# K•MICRO

**HEALTH CHECK**

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**TAKE THE FIRST STEP TOWARDS A MORE EFFICIENT, EFFECTIVE, AND USER-FRIENDLY ENVIRONMENT**

## Our Approach

AI Tools with Seasoned Experts

## The Process

Designed to be thorough yet efficient, typically completed within 3-4 weeks

## Why Choose KMicro

Our recommendations are practical, prioritized, and tailored to you.

# OVERVIEW

## WHAT YOU NEED TO KNOW

In today's fast-paced business environment, organizations rely heavily on their Microsoft Dynamics 365 CE (Customer Engagement) platforms to drive sales, improve customer service, and optimize field operations. However, as these systems grow and evolve, they can become complex, potentially leading to performance issues, user adoption challenges, and unrealized potential.

The KMicro Health Check is designed to address these challenges head-on. By combining cutting-edge AI analysis, custom tooling, and expert-led interactive sessions, we provide a comprehensive evaluation of your environment. Our goal is to help you improve performance, align with best practices, and maximize your return on investment.

# OUR APPROACH

## GO BEYOND SURFACE-LEVEL DIAGNOSTICS

Our multi-faceted approach is built on three core pillars:

**Advanced Technology:** We leverage custom-built tools and state-of-the-art AI to analyze your system at a granular level, uncovering insights that traditional methods might miss.

**Human Expertise:** Our team of certified Microsoft Dynamics 365 experts brings years of experience, providing a nuanced understanding of your environment.
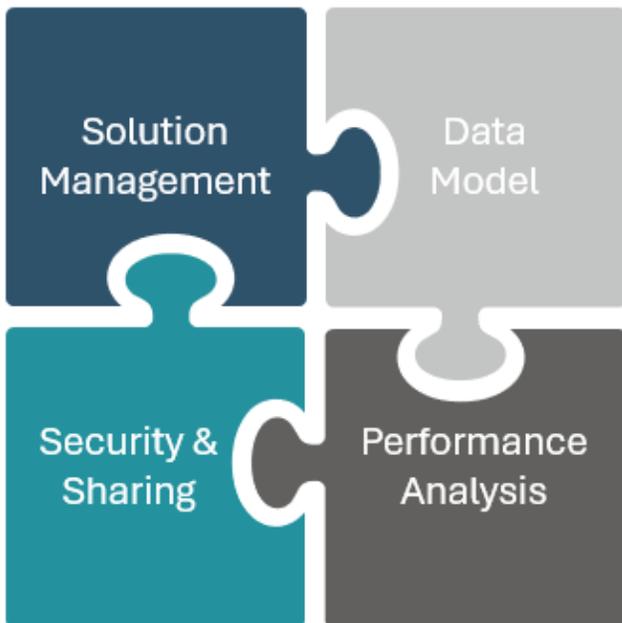
**Interactive Discovery:** We engage directly with your team through reverse demos and technical deep dives, ensuring we understand your unique use cases, pain points, and goals.

# KEY COMPONENTS

## COMPREHENSIVE ANALYSIS

- Solution Management
- Data Model Evaluation
- Performance Analysis
- Custom Code Review
- User Adoption and Feedback
- Security and Compliance
- Integration Assessment
- Third-Party Solution Review

# THE HEALTH CHECK PROCESS

## DESIGNED TO BE THOROUGH YET EFFICIENT, TYPICALLY COMPLETED WITHIN 3-4 WEEKS

**Preparation and Kickoff**
- o Set up access and tools
- o Provide pre-assessment questionnaire
- o Conduct kickoff meeting with stakeholders

**Discovery Sessions**
- o Three reverse demos (observing client's system use)
- o Technical deep dive

**Automated Analysis**
- o Run custom tools for detailed system analysis
- o AI-powered code and plugin evaluation
- o AI-powered data analysis (optional)

**Targeted Performance Evaluation**
- o Analyze Azure performance reports
- o Correlate user feedback with metrics

**Analysis and Recommendations**
- o Evaluate areas not covered by automation
- o Compile findings & develop actionable recommendations

**Reporting and Presentation**
- o Create executive summary and detailed report
- o Deliver findings to stakeholders

*"The KMicro Health Check revealed performance issues in our Microsoft Dynamics 365 environment we weren't aware of. Their recommendations led to a 300% improvement in processing time which led to a palpable benefit to user satisfaction. I wish we had met KMicro sooner!"*

**Amy Ponton**
Director of Customer Engagement

## DELIVERABLES & OUTCOMES

**Comprehensive Report**: A detailed document outlining our findings, including:

- o System performance metrics
- o Data model analysis
- o Custom code evaluation
- o User adoption insights

**Executive Summary**: A high-level overview of key findings and recommendations, perfect for sharing with leadership teams.

**Prioritized Recommendations**: A list of actionable suggestions prioritized based on potential impact and implementation effort.

**Presentation of Findings**: An interactive session where we walk through our findings and answer any questions.

# WHY CHOOSE KMICRO

- **Expertise**: Our team consists of certified professionals with years of experience.

- **Cutting-Edge Technology**: Our proprietary tools and AI-powered analysis set us apart.

- **Holistic Approach**: We consider both technical aspects and user experiences to provide a complete picture.

- **Actionable Insights**: Our recommendations are practical, prioritized, and tailored to your specific needs.

- **Proven Track Record**: We have a long history of successful engagements and happy customers.

## GET STARTED TODAY!

Don't let hidden issues hold back your investment. Contact KMicro today to schedule your comprehensive Microsoft Dynamics 365 Health Check and take the first step towards a more efficient, effective, and user-friendly platform.