

# Microsoft Dynamics® Upgrade Readiness

## Preparing your business for a successful upgrade

*Successful upgrades are those that are proactively planned and prepared for...*

### Benefits of the Upgrade Readiness service


- Understand how to set up your staging environment and the preparation steps prior to the upgrade.
- Review of the upgrade preparation steps in a test environment and information pertaining to the actual application upgrade.
- Validation of upgrade system and review the data supporting the successful upgrade and functionality of Microsoft Dynamics.
- Your team will be directly involved in the service and will learn from the engineer what to watch for and how to upgrade the Microsoft Dynamics implementation.

### Overview

As you consider upgrading Microsoft Dynamics® software to accommodate new business requirements, obtaining an upgrade assessment will give you the appropriate information to allow your team to initially test the upgrade in your environment. This testing will allow you to plan proactively for the upgrade and ultimately, set your business up for a successful upgrade of your Microsoft Dynamics® production environment.

### How the Offering Works

- A Microsoft Premier Field Engineer will contact you to have a meeting to discuss the overview of the upgrade of your system and help you with the next steps.
- After capturing the characteristics of your environment, the engineer will work to create a report to guide you and prepare both your team and environment for a successful upgrade.
- This document will outline the upgrade process and will cover all steps such as setting up your test environment, preparation steps to upgrade, validation points, and post-Microsoft Dynamics server upgrades.
- Following the document creation, the engineer will make a presentation to your staff, help you through each aspect of the upgrade, and answer any questions about the suggested recommendations.
- To close out the service, the engineer will do a final call to review the documentation and answer any questions about additional suggested trainings or services that can help you further improve your Microsoft Dynamics environment.



*A practical upgrade guide tailored to your environment. It is the easiest way to ensure your upgrade of Microsoft Dynamics is done according to best practices and leads to a supported environment.*

After you have carefully reviewed upgrade steps, and your upgrade team is looking for additional peace of mind, contact your Premier Technical Account manager or Microsoft Services representative to consider the Microsoft Dynamics® Production Upgrade service, which provides an onsite resource during the weekend of your upgrade.

*For more information about Premier Services and Support from Microsoft, contact your Microsoft Services representative or visit [www.microsoft.com/microsoftservices](http://www.microsoft.com/microsoftservices)*

## A Complete Guide to a Successful Upgrade

The upgrade readiness for Microsoft Dynamics is a step-by-step guide that covers all aspects of the upgrade, specifically covering the following areas:

- Overview of the Microsoft Dynamics test environment.
- Brief overview of the Microsoft Dynamics redeployment process.
- Review of the upgrade preparation steps as completed in the test environment.
- Information about the actual application upgrade.
- Data supporting the successful upgrade and functionality of your Microsoft Dynamics product.
- Conclusion of test upgrade exercise and next steps

## A Reference for Your IT Staff and Partner

When you use this documentation, we recommend that you work closely with your partner and/or team who are helping you with your upgrade to make sure that your Microsoft Dynamics implementation is deployed per preferred practices and is fully supported.

## Service Deliverables

The deliverable for the Upgrade Readiness is a complete document that covers all steps required to successfully upgrade your environment following best practices. This easy-to-reference document covers all aspects that relate to the upgrade of your Microsoft Dynamics environment and helps configure your updated Microsoft Dynamics product to make full use of the software's latest functionality.

## Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help ensure that you get the most out of your IT investments. Whether you want to improve your bottom line, improve productivity, or use technology to realize new business opportunities, Microsoft is ready to help. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT life cycle.

The availability of Microsoft Dynamics® Upgrade Readiness service may vary by product per region. For more information about proactive Microsoft Dynamics services, contact your local Premier Services lead.