

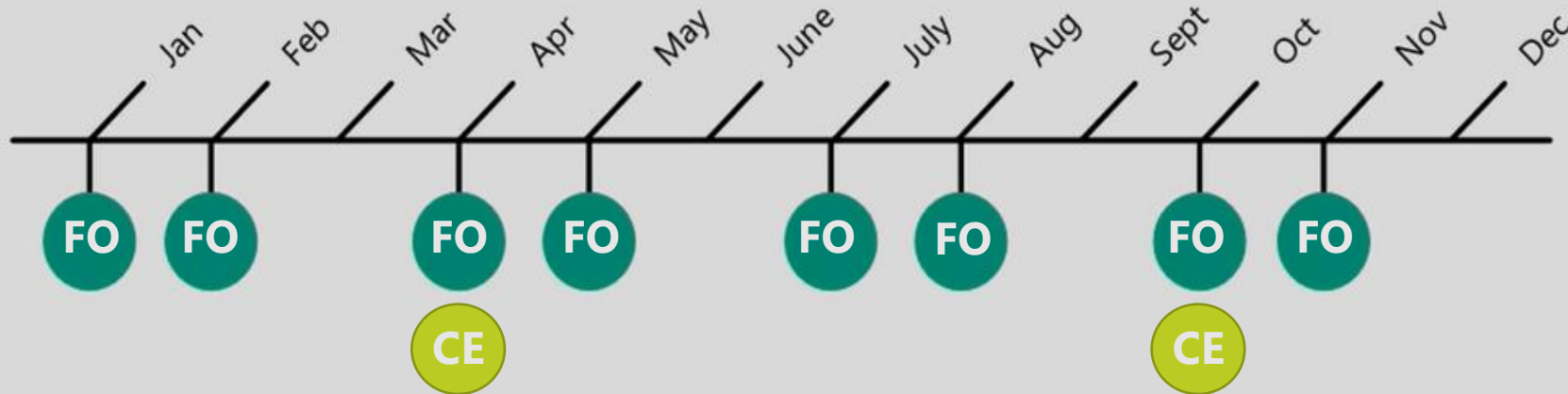
SCALES & Evergreen – One Version Agreement

Continuous Updates Dynamics for D365 – the Update Process



The year according to MS

8 updates delivered per year



Points to remember

- Customers have the option to pause up to 3 continuous updates.
- Microsoft services the current version (n) and the previous version (n-1).

Continuous Updates

As a customer you must:

- Schedule updates
- Identify which solution components should be tested as part of the update
- Define critical business processes to be included in Regression Suite Automation Tool (RSAT) (Test automation)
- Coordinate and handle Updates of all used for Development, Test and Builds
- Coordinate and execute internal test on the Preproduction environment (Tier 2 standard acceptance environments)

This means that you as a customer must dedicate both IT and business resources to ensure that your D365FO solution stays current and evergreen.

One Version Agreement?

With a *One version agreement*, SCALES offers a service to ensure that updates are done in a proactive and controlled manner, and thereby being able to plan and quality assure the updates, before they are installed in the production and pre-production environments by Microsoft.

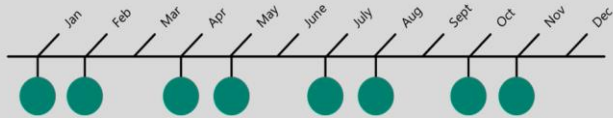
The SCALES service can offer:

- Ensured availability from SCALES to match the schedule from Microsoft
- Assistance in planning the test and installation on all environments
- General guidance on which solution components should be tested and verified for update
- Technical expertise and assistance in updating environments
- On-site/off-site assistance and support in testing (add-on service)



The OVA experience (Premium)

