

Microsoft Dynamics® AX: Menu of Services

Dedicated Support

Microsoft Dynamics® Dedicated Support Engineer

****DSE Scenarios****

- A designated contact to work closely with your staff on all aspects of your implementation
- A trusted advisor with deep technical knowledge who knows your environment and business processes; translating to a tailored support experience for you
- Proactive information sharing and services to identify potential problems before they occur
- Ability to deliver against all proactive services listed below
- Onsite assistance during the production upgrade to help tackle issues that arise.
- Best practice guidance and recommendation on successfully upgrading your Dynamics implementation including test upgrades.

Infrastructure & Deployment

Microsoft Dynamics® Infrastructure Design

- A design service to help customers appropriately size and configure their infrastructure given the deployment size and transaction volume
- Detailed analysis of your Microsoft Dynamics business requirements as they apply specifically to high availability and disaster recovery

Deployment Health

Risk Assessment Program (RAP) as a Service for Dynamics

- Gain valuable insight into the health of your Dynamics AX environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance
- Online delivery with a Microsoft accredited engineer and convenience of the remote delivery means minimal impact on your environment and IT staff.
- Use of the online portal and tools with an active Microsoft Premier Support contract for one year.

Performance

Microsoft Dynamics® Performance Review

- Thorough analysis of your system performance to find and prevent performance bottlenecks
- Provides real-time troubleshooting of the actual production system

Microsoft Dynamics® Performance Hands on Lab

- Thorough analysis of your system performance to find and prevent performance bottlenecks
- Provides real-time troubleshooting of the actual production system
- Includes hands on knowledge transfer with your staff so they can learn first-hand how to identify and fix performance problems going forward

Knowledge Transfer

[Microsoft Dynamics® AX Administration and Troubleshooting Workshop](#)

- A three day course to gain a deeper understanding of how to deploy and administer a Dynamics AX environment
- Learn setup, security, troubleshooting and maintenance best practices

[Microsoft Dynamics® AX Reporting Services Workshop](#)

- A two day course for Microsoft Dynamics users who will be deploying or creating reports using SQL Reporting Services
- Learn setup and configuration, report design, and integration with Dynamics AX

[Microsoft Dynamics® AX Development Foundations Workshop](#)

- A four day course for developers looking to gain fundamental knowledge and hands on practice to begin development in a Microsoft Dynamics AX environment.
- Topics include but not limited to: architecture, data dictionary, user interfaces, X++, classes and objects, accessing data, exception handling, and security.

[Microsoft Dynamics AX Advanced Development Workshop](#)

- A four day course, which builds on the Development Foundations Workshop, provides experienced developers with the necessary knowledge for solution development in a Microsoft Dynamics AX environment
- Topics include but not limited to: working with data, classes, Visual Studio integration, number sequences, framework features, application foundation features, X++ unit test framework, and workflow.

Operational Excellence

[Microsoft Proactive Operations Program, For Incident Management for Microsoft Dynamics AX](#)

- Assessment of current Customer Service and Incident Management processes and practices
- A definition of the future desired state, including process flows for normal and major incidents, and roles and responsibilities for IT personnel
- Education and guidance about the recommended process and how it relates to other process improvement areas

[Microsoft Proactive Operations Program: Operations Team Roles and Responsibilities for Microsoft Dynamics AX](#)

- Identify the Organizational specific roles and responsibilities specific to Microsoft Dynamics AX.
- Implement and sustain clearly defined roles and responsibilities.
- Optimize utilization of IT staff involved in service management and support of Microsoft Dynamics AX.

[Microsoft Proactive Operations Program, Change and Configuration Management for Microsoft Dynamics AX](#)

- Describe the types of changes available in Dynamics AX.
- Track and plan for changes that occur in Dynamics AX.
- Reduce time spent by operations staff on reactive work due to unforeseen or undocumented change.
- Minimize Dynamics AX disruptions and downtime.
- Empower operations of IT services to better manage Dynamics AX based solutions.

[COMING SOON—Microsoft Proactive Operations Program : Help Desk Design and Optimization for Microsoft Dynamics AX](#)

- Improve Help Desk satisfaction and enable a more predictable approach to Help Desk structure
- Reduce business impact of incidents through timely resolution and Define clear roles and responsibilities to drive a proactive focus



[AX in the field](#)



Contact us

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