Dynamics 365 Business Central
# Release Wave Maintenance Plan

Sign up for this Dynamics 365 BC Release Wave Maintenance Plan and our Turnkey team will pro-actively manage Microsoft's semi-annual release updates for your environment for 12 hours.

## Deliverables

- Establish a baseline of the deployed extensions at the start of the contract along with all packages.  We would not audit processes, but we would ask to see deployment plans for any extensions that are not "PTE" (Per Tenant Extension), which means they did not come from AppSource.  We then on a monthly basis ensure that nothing has changed so that the environment is consistent.
- When Microsoft performs platform updates, any PTE extensions in the Sandbox environments are removed, so the contract would cover us "restoring" missing extensions, of which we would have a catalog from Step 1.
- Any platform updates that break PTE extensions would be managed by Turnkey in the unlikely event that we need to spend time addressing/fixing extension code. The BC managed services would be a priority so we would therefore need to obtain and publish the Microsoft update schedule (generally April and October).

## Additional Details

- Turnkey team member will be listed as Notification Recipient in your Business Central Admin Center.
- Turnkey team member will manage the schedule for all updates to client's production to ensure no business interruption.
- Turnkey team will pre-screen any updates on the Client Sandbox instance to ensure no conflicts with configuration, custom code, and industry/ISV solutions installed.
- Any found issues with updates will be identified, remediated, tested & confirmed by client prior to releasing any updates into the Production Business Central Instance.
- Turnkey will provide communication and updates to clients regarding process timing and highlighting new features gained.

## Why Turnkey Technologies?

Turnkey Technologies is a Tier 1 Microsoft Partner focused solely on turning your most ambitious business goals into reality through Microsoft business solutions.

As on-premise ERP solutions have evolved into flexible, cloud-based platforms, Turnkey has helped hundreds of companies stay ahead of these industry-driving trends. Let us help champion positive change in your organization and give your Microsoft Dynamics solution a lasting impact.

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