8 updates delivered per year



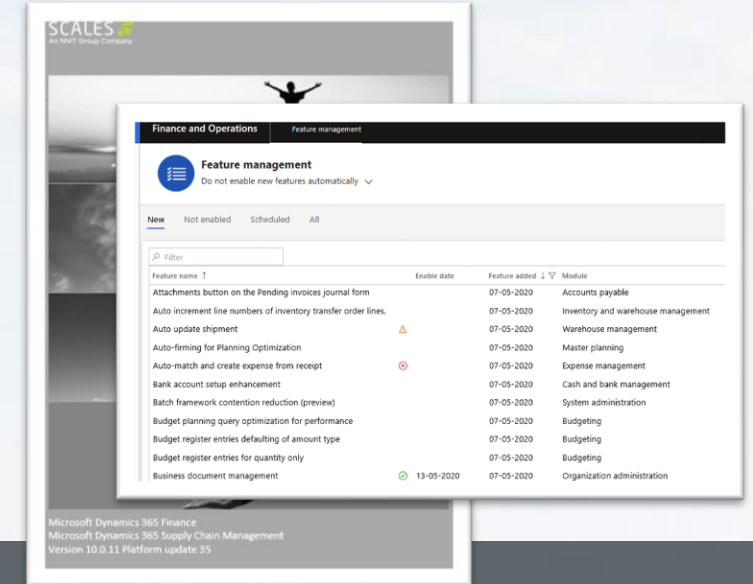
Initial Service Setup

- Document Environments
- Document Batch Jobs etc
- Document Integration and dependencies
- Document ISV Solutions
- Identify Customer Test Users
- Specify Service Window frequency and Patch weekends

Dynamics 365 – PROD SCALES GROUP ApS

Implementation of Continuous Updates

- Request and get latest version of ISV modules
- LCS Administration (Service request, incidents, deployments)
- Data Refresh from Prod to UAT and conversion to Tier1 (per update)
- Deploy Update to first Tier1 (one Dev box) - Self Update (per update)
- Deploy ISV Updates
- Maintain additional infrastructure and servers (per update)
- Create Deployable package to Standard Acceptance Test environment



Start-up of the OVA

- Establish required documentation and governance
 - Document solution components
 - Align Collaboration (customer and SCALES)
- Plan the year
 - Agree on yearly cycle for updates
 - Align cycle with business process owners

Implement Updates FO, CE and ISVs

- Coordinate update activities
 - Service Delivery Manager manages the update
 - Customer is responsible for testing
- Update Environments
 - FO & CE Environments are updated
 - ISV are handled as part of the update
 - LCS is
- Deploy & Go-live
 - Ensure sign-off and go-live in a controlled manner

Newsletter & Continuous Planning

- Information about New Features
 - SCALES Newsletter for each Release
- Continuous Planning
 - Updates to documentation
 - Updates to yearly cycle

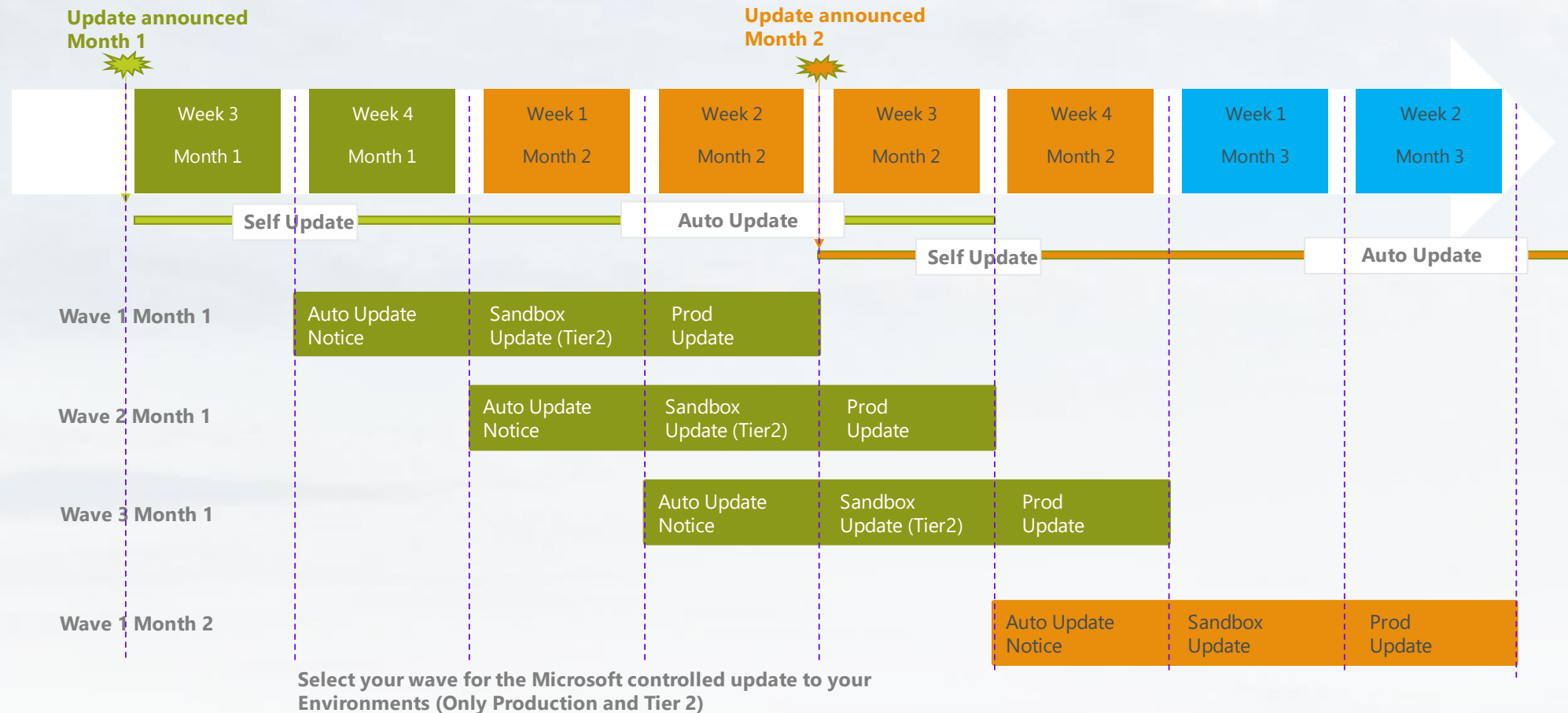


Benefits for you as a customer

- Access to knowledge from SCALES collected from across multiple live D365FO customers and from Microsoft
- Minimize the risk of down-time for your Production environment during updates, by following a structured method and process
- Safety in knowing that you can apply updates without causing problems for your daily business processes and operations



Monthly cycle for FO Updates – 3 Waves – choose one



Service Level Agreement from SCALES

For handling incidents and issues SCALES offers a Service Level Agreement (SLA) for your D365 Solution. The SLA ensures:

- Guaranteed availability from SCALES resources in all business hours*
- Guaranteed response time to incidents according to service level
- Penalties to SCALES for missing response times
- Support for Standard D365 standard components
- Support for Customized elements done by SCALES
- Support for ISV defined in scope of the SLA
- Support for Integration elements in scope of the SLA

* Standard working days: 8:30 - 16:30 (Danish time)



Service Level Agreement – Severity

Severity	Situation	Response times
A	Critical business impact: Business critical situation, where the solution is not accessible, or vital parts of business processes cannot be used.	Initial response and commencement of remediation: Max 4 SLAWO
B	Moderate business impact: Business critical parts of the solution cannot be used, but work can reasonably continue in an impaired manner.	Initial response and commencement of remediation: Max 8 SLAWO
C	Minor business impact: Business processes are functioning with minor or no impediments of services.	Initial response and commencement of remediation: Max 32 SLAWO

SLA working hours (“SLAWO”) is defined as the hours within the window of a working day.



Example Support Organization for Customer & SCALES

