



MCA
CONNECT

Grade Your Microsoft Dynamics Managed Services Partner

Use this checklist to compare MCA Connect with other Dynamics managed service providers.



Our service, called MCA Advantage, is a blend between traditional managed services application support and project-based consulting services. This approach is designed to maximize your technology investment by keeping your environment optimized.

SUPPORTED SOLUTIONS

| | MCA Connect | Current Partner |
|--|-------------|-----------------|
| Dynamics 365 (ERP, CRM, Field Service, etc.) | ✓ | |
| Microsoft Dynamics AX 2012 & 2009 | ✓ | |
| Dynamics CRM 4.0 and later | ✓ | |
| Includes non-production environments (testing and development servers) | ✓ | |
| Custom code and integrations | ✓ | |
| ISV solutions | ✓ | |
| IoT, RFID, Bar Code & sensors | ✓ | |

STAFFING

| | | |
|---|---|--|
| Our partner employs full-time staff who are 100% designated to customer support | ✓ | |
| Designated service delivery account manager | ✓ | |
| Designated technical delivery manager | ✓ | |
| Designated Dynamics 365 functional expert | ✓ | |
| Pool of additional industry, application and technical resources | ✓ | |

SELF-SERVICE RESOURCES

MCA
Connect

Current
Partner

Designated Lifecycle Services Collaboration Space

✓

Designated Service Dashboards

✓

Microsoft Customer Source Access

✓

Ask the Expert Webinars & Videos

✓

INCLUDED SERVICES

Unlimited Break-Fix Support Included

✓

Unlimited Administrator Support Included

✓

Routine roll-out of Microsoft releases (for Dynamics 365)

✓

Proactive consulting in cyclical sprints to apply business process improvements to the system

✓

Annual review of business strategic direction and alignment with corporate priorities

✓

1-Hour Response Time Option for Critical Support

✓

Services tailored to your exact needs

✓

CREDENTIALS & EXPERTISE

Microsoft Gold Partner Status

✓

Employs industry experts

✓

Employs business analytics experts

✓

Employs business strategists

✓

Access to Microsoft Premier Support

✓

Deep, long-standing connections with Microsoft, ISV & Partner Community

✓

Uses proven tools, templates & methodologies

✓

Let your competitive advantage be MCA Advantage.

LEARN MORE

<https://mcaconnect.com/capabilities/managed-services/>

REACH OUT

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