



Define

Develop

Operate

Microsoft Dynamics
Lifecycle Services

November, 2014

Lifecycle Services

Microsoft Dynamics Lifecycle Services (LCS) is a Microsoft Azure-based collaboration portal that helps organizations improve the predictability and quality of their Microsoft Dynamics AX 2012 implementations by simplifying and standardizing the implementation process to realize business value faster. The goal of LCS is to deliver the right information, at the right time, to the right people and to help ensure repeatable, predictable success with each roll out of an implementation, update or upgrade.

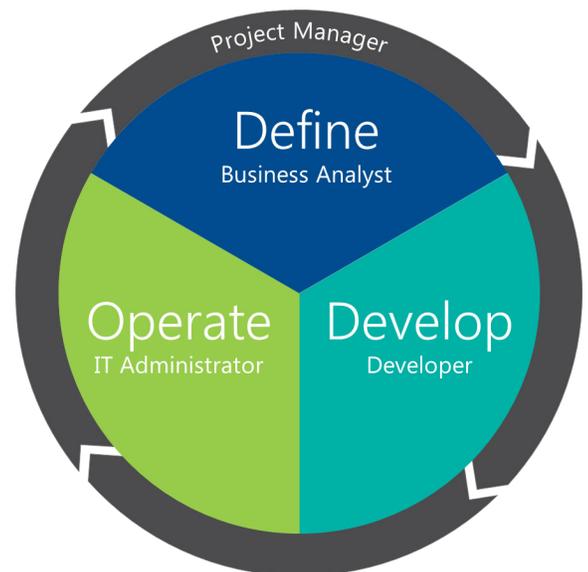


LCS is an Azure-based collaboration portal that provides a unifying, collaborative environment along with a set of regularly updated services that help manage the application lifecycle of your Microsoft Dynamics AX 2012 implementations.

Utilizing a collaborative workspace that can be used by both customers and partners, separately and together, LCS enables closer collaboration, helps speed implementations and reduces time to value.

LCS helps manage the application lifecycle of Microsoft Dynamics AX 2012 and later implementations. There are three phases that encompass the lifecycle – Define, Develop, and Operate. Those three phases are aligned with the four personas that LCS is designed and continuously developed for:

- **Project Managers** – Own and manage projects and invite in the employees and partners they want into each one.
- **Business Analysts** – Integrate their organizations' competitive differentiators through requirements gathering, modeling of processes, and sizing of implementations.
- **Developers** – Build systems utilizing automated tools to deliver high quality customizations, maximize uptime and make upgrades easier.
- **IT Administrators** – Proactively manage and keep their organizations' systems up and running and speed the discovery of answers to, and Days to Solution (DTS) of, issues that might arise.



Join over 11,000 users across 32 countries who are using LCS to identify and define requirements, design and develop more robust systems, proactively monitor implementations, reduce the time it takes to resolve issues, and help increase uptime to help realize greater ROI while reducing TCO.

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LCS is composed of 12 different services that are available to customers on a support plan (BREP or SA) as well as registered partners. These services are aligned with the three phases of application lifecycle management of Dynamics AX 2012 implementations discussed on the previous page and shown below:

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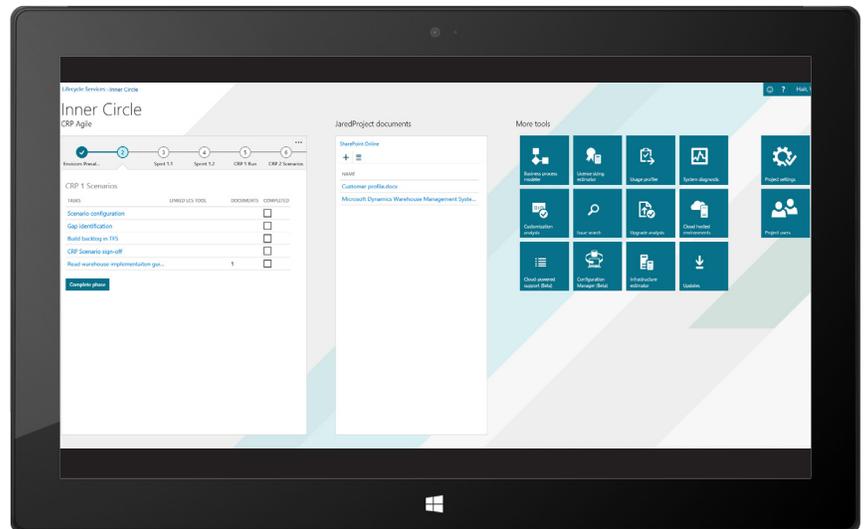
Updates

