

Low-Code Application Managed Services:

1 month implementation

Keep your Power Platform and Dynamics 365 solutions secure, performant, and evolving with our subscription-based managed service. We combine a proactive LiveOps team for monitoring and incident resolution with a dedicated DevOps team for continuous improvement. We address:

- Lack of in-house expertise for low-code applications.
- Applications breaking after Microsoft updates.
- Unmanaged backlog of enhancement requests.
- Need for guaranteed SLAs for critical applications.

Services in detail:

- LiveOps - Proactive Operations & Maintenance: Continuous monitoring, incident management, security checks, and managing Microsoft update impacts.
- DevOps - Continuous Improvement & Enhancement: Structured process for managing backlog, allocating development hours based on monthly bandwidth for agile, sprint-based improvements.
- Flexible Support & SLAs: Guaranteed response and resolution times with options for extended hours or 24/7 on-call support for priority 1 incidents.

Deliverables:

- Guaranteed Service Level Agreements (SLAs).
- Proactive Incident Management & Resolution.
- Monthly Health, Performance & Value Reports.
- Managed & Prioritized Enhancement Backlog.



futurice

We are Futurice – an outcome-focused digital transformation company, empowering the world to act.



WITH THE POWER OF

People

...who always strive for improvement because they are the ones who truly care to make a difference.

Technology

...that helps us overcome the challenges of tomorrow and empowers us to create sustainable economies and societies of today.

Creativity

...that helps us to think differently and create something new.

futurice

WE ARE FUTURICE

Nordic roots, global mindset

PEOPLE
800+

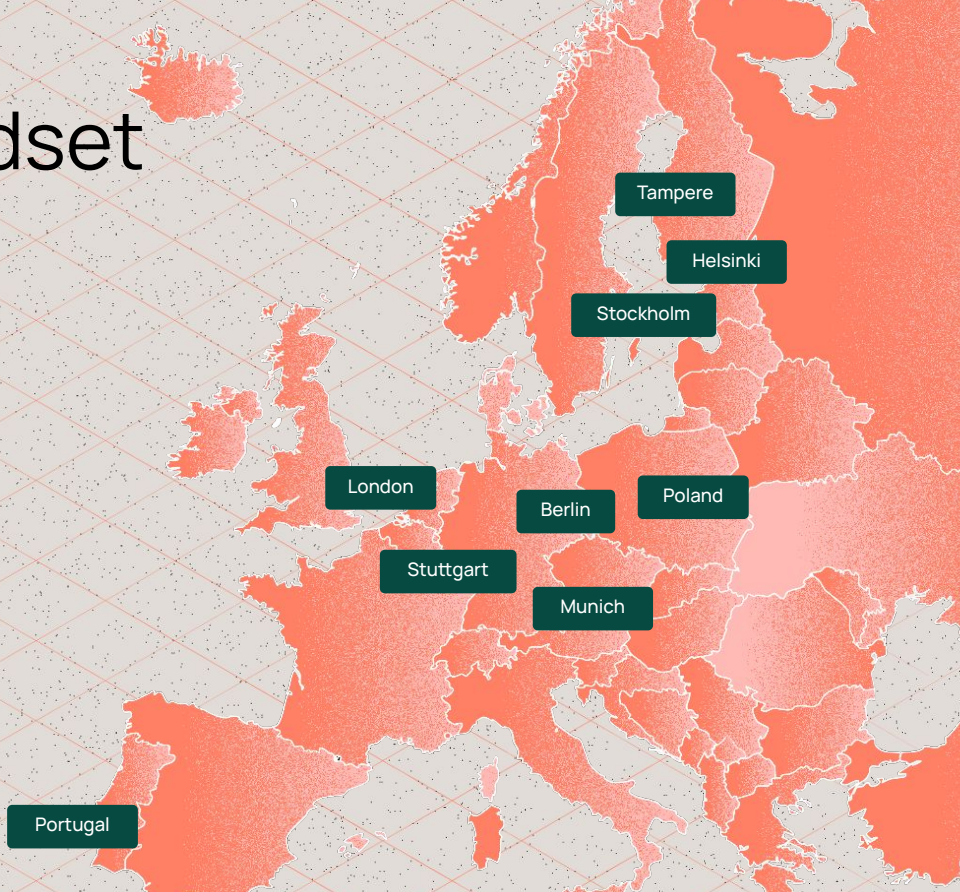
COUNTRIES
6

NATIONALITIES
50

CONS. YEARS OF GROWTH
23

Care. Trust. Transparency.
Continuous improvement.

These are our core values,
and the cornerstones of our
company culture. They
define how we work, provide
continuity in a changing
world, and keep us unique.
The worth of our culture is
determined by what
happens when nobody is
watching.



FAMILY OF COMPANIES



Digital commerce
consultancy

meltlake°

A Microsoft specialist
consultancy

THRIV

Hand-picked developers
with passion and expertise

RECORDLY

Future-proof, robust, and
secure data solutions



Senior Lead developers, architects
and product managers



Interim and fractional executive
services

QLARIFY

Quality engineering,
coaching, and leadership.

