

U S  
T .

# Microsoft Dynamics 365 Fixed Hour Support Package

Finance and Supply Chain  
Management

2025



# Our approach

Here's a structured approach for gaining a comprehensive understanding of your business and proposing effective solutions

## Analysis

---

**Understand business structure:** Create a map of the organization's hierarchy, key departments, and functions. Operations review entails documenting workflows, processes, and standard operating procedures.

## Existing solution evaluation

---

System audits involve evaluating existing systems and software, including their capabilities and limitations.

**Gap analysis:** Determine discrepancies between current capabilities and business requirements.

**User feedback:** Collect feedback from employees and stakeholders regarding system performance and pain points.

## Proposed solution

---

**Identify issues:** Highlight any problems or inefficiencies discovered during the evaluation.

**Solution design:** Provide customized solutions, such as system upgrades, process improvements, or new software implementations.

**Cost-benefit analysis:** Determine the potential ROI and cost implications of proposed solutions.

# Scope details – In scope

## Skills in scope are

---

- D365 Finance and Operations
- D365 Finance & Operations, Supply Chain Management
- D365 Finance & Operations Technical
- PowerApps
- Power BI

## Break-fix support

---

- Troubleshooting errors in existing Dynamics 365, PowerApps, and Power BI solutions.
- Resolution of standard system issues affecting performance or functionality.

## User assistance and training

---

- Guidance on system usage and best practices.
- Quick training sessions for minor functionalities.

**U** •  
**S T**

## Configuration and minor enhancements

---

- Basic configuration changes (e.g., modifying views, forms, workflows in Dynamics 365).
- Small enhancements in PowerApps (e.g., adding a field, tweaking formulas).
- Power BI report modifications (e.g., adjusting filters, changing visuals).

## Security and access management

---

- Role-based security updates and user access management.
- Adjustments to permissions in Dynamics 365, PowerApps, and Power BI.

## Performance optimization

---

- Identifying and addressing system performance issues.
- Data cleanup recommendations.

## Integration monitoring and support

---

- Monitoring and troubleshooting existing integrations.
- Fixing minor issues in data flow between Dynamics 365, PowerApps, and Power BI.

# Scope details – Out of scope

## Major custom development and enhancements

---

- Development of new modules, extensive workflows, or custom plugins in Dynamics 365.
- Full application development in PowerApps.
- New complex Power BI dashboards or integration of new data sources.

## Upgrades and migrations

---

- Troubleshooting errors in existing Dynamics 365, PowerApps, and Power BI solutions.
- Resolution of standard system issues affecting performance or functionality.

## New integrations

---

- Setting up new integrations with third-party systems or external APIs.
- Complex data architecture changes. changing visuals).

**U** •  
**S T**

## Extensive user training

---

- In-depth multi-session training programs.
- Comprehensive documentation for new functionalities.

## Licensing and compliance support

---

- Handling licensing procurement or renewals.
- Compliance audits and governance documentation.

## 24/7 support and guarantees

---

- Round-the-clock or immediate response support.
- Guaranteed response beyond agreed working hours.

## Custom components support

---

- ISV support and changes
- Any third-party components in PowerBI & PowerApp

# Scope details – Assumptions

- 8X5 Support
- Shift timing 4:30 AM EDT to 12:30 PM EDT
- On call support for P1 only
- KT will be provided by existing team over period of 4 weeks
- Support hours are consumed based on actual effort, tracked and reported periodically.
- Support hours expire at end of quarter in case they are used unutilized.
- Response and resolution times depend on ticket severity and complexity.
- Issues requiring additional effort beyond allocated hours will need approval before proceeding.
- Customer provides necessary system access and information for issue resolution.
- Major enhancements(<24 hrs.) or out-of-scope items will be handled as separate projects.
- Support is provided from India based location unless otherwise agreed.
- On-boarding team will take 5-7 weeks





# Support hours offered

This table summarizes the support hours available in different packages and their corresponding prices, making it easier to choose the right support level based on your needs.

Support package	Quarterly hours	Price(\$)
Large	500 hours	\$ 26,500
Medium	400 hours	\$22,800
Small	300 hours	\$17,700

- Pricing is exclusive of any taxes
- Payment terms are NET 45

U S  
T .

Thank you