Define

Methodology Automation

Methodologies in LCS provide a way to help ensure more repeatable, predictable success with your implementation projects. You can use one of the provided methodologies, customize it, or create your own. With a methodology, you can easily track the progress of a project and review it across the project team.

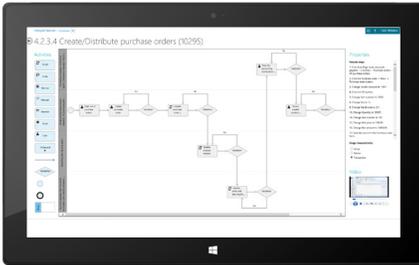
- Use an out of the box methodology. The base methodology, Sure Step Agile, provides a planning phase and multiple sprints to get you started easily and quickly.
- Modify a methodology by adding tasks and associating them with an LCS service to ensure the right tools are being used at the right time during the project.
- Create your own custom methodology. Any project member can create a methodology to meet the unique needs of the project or the organization to leverage your competitive differentiators.
- Share methodologies across your organization to help standardize process and procedures.
- Connect Lifecycle Services tools to tasks to help ensure projects are completed successfully.
- Attach documents and templates for reference, directions and/or quick start guides.
- Built-in integration with SharePoint Online simplifies storing and accessing documents.
- Associate a project with Visual Studio Online Team Foundation Server to help manage the development aspects of a project.
- Track project progress from a variety of focuses from sales to development including definition, planning, change management, coding and implementation.



Business Process Modeler and Task Recorder

Business process modeler helps standardize business processes (currently close to 800 flows are defined) across the organization. Provide dynamic business process documentation of your implementations by using the Business process modeler to create, view, and modify business-process hierarchies and flowcharts.

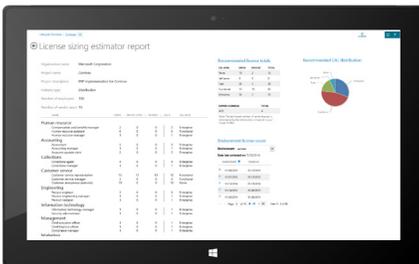
Task Recorder helps you easily capture process flows that can be uploaded to Business process modeler for modification, version tracking, and export to Microsoft Visio. Task recorder generates training and on-boarding documentation that is easily attached to process flows to help speed adoption for new employees or to simplify updates or upgrades for existing employees.



- View and modify existing business-process hierarchies and flowcharts for close to 800 process flows already mapped to Microsoft Dynamics AX 2012 R2 and higher.
- Track and activate previous versions of business processes for process design changes and to help meet regulatory requirements.
- Utilize the cross industry, best practices taxonomy from the American Productivity & Quality center (APQC) to organize and manage your business processes.
- Standardize your business processes across the organization as well as refine them to match your competitive differentiators.
- Perform gap-fit analysis between the business needs and the default processes in Microsoft Dynamics AX 2012.
- Export the output of the gap-fit analysis for use in Microsoft Visual Studio Online or Microsoft Team Foundation Server to help developers track and manage the gap-fit requirement's workloads.
- Generate Microsoft Word documents, Microsoft Visio flowcharts and customized videos quickly and easily to better enable user adoption and on-boarding training.
- View specific meta-data or click through to the specific Microsoft Dynamics AX screen directly from the process symbol in the flowchart.
- Attach a Visio diagram to Process or Activity levels.
- Export Integration of Artifact management, Search and custom metadata, requirements gathering and Team Foundation Server/Visual Studio On-line.*

License Sizing Estimator

License sizing estimator helps you estimate the configuration of the different types of Client Access Licenses (CALs) that an organization could use. This service supports Microsoft Dynamics AX 2012 R2 and later license sizing.



- Determine the estimated, required mix of user licenses based on the roles and activities in your organization to better understand license usage and help lower license acquisition costs.
- Model the effect of duty-level customization of roles on your license requirements.
- Provide the total number of Client Access Licenses (CALs) needed by type and level in simple to read, easy to understand charts and tables.
- Generate actual license usage report for your existing environments to understand your current usage levels and licensing requirements.

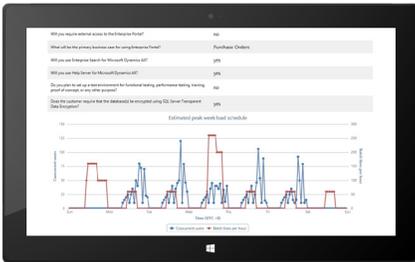
* Coming H2 CY2014 and H1 CY2015

Define

Usage Profiler

Usage profiler helps you estimate the projected or current usage of Microsoft Dynamics AX 2012 implementations.

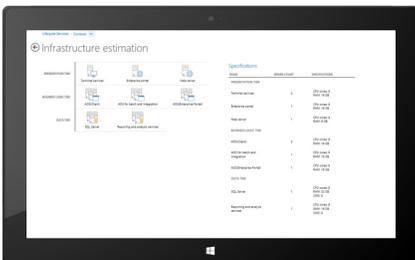
You can use the data from the Usage profiler for a variety of purposes such as adjusting batch job scheduling to reduce system load and impact, reviewing estimated usage by site or for batch processes, or analyzing the impact, by business process, to see what adjustments can be made to help improve system performance.



- Model user and batch loads to gain a better understanding of the current or projected loads of your Microsoft Dynamics AX 2012 implementation.
- Enter data directly, import process data from Business Process Modeler, or use the Microsoft Excel template (with improved data/format checking to catch issues) to properly upload your projected or estimated usage data.
- Generate a detailed summary of usage characteristics including system configuration, transaction volumes, batch job scheduling information, and predicted transaction lines per business process.
- See a graphical representation of your organization's peak load profile.
- Analyze load volumes to reschedule tasks to mitigate peak loads or to accommodate peak loads in your infrastructure estimations which can be reviewed in Infrastructure estimator (see next section).
- Gain visibility into your proposed implementation to help project stakeholders understand the impact of changes to configurations and process processes.

Infrastructure Estimator

Infrastructure estimator allows you to estimate the hardware that can be necessary and useful for your Microsoft Dynamics AX 2012 R2 and later implementations based on the information within Usage profiler.



- Provides automated estimates of hardware needs based on usage profiler data. This base estimate does not replace an in-depth manual sizing estimate, but can provide a starting point for determining required equipment to support your implementation.
- View easy to read, graphical reports that make it easy to see the impact that changes to your usage and peak load profiles can have on estimated infrastructure needs to support your implementations.
- Estimate environments for both on-premises as well as Azure deployments.

Note: This base estimate does not replace an in-depth manual sizing estimate, but can provide a starting point for determining the required resources to support your implementation.

Cloud-Hosted Environments

Cloud-hosted environments helps you simplify the deployment of Microsoft Dynamics AX 2012 R3 environments on Azure by automating the server set-up and deploying the systems and software for different environments.

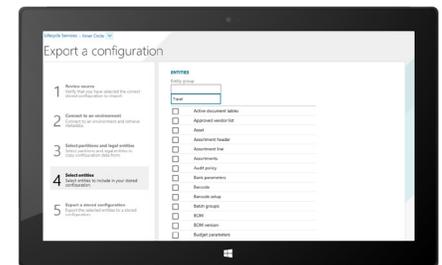
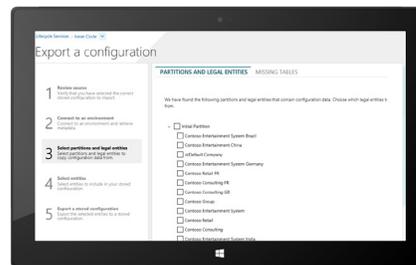


- Simplify and automate the deployment of multiple topologies including demo, development/test, Production* and disaster recovery (D/R)* of Microsoft Dynamics AX 2012 R3 on Azure.
- Select the size, and for dev/test deployments the number, of different types of VMs that will be deployed to an environment.
- Use advanced settings to customize domain and virtual network settings (including setting passwords) for your dev/test environments to deploy to new or existing domains.
- Customize virtual network settings for dev/test deployments to create a new one, or chose to add an environment to an existing virtual network already defined in Azure.
- Deploy environments directly to your own Azure subscription while you maintain control and access to those systems.
- Scale systems up or down as you need them through the Azure Management Portal while only paying for the resources you actually use.
- Turn on/off (spin up/down) Azure virtual machines directly from the Cloud-hosted environments dashboard when needed without the need to engage or involve the help of IT staff or resources.
- Link to Azure VMs via .rdp from within Cloud-hosted environments.

Configuration Manager

Configuration manager provides a way to ensure more repeatable, predictable configurations and helps simplify the movement of data between legal entities and environments. You can select data and configuration in entities from a source company or environment and transfer it to another company or environment. This helps speed up the movement of data between development and test environments as well as repeatable rollouts.

- Use any data accessible via Data import export framework (DIXF) entities.
- Ability to expand data coverage by creating new entities.
- Choose to store data on the cloud or on premise.
- Save sets of entities to be used as templates for multiple deployments.
- Refresh content on demand.

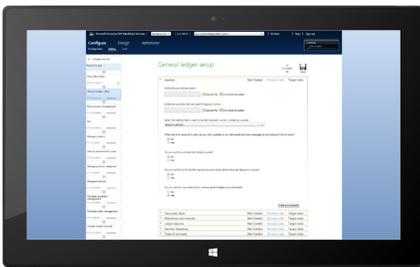


* Planned to be released in Q4 CY2014

RapidStart

Microsoft Dynamics ERP RapidStart Services lets you configure Microsoft Dynamics AX 2012 implementations by using a cloud-based, interview-style questionnaire. The questionnaire uses general terminology about business processes instead of terms that are specific to Microsoft Dynamics AX. Partners, independent software vendors (ISVs), and customers can create, maintain, and reuse configurations that reflect their custom solutions.

- Configure Dynamics AX 2012 implementations with simple language questions instead of complex business terms.
- Scale to suit the business processes that require customization.
- Create additional groups of questions to enlarge the scope, as well as the design, of different configurations.
- Reduce the time and cost of your implementations.
- Include custom extensions in your Dynamics AX 2012 setup.
- Help improve the overall quality of your implementations by giving your organization's business experts control over the design of the setup.

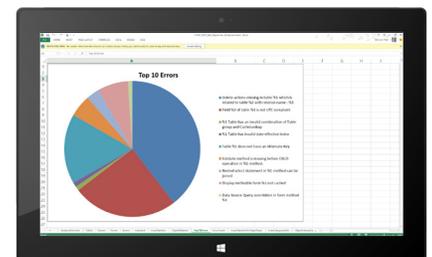


Customization Analysis

Customization analysis offers Microsoft Dynamics AX 2012 customers and you an automated tool that validates the customer's model files against Microsoft Dynamics AX best-practice rules.

It generates reports that list all identified issues as well as a developer report that can be loaded into the Microsoft Dynamics AX 2012 development environment.

- Use a continuously updated, cloud-based rules engine to analyze code and identify potential best practice, performance and upgradeability issues.
- Validate model files against Dynamics AX best-practice rules for tables, classes, forms, and enums.
- Generate actionable reports in Microsoft Excel and HTML that can be imported into MorphX IDE as actionable to-dos for developers to speed customization development.



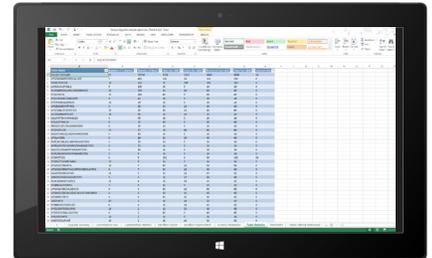
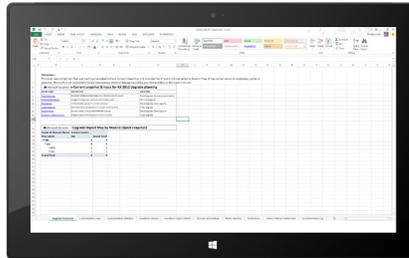
Upgrade Analysis

Upgrade analysis helps organizations plan their upgrade to Microsoft Dynamics AX 2012 R3 from previous releases.

Microsoft Dynamics AX 4.0 or Microsoft Dynamics AX 2009, or a minor version or in-place upgrades from one version of AX 2012 to another.

Analyzing data about your current environment helps to prepare the data and estimate the scale of the upgrade project.

- Analyze your current implementation to help estimate the scale of upgrading from a previous version of Microsoft Dynamics AX 4.0 or Microsoft Dynamics AX 2009, or a minor version, or in-place upgrade, from one version of AX 2012 to another.
- Collect data automatically using the Rapid Data Collector (RDC) tool to aid the analysis and understanding of your upgrade needs and requirements.
- Upload the RDC files, as well as the AOD files, for analysis.
- Generate a Microsoft Excel file that identifies code, data structure and security updates to identify design issues to address as part of your upgrade.



Operate

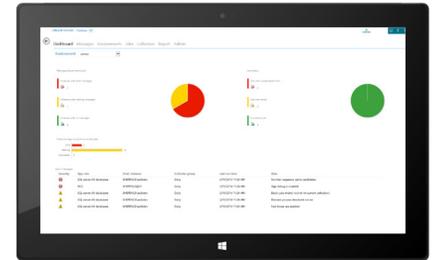
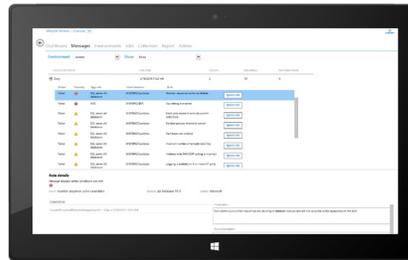


System Diagnostics

System diagnostics helps IT administrators proactively monitor and understand the health of one or more Microsoft Dynamics AX 2012 environments.

This cloud-based tool has a locally-installed component that can be configured to automatically and periodically gather system information about your implementation. The information is run against built-in rules to gauge performance, identify potential issues, offer suggestions on solutions, and identify links to relevant KB articles to help manage your implementations.

- Set and track rules run against data collected across multiple Microsoft Dynamics AX 2012 environments
- View the results in a simple, easy to navigate, graphical dashboard
- Review outstanding issues and see recommendations of target actions, as well as direct links to content-related support documents and KB articles.
- Generate reports to provide monitoring and actionable corrective action summaries to help you be proactive in the management of your implementations.
- Connect to implementations behind proxies to support security configurations and numerous implementations

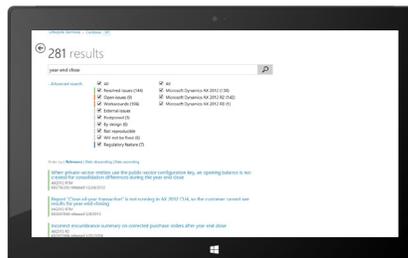


Issue Search

Issue search is a search engine that you can use to quickly search a Microsoft database for qualified and relevant KB articles, hotfixes, fixes in-progress, regulatory feature updates, and workarounds for reported issues in Microsoft Dynamics AX 2012 R1, FP, R2 and higher implementations.

View the status of reported issues and download hotfixes. See in seconds which code objects, as well as actual lines of code, are affected before installing to understand the impact to your implementations.

- Get qualified results by searching a Microsoft database for KB articles, hotfixes, fixes in-progress, regulatory feature updates, and workarounds to help you resolve issues in your Microsoft Dynamics AX 2012 implementations and help keep them running efficiently and reduce downtime.
- See the impact of code changes in seconds to your systems and know what objects are affected by a hotfix prior to downloading so you can analyze the impact of the changes to your environment before you install.
- Filter results by topic, status and/or version to easily and quickly find answers that are relevant to your systems and needs.
- Receive notifications for issue status changes as well as when new fixes for Microsoft Dynamics AX functional areas are released to help you proactively manage your implementations.
- Follow an open issue* and be notified of updates / changes to stay on top of the latest updates.
- Search hotfixes and MR issues.*



* Planned for Q4 CY2014

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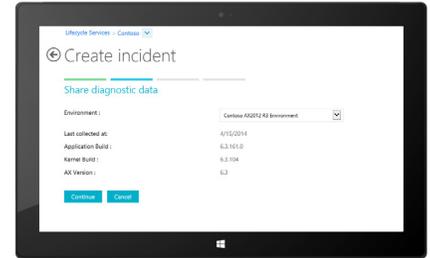
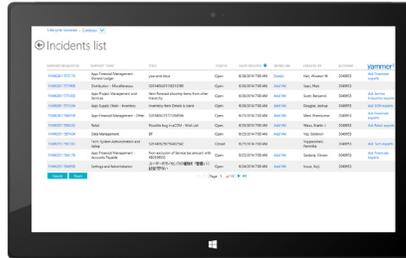


Cloud-Powered Support

Cloud-powered support is a customer-driven process to prevent and resolve incidents.

This reengineered, collaborative support process simplifies and accelerates self-diagnosis and the communication between you and Microsoft which can reduce the Days to Solution (DTS) by up to 76%.

- Log a support case in under one minute for Dynamics AX 2012 R2 and later implementations
- Attach a collaborative VM, hosted in a Microsoft data center, that automatically replicates your system configuration so you can reproduce the issue and unify the communication with Microsoft Support.
- Upload additional files to provide more data to help resolve the issue faster.
- See and review submitted incidents, including those filed through Microsoft Premier Support.
- Share the collaborative VM, hosted in a Microsoft Data Center, between the user and Microsoft Support until the issue has been resolved.
- Ensure solutions are relevant to your systems configuration and design before implementing them utilizing the collaborative VM
- Speed up future cases by spinning up a VM as much as 80% faster by creating a snapshot of the VM system state.



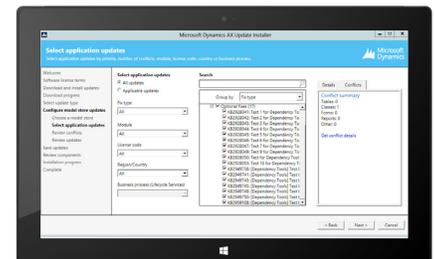
Updates

Help keep your Microsoft Dynamics AX 2012 R3 implementations current using the new update experience powered by Lifecycle Services and Microsoft Azure.

Install Cumulative Updates (CUs) easily and quickly to your Microsoft Dynamics AX 2012 R3 implementations.

Utilize slipstreaming to speed new implementations and deployments as well as save time with the auto code merge capabilities that help to reduce down time.

- Discover and download the latest CUs from Lifecycle Services.
- Identify the updates in the CU that are relevant for each of your implementations based on your system configuration and geographic focus.
- Get a visual insight into the impacted business processes through Lifecycle Services and Business process modeler.
- Utilize slipstreaming to identify and install detected updates, binary hotfixes or service packs when installing Dynamics AX 2012 R3 components for the first time to help speed new implementations.
- Resolve conflicts between hotfixes and customizations automatically using the Merge code automatically feature.





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BUSINESS SOLUTIONS
Microsoft Dynamics AX Practice

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