents in the required format to electronically exchange information with government bodies, banks, and other parties
- Allow business users to configure reporting formats instead of code







- Adhere to strict privacy and security practices when building features and operating the service
- · Pass internal and external audits
- Respond to requirements including:
 - First-priority, cross-industry certifications (ISO 27001, 27017, 27018, SOC 1 [SSAE 18] Type 2, SOC 2 Type 2, PA-DSS)
 - Health- HIPAA BAA
 - Government-EU-US Privacy Shield, EU Model Clauses, UK Official, Spain ENS, Spain LOPD, FINMA (Swiss, FSI), FERPA, New Zealand Gov CIO Fx, Australian CCSL (IRAP), Singapore MTCS

Global	Government
☑ ISO 27001 ☑ ISO 27017 ☑ ISO 27018	☑ FedRAMP High ☑ FedRAMP Moderate ☑ ITAR
☑ SOC 1 Type 1 ☑ SOC 1 (SSAE 18) Type 2 ☑ SOC 2 Type 2	 DoD DISA SRG level 2 CJIS (State criminal justice) NIST SP 800-171
 ☑ PA-DSS ☑ CSA STAR Self- assessment 	☑ Section 508 VPATs ☑ FIPS 140-2 ☑ CJIS ☑ IRS 1075
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☑ Australia CCSL (IRAP) ☑ China GB GB18030 ☑ China GBT 24589	Industry Image: Comparison of the second secon

Find more information on <u>Compliance</u> in the Microsoft Trust Center



Effectively manage and operate your Dynamics 365 Finance implementation and governance



- Manage Dynamics 365 Finance through
 a cloud-based collaborative workspace using Lifecycle Services
- Obtain up-to-date project information using an intuitive dashboard from a single location
- Use for projects from pre-sales to implementation and operations





Effectively manage and operate your Dynamics 365 Finance implementation and governance



- Create, view, and modify repeatable implementations based on business process libraries and flowchart using the business process modeler (BPM) in Lifecycle Services
- Synchronize BPM library with Microsoft Azure DevOps
- Export to Microsoft Word or Visio to expand communication and documentation of processes





Effectively manage and operate your Dynamics 365 Finance implementation and governance



Dual Writes

• Provides deeper master data relationships, utilizing the Common Data Service (CDS) that provides enhanced data scenarios, on-demand functionality along with streamlining end-to-end business processes

Virtual Entities

 Exposes to the CDS Entities from Finance, with Create, Update and Delete capabilities – empowering deeper functional interaction with the Power Platform such as model driven applications.





Enable effective financial processes with unified data to promote growth and competitiveness

Business intelligence with Microsoft Power BI

- Derive insights from transactional and observational data and then get those insights into the hands of every employee to support decision making
- Create a data culture where every employee can
 make decisions based on facts, not opinions
- Create composites of reports from various other Power BI content together with actuals and budget balances from general ledger





Personalize your finance management requirements

Unify your data and processes across sources using Microsoft Power Platform

- Easily connect and unify your data from popular data sources using prebuilt connectors
- Create custom entities, populate them with business data using Power Query, and build rich applications with PowerApps
- The new dual-write integration service enables a seamless data exchange between Dynamics 365 Finance/Dynamics 365 Supply Chain Mgmt. and CDS, allowing customers to access their data in CDS in real-time





Personalize your finance management requirements

Scalable native mobile apps

- Empower employees to work from virtually anywhere, anytime with the seamless access and unified experience of mobile apps
- Enable your organization to make its business processes—like sales orders, project timesheets, and vendor collaborations—available on mobile devices
- Use the point-and-click workspace designer included with the web client to easily create mobile workspaces
- Enable access to important reports, wherever and whenever you need them.
- Build no-code or low-code apps within PowerApps or using Azure SDK.
- Ensure data consistency across apps, regardless of how users choose to access data.







Functional Architecture

Microsoft | Dynamics 365

Microsoft ecosystem supporting modern finance



Microsoft ecosystem supporting modern supply chain management





Core Capabilities

Microsoft | Dynamics 365











Methodology

Development Process, DevOps and Support

Process Overview

Discovery 9 Solution Design 2.4 weeks

Imperientation

Onsteweetyneetings

UNT. Training Co.Live



From in-depth experience Folio3 has carved out an Optimal Process to ensure ERP repeatable success. Coupled with its experienced and skillful team, ERP Implementations are no more fuzzy but a Success!

Discovery

Identification of problems and pain points currently faced by the existing system. Proposing a solution according to the end requirements to improve efficiency.



Implementation



Implementing the proposed solution with in the proposed timeline with mentioned features and within the budgets.

UAT, Training, Go-Live

User Acceptance Testing, with training sessions for awareness and post implementation support.



DISCOVERY PROCESS

CRP Session

Process demonstration is provided in CRP sessions to take the power users on board.



Support Levels

How do I execute a process of a system?

2

l need something... Something doesn't work..

l want to improve..

0

1

Knowledge Base & Digital Service Desk

Folio3 will setup JIRA Service Desk for the users to report support cases. It comes with a knowledge base which can be populated with FAQs and the responses to other

On call Folio3 Local Support Team 16/7 or 24/7 Users who submit tickets to Service Desk or send through email will be responded by Tier 1 Support team.

> Folio3 Technical Support Team Tier 1 Support team can engage Folio3 Technical resources for complex issues.

*



Folio3 Product/Solutions Team Critical issues related to the solutions are

escalated to Product/Solutions Team.



Gold Microsoft Partner



Service Level Agreement – Details

Folio3 proposes to offer the following terms for its Microsoft D365 Support:

Notes	Minor	Major	Critical	Fatal
Severity	Small degradation. Few or one user affected. Business process can continue.	Limited degradation. Limited number of users or functions affected. Business process can continue.	Significant degradation. Large number of users or critical functions affected. Business process cannot continue.	Complete degradation. All users and critical features of the solution affected. Services completely unavailable.
SLA Conditions				
Response Time	6 hours	4 hours	4 Hours	2 hours
95% must be assigned within	1 day	12 hours	8 hours	3 hours
Workaround	2 weeks	7 days	5 days	3 days

*Support service will be available on a 16 x 7 basis (US Eastern Hours).



Q/A Session

Question and Answers – Discussion Session

Folio3 Advantages



Next steps

- Requirements
- Initial Discovery Phase
- Business Planning & Estimation Letter
- Proposal/S.O.W
- Sign-off
- Project Initiation





Thank You.

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