

# Microsoft Dynamics CRM Online Performance Review



*With our performance review, we can identify current and potential issues and provide recommendations for how to improve performance.*

## **Benefits**

- *Review of application performance*
- *Thorough analysis of your system performance to find and prevent performance bottlenecks*
- *Performance optimization by tuning poorest performing queries or processes*
- *Expert advice from Dynamics Engineers*
- *Deliverable document which outlines key findings*

## Overview

To run your business, you rely on your business application to run as efficiently as possible. The Microsoft Dynamics CRM Online Performance Review includes a detailed review of your system's performance in order to optimize the performance of the application. This service can be done anytime during the implementation to optimize performance, from user acceptance testing through operation. The Performance Review is typically delivered remotely.

The Performance Review can be used as a proactive service when preparing for a busy season and you want the application to be optimized as transactions are processed at a higher rate. The Performance Review can also be engaged as a reactive service when experiencing poor performance and you are finding the need to alleviate bottlenecks. With our performance toolset, we can identify current and/or potential issues and provide recommendations for how to improve performance

## Key Features and Benefits

- An understanding of root cause for performance bottlenecks and steps for suggested resolutions
- Noticeable application performance improvements which help with overall user adoption and increase staff efficiency
- Awareness for contributors to poor performance and suggestions to keep these events from reoccurring

# Service Components

*Consider the Microsoft Dynamics® CRM Online Performance Review if you are experiencing performance slow-downs in certain areas of the business.*

## **Review the deployment details**

In the beginning of the service, we will work to understand the current performance pain or areas of concern to fully understand the specific needs of your Dynamics CRM Online deployment.

## **Determine the root cause of performance issues**

The Microsoft Engineer will focus on your critical business processes and collect data from your Dynamics CRM Online deployment that will help identify optimization opportunities. Data that is typically collected include SQL long running queries, locking and blocking. Variables such as bandwidth, latency, caching and compression are also considered.

## **Provide suggested resolution for performance issues**

Once the data from the system is collected, the Microsoft Engineer will review and highlight those issues that pose the biggest risk to the system. We will begin to provide suggested resolution for issues in order of importance. The resolution may consist of changes to the SQL queries, Form design changes, report modifications or SQL indexes that may need to be changed. Additionally, there may be functionality versus performance trade-offs that need to be discussed

## **Service deliverables**

The deliverable for this service will include a list of optimizations that have been identified and implemented for you in your Dynamics CRM Online environment.

The availability of Microsoft Dynamics CRM Online Performance Review may vary by product per region. For more information about proactive Microsoft Dynamics services, contact your local Premier