

# Power BI Support entails different focus areas

Depending on the desired support setup, we will design a setup, where you feel comfortable and secure



## BUSINESS LIFE-CYCLE MANAGEMENT

- Monitor and React on alarms
- Dashboards
- Processes execution
- Admin task API
- Capacity configuration
- Standard onboarding and user guidance



## CONTINUOUS IMPROVEMENT

- Alter processes
- Admin setting configuration
- Update apps and flow
- Add new features
- Capacity purchase/ upgrade
- Sandbox enablement
- Gateway subscription and resource group setup



## SUPPORT ON DEMAND

- Admin support
- User support (Teams/ITSM)
- Community support (e.g., Yammer)
- Guidelines on Customer Comm. platform (e.g., SharePoint)
- Cloud and on-prem data connections
- Specialized deployment (e.g., Power BI Embedded or Custom Connector)



## RELEASE INTELLIGENCE

- Roadmap and releases
- Monthly Power BI updates
- Generic recommendations
- Customer specific recommendations
- Inspirational webinars to continuous enable end users on 'What's new in Power BI' aimed directly at your organization