

Microsoft Dynamics® CRM: 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 •
- Assist during upgrades to latest version and help direct issues that may arise

Deployment Health

Risk Assessment Program (RAP) as a Service for Dynamics CRM

- Gain valuable insight into the health of your Dynamics CRM 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.

***Note**—This service has replaced the service known as the Dynamics CRM Health Check

Risk Assessment Program (RAP) as a Service PLUS for Dynamics CRM

- Gain valuable insight into the health of your Dynamics CRM environment by proactively diagnosing issues and risks, reviewing your results online, and receiving continuous updates to best practice guidance
- Online plus a scoped customized onsite delivery with a Microsoft accredited engineer
- Use of the online portal and tools with an active Microsoft Premier Support contract for one year.

Offline Assessment for Dynamics CRM

- 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
- Complete privacy in which the data remains at your facility
- Onsite delivery with a Microsoft accredited engineer
- Assessment results available with the offline client
- Re-assess your environment to track progress
- Use of the offline client tool 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

Optimization Phase

Microsoft Dynamics® CRM Code Review

- A proactive service to review Dynamics CRM custom code for Best Practices Standards, Performance, Security, Maintainability and Supportability

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

Upgrades

Microsoft Dynamics® Upgrade Readiness

- Best practice guidance and recommendations on successfully upgrading your Dynamics CRM implementation, including test upgrade

Knowledge Transfer

Microsoft Dynamics® CRM 2011 Administration and Troubleshooting WorkshopPLUS

- A three day course to gain a deeper understanding of how to deploy and administer a Dynamics CRM 2011 environment
- Learn setup, security, troubleshooting and maintenance best practices

Microsoft Dynamics® CRM 2013 Administration and Troubleshooting WorkshopPLUS

- A three day course to gain a deeper understanding of how to deploy and administer a Dynamics CRM 2013 environment
- Learn setup, security, troubleshooting and maintenance best practices

Microsoft Dynamics® CRM 2015 Administration and Troubleshooting WorkshopPLUS

- A three day course to gain a deeper understanding of how to deploy and administer a Dynamics CRM 2015 environment
- Learn setup, security, troubleshooting and maintenance best practices

Microsoft Dynamics® CRM Performance Tuning WorkshopPLUS

- This three day course focuses on the key components of the application and supporting technology.
- Gain a deeper understanding of the Microsoft Dynamics CRM architecture and the tools used to identify and troubleshoot performance issues within Microsoft Dynamics CRM.

Microsoft Dynamics® CRM Reporting Services WorkshopPLUS

- 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 CRM

Microsoft Dynamics® CRM 2011 Development WorkshopPLUS

- A three day course to gain knowledge and hands on practice with the customization capabilities of Dynamics CRM
- Learn best practices for user interface customizations, workflow, and advanced development topics leveraging CRM web services

Microsoft Dynamics® CRM 2013 Development WorkshopPLUS

- A three day course to gain knowledge and hands on practice with the customization capabilities of Dynamics CRM
- Learn best practices for user interface customizations, workflow, and advanced development topics leveraging CRM web services

Microsoft Dynamics® CRM Server Benchmark WorkshopPLUS

- A three day course to gain in-depth knowledge and understanding of the Performance Toolkit for Dynamics CRM.
- Analyse scenarios to see how the increasing number of users will impact the system or the impact of virtualizing/customizations have on the implementation.

Operational Excellence

Microsoft Proactive Operations Program For Application Monitoring for Microsoft Dynamics CRM

- Provides deep understanding of monitoring tools, methodologies, and key performance indicators to effectively monitor the availability, health, and performance of a Dynamics CRM deployment

Microsoft Proactive Operations Program For Incident Management for Microsoft Dynamics CRM

- 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 for Operations Team Roles and Responsibilities for Microsoft Dynamics CRM

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

Microsoft Proactive Operations Program, Change and Configuration Management for Microsoft Dynamics CRM

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

Microsoft Proactive Operations Program for Help Desk Design and Optimization for Microsoft Dynamics CRM

- 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

Dynamics CRM Online Services

Dynamics CRM Online Menu of Services

- The document lists all the available services for Dynamics CRM online, that includes Best practice review, performance review , code review and knowledge delivery workshops

For additional information on any of the services referenced above, please contact pfeemeacrm@microsoft.com



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