

Microsoft Dynamics Improvement Program

Enabling your enterprise to get the best ROI out of your Dynamics investment while avoiding surprises with routine health checks on your environment and solutions.

Qusitive's Microsoft Dynamics Program gives you access to a team of Dynamics and Business Apps experts, expanding your IT team. Through monitoring services, our team makes sure that your line of business solutions continues to drive value in your organization. Our experts will monitor your API utilization, resources, workflows, storage allocations, usage, and license allocations to ensure your organization is right sizing their Dynamics footprint to your needs.

Dynamics and Business Apps experts will continuously provide strategic recommendations on optimizing your Dynamics environment as your business needs and goals change. Your **Microsoft Dynamics Solution Coach** will proactively develop roadmaps to optimize your environment, whether your needs are in health, security, or the use of the Power Platform for increased productivity. You will also have access to our **Flex Services**, a group of technology experts who will implement the roadmap recommendations and assist you with the day-to-day IT and operation challenges – allowing you to focus on the business and not the technology. Qusitive's experts proactively identify and solve issues, rather than react to issues as they occur.

WHAT YOU GET: Monthly Coaching Findings and Recommendations

PROGRAM COMPONENTS

Health & Governance

Monitors your Power Platform environment's health and governance. Includes:

- Platform health checks, including tenant and environment
- Application health checks
- Workload health checks
- Licensing optimization
- Governance support

Strategic Improvement & Maker Support

Provides strategic recommendations and unlocks the potential of your citizen makers and developers. Includes:

- Microsoft updates alignment review
- Strategic roadmap enablement and prioritization
- Platform improvement sessions
- Citizen Maker and Developer support

Support & Development Services via Flex Hours

Implements recommendations and maintains a secure platform. The number of flex hours depends on the plan selected. Includes:

- All-access pass to Power Platform architects
- Support via telephone and email
- 24/7 critical support
- Flexible pro developer capacity
- Rollover 50% of unused pro development support

LENGTH: 3-month trial to implement recommendations from your initial assessment or 1 year (or longer) subscription

Microsoft Dynamics Improvement Program supports:

- Business Applications: Canvas Driven Power Apps
- Business Applications: Model Driven Power Apps
- Business Applications: Power Portals
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Service
- Dynamics 365 Customer Voice
- Dynamics 365 Field Services
- Dynamics 365 Marketing
- Dynamics 365 Microsoft Relationship Sales
- Dynamics 365 Remote Assist
- Dynamics 365 Sales
- Dynamics 365 Virtual Agent for Customer Service
- Other Dataverse & Power App Solutions
- Power Automate
- Power Flows