

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
- Ability to deliver against the proactive services listed below
- Assist during upgrades to latest version and help direct issues that may arise

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

Microsoft Dynamics® Benchmark Hands on Lab

- An in-depth training session for learning the tools and techniques used to test how change introduced to the environment will affect performance and reliability of the system
- Learn to leverage the CRM Performance Toolkit to test and answer questions like: what impact will adding 1,000, 2,000, or 3,000 users have on the system? What impact will database mirroring have on performance? What impact will virtualizing Dynamics CRM have? How will the addition of a new custom integration impact performance?

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

Microsoft Dynamics® Code Review

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

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

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® Admin & Troubleshooting Workshop

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

[Microsoft Dynamics CRM® Development Workshop](#)

- 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® 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 Microsoft Dynamics

[Microsoft Dynamics CRM® Benchmark Workshop](#)

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

[Microsoft Dynamics CRM® Performance Tuning Workshop](#)

- This three day Microsoft Dynamics CRM Performance Tuning WorkshopPLUS 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.

Online Services**

[Microsoft Dynamics CRM® Online Admin and Best Practices Workshop](#)

- A two day course focusing on administration, tools, troubleshooting, and managing users and data in Dynamics CRM Online
- Attendees will gain a deeper understanding of how the CRM Online application can be used and configured

****Note**—Other services listed in this menu of services, such as the Code Review, Performance Review, Development Workshop, and Reporting Workshop can also be delivered to CRM Online customers.

Operational Excellence

[Microsoft Proactive Operations Program: Application Monitoring for 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: 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.
- Minimize Dynamics CRM disruptions and downtime.
- Empower operations of IT services to better manage Dynamics CRM based solutions.

[Microsoft Proactive Operations Program : 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



[CRM in the field](#)



Contact us

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