

Offline Assessment for Dynamics CRM

The Most Private Assessment Experience

Gain valuable insight into the health of your Dynamics CRM environment by proactively diagnosing issues and risks, reviewing your results locally based on RAP as a Service technology

Key Benefits

- *Complete privacy in which the data remains at your facility*
- *Onsite delivery with a Microsoft accredited engineer*
- *Assessment results available with the offline client*
- *Reduce support costs by exposing configuration and operational issues before they affect your business*
- *Re-assess your environment to track progress*
- *Offline client tool license for 12 months*

Overview

The Offline Assessment for Dynamics CRM is a 4-day onsite proactive service delivered by a Microsoft accredited engineer to diagnose potential issues with your Dynamics CRM environment. This service is recommended for customers with high privacy restrictions and compliance processes in which the data must remain at their facilities. This service is available for a single deployment of Dynamics CRM 2011 or Dynamics CRM 2013 with up to 5 Organizations and up to 5 Dynamics CRM Application Servers.

What is Offline Assessment?

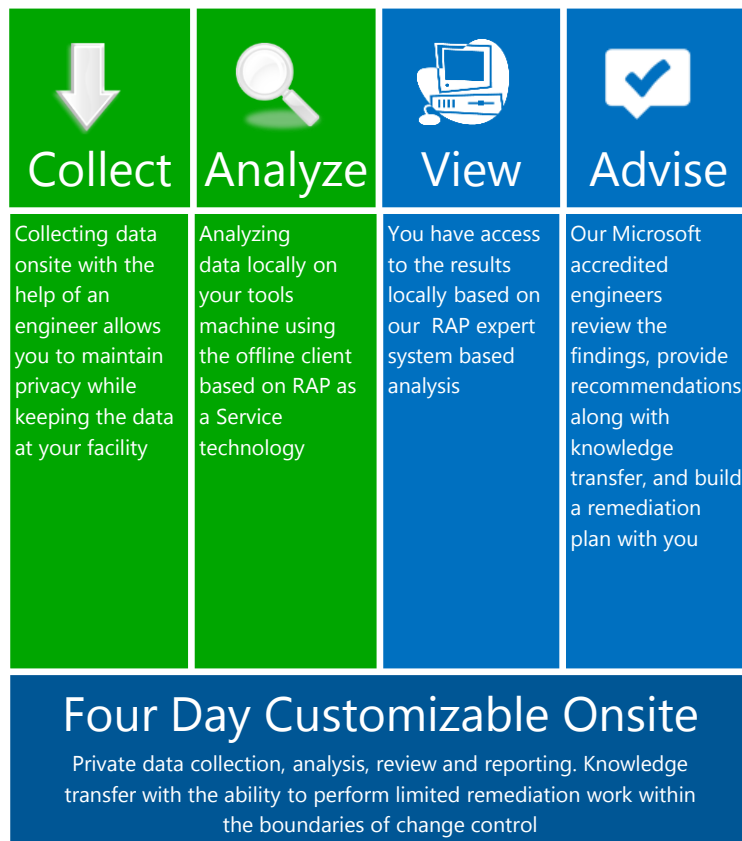
This is a streamline experience to enable you to assess your environment offline maintaining all data at your facility. The data is collected onsite allowing you to maintain privacy and run the assessment on your own schedule. A Microsoft accredited engineer while onsite will help collect the data, analyze the data, review the findings, provide recommendations, focus on knowledge transfer, and build a remediation plan with your staff and your Technical Account Manager (TAM).

Practical Recommendations

The Offline Assessment for Dynamics CRM collects information on the key technology, people, and process areas in your environment and analyzes this information against best practices obtained from over thousands of customer assessments. Solutions for each of the issues are identified and articulated in the Technical Findings report. All critical and important issues are explained by the Microsoft accredited engineer and a remediation plan is provided as one of the key deliverables.

Offline Assessment

The key technology, people, and process areas in your Dynamics CRM environment are analyzed against best practices established from over thousands of customer assessments based on RAP as a Service technology



Key Focus Areas

- *Dynamics CRM system configuration and settings*
- *SQL Server and database configuration*
- *Event logs information*
- *Operating system information and settings*
- *Operational Excellence*

Deliverables Include

- Assessment tooling
- Use of the tools
- Knowledge transfer of issues found
- Remediation plan
- Technical Findings report

For more information, visit: <https://services.premier.microsoft.com>

This datasheet was last updated December 4, 2014. To ensure you have the latest version of this datasheet , check here: http://download.microsoft.com/download/1/C/1/1C15BA51-840E-498D-86C6-4BD35D33C79E/Datasheet_Offline_CRM.pdf