WE ARE

Innovators, builders and change agents

In times of profound changes across markets and business environments, organizations find themselves in fundamental transformations. It has become crucial for them to learn how to operate in this increasingly uncertain world that could look different by tomorrow.

As experts in digital transformation, we focus on digital impact that enables sustainable growth and builds systemic resilience. We strive to shape the next generation of customer experiences, business models and operating models for our clients, and deliver measurable outcomes that positively affect their businesses, industries, and society at large.

OUR GLOBAL OFFERINGS

Strategy and Renewal

Providing people-centric strategic consulting with data & AI and empowering you to boost impact, improve productivity, engage employees, and satisfy customers.

Digital Solutions

Transforming customer engagement, elevating operational efficiency, and developing data-driven digital solutions that align with your business needs.

Managed Services

Taking care of the applications, platforms and managed services in your digital portfolio to ensure they help you create a lasting business impact.

futorice.com/services→

futorice

Some of our clients

KESKO

fortum



sanoma

voi.

e-on

 **BOSCH**

SAS



Lufthansa



Terveystalo

HUS^{*}

VR

VATTENFALL 

**SUP
ERC
ELL**

 **zalando**

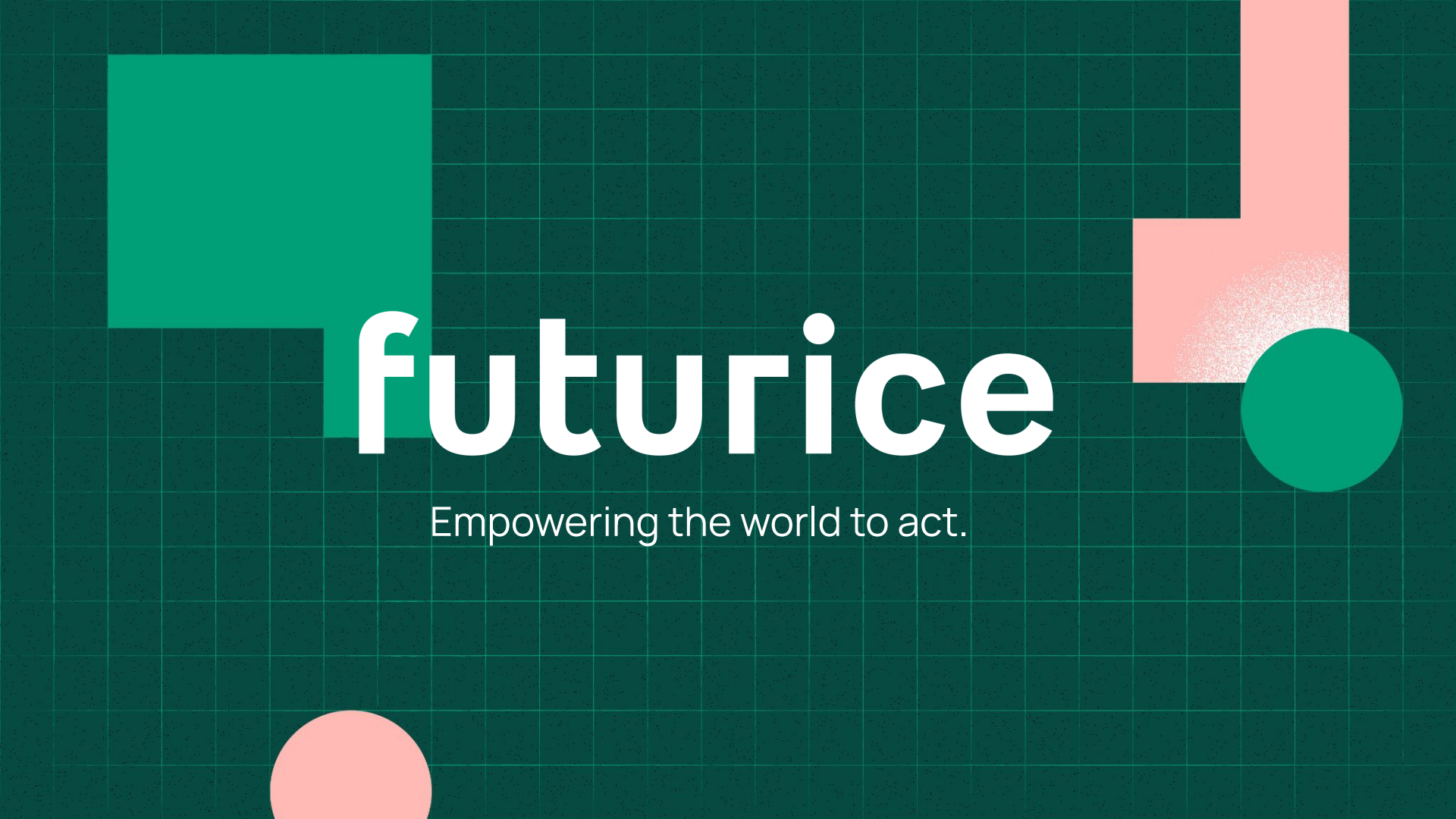
Helsinki



storaenso

futuraice.com/case-studies →

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Empowering the world to act.