

# Managed Services

**Ongoing Managed Support for Dynamics® AX, NAV, CRM, and Flintfox solutions.**

Flintfox provides optional, client-specific tiered Managed Support Plans as part of our Managed Services Program.

Flintfox Managed Support Plans are not intended to cover the engagement of professional services for implementation, development, or performance engineering tasks. The Flintfox Managed Support Plans are designed to provide our clients with support that is specific to their implementation and needs and typically begins 90 days post project go-live.

Annual break-fix incidents, self-help resources, and a wealth of e-learning ensures your team can learn at their own pace and address routine technical issues as they arise. Flintfox Managed Services in conjunction with Microsoft Support Services provides a winning custom support combination.

For full details contact your local Flintfox Services Professional.

 [www.flintfox.com/managedservices](http://www.flintfox.com/managedservices)



## Ongoing Managed Support for Dynamics® AX, NAV, CRM, and Flintfox solutions

We provide a wide range of Managed Service support including:

- **Dedicated Customer Service Manager** – As we welcome each new client, we initiate a proactive contact plan where a Customer Service Manager is assigned to each client with the responsibility to proactively contact the client on a predetermined time interval. We have found this approach to be an effective means of ensuring users continue to remain satisfied and productive with their Flintfox solution.
- **On-Call Support** – Flintfox technical services and consultancy staff are available to you 24 hours per day, 7 days per week. With an easy Managed Support Plan, Flintfox aims to provide clients with a communication process to ensure ongoing success for the implemented solution by providing a clear communication process to contact Flintfox; submit and process support tickets; and engage Flintfox staff to ask questions and resolve issues.
- **Priority Resource** – We have consultants who are involved in the discovery and implementation phases of your project and who become intimately familiar with your company, your business practices, and the details of your systems environment. These consultants will be involved in creating and delivering your Managed Support Plan.
- **Troubleshooting** – We have extensive capability in working with system crashes and performance degradation. We have developed several tools for Dynamics Performance

Management and System Monitoring including: advanced data monitoring, code analyser, interactive performance benchmarking, storage manager, and triage tools for diagnostic and observation purposes.

- **Performance Engineering and System Optimisation** – Flintfox works with monitoring tools developed by Microsoft as well as several proprietary tools for monitoring and optimising Dynamics®. Our team has extensive experience in working with some of the largest and most complex customers running Dynamics® AX, NAV, and CRM. We also have consultants on our team who possess a deep knowledge of code optimisation, database performance and overall system tuning.
- **Training** – Training plans can be delivered on-site in a classroom style environment; via live or recorded remote sessions; or in a self-study format based on our clients' requirements. Microsoft offers online training for core product through their online Customer Source portal.
- **SQL System Tuning** – Receive a SQL Optimisation Assessment and Recommendations Report every 6 months.
- **Annual Health Checks** – Annual Health Checks incorporate an investigation and report with recommendations for ensuring continued optimal performance. (Please note these are included in our annual Managed Services Agreement.)

We understand that the real beginning for many of our customers starts after their solution has been implemented and is operational. Therefore, we have dedicated significant resources to support our customers post implementation to ensure that they maximise the value of their investment.

## What are the key benefits to your organisation?

- ✔ **World-class Industry and Dynamics® consulting expertise** – Our experienced team of professionals will work with you to support your business objectives. In addition to our team's training and certifications with Dynamics, they also have extensive experience in working with customers of various sizes and industries and their related enterprise business systems.
- ✔ **Customised Support Plans** – An Annual Support Engagement with the Flintfox team will help ensure you are getting the best possible return on investment for your system.

If you'd like to discuss your Managed Services Support requirements, please contact us. We'd be happy to talk to you about how we can deliver the development service to suit your unique project or environment and meet your managed support goals.

Flintfox provides an integrated suite of consulting services structured to help clients efficiently: analyse their entire value chain and current capabilities; develop, deploy, and manage technology and business relationship infrastructures; and implement strategic solutions that create the most appropriate technical infrastructure to meet their business objectives as well as help employees, business partners, and customers interact more efficiently.