

# SUPPORT SERVICES FOR DYNAMICS 365

## Onboarding Processes & Information

At TruNorth Dynamics, we ensure a seamless transition to our support services for your Dynamics 365 system through a comprehensive onboarding process. By following this structured onboarding process, TruNorth Dynamics ensures that your transition to our support services is smooth, efficient, and customized to fit your unique business needs!

### Here's what you can expect from your engagement:



#### Screen Sharing Session:

We start with an in-depth screen sharing session to review your current Dynamics 365 system setup. This allows us to understand your existing configuration and identify any immediate areas that may need attention. We will ask questions about your setups, configurations, and processes to prepare our internal support team for upcoming support cases or projects by educating them on your individual needs.



#### Assessment of Integrations and Customizations:

Our team of experts will analyze third-party integrations and customizations within your Dynamics 365 environment. This assessment helps us understand your unique system landscape and ensures that we can provide support that respects and enhances your current setup.



#### Requirements Gathering:

We engage directly with your team to discuss your expectations and specific support requirements. This dialogue is crucial as it allows us to tailor our support services to meet your business needs effectively. We aim to understand your priorities and how you envision our support integrating with your operational workflows.