

CO-MANAGED SERVICE PLANS

Manage your CRM to its full potential with Imperium's Co-Managed Services

At Imperium Dynamics, we understand the challenges businesses face in managing their CRM systems efficiently. While having an in-house CRM administrator is essential for day-to-day operations, we recognize that some complex issues and enhancements go beyond their scope. That's where our co-managed support plan comes in.



Standard	Premium	Enterprise
\$4,500* /month	\$8,500* /month	\$25000* /month
Features	Features	Features
20 hours of support ** ✓	60 hours of support ** ✓	200 hours of support ** ✓
20 hours development credit *** ✓	60 hours development credit *** ✓	200 hours development credit *** ✓
24-hour response time ✓	10-hour response time ✓	1-hour response time ✓
Unlimited Tickets ✓	Unlimited Tickets ✓	Unlimited Tickets ✓

Our Co-Managed Service Features

Governance	Continuous Improvement
<ul style="list-style-type: none"> Dedicated project managers, governance, coaching and mentoring Bi-weekly health checks Environment management Dynamics 365 license management Storage capacity constraint management Backup & disaster recovery Microsoft Wave release support 	<ul style="list-style-type: none"> 24/7 priority support Training and setup of help panes and guided tasks CRM adoption support with Clarity monitoring setup System enhancement through configurations, customizations, and integrations Data migration and management Bi-weekly enhancement planning

Why Go For Co-Managed Services

Technical Expertise

We specialize in tackling technically complex bugs, maintaining and optimizing CRM systems with performance enhancements, and implementing wave release updates. Our team is comprised of experienced Technical and Functional Solutions Architects who can address challenges that your in-house administrators may encounter, providing additional resources and expertise.

Governance and Continuous Improvement

Our support services are geared towards governance and driving continuous enhancements. With Development and Support Credits/hours, you can utilize our expertise for change requests, system administration, health checks, and environment management.

Cost-Effective Alternative

Hiring a full-time technical and solution architect may not be feasible for periodic work. Our Co-Managed Support provides expert assistance without the overhead costs of hiring additional staff.

CRM Adoption Support

We understand the importance of CRM adoption for your business success. Our support plan includes a Clarity monitoring setup to ensure smooth adoption and utilization of your CRM system.

Our Customers Using Co-Managed Services



* Discounted price if billed annually
 ** Support contains products bugs, platform issues, addressing critical downtime and investigation of customer issues
 *** Development hours contain new feature requests, new reports and enhancements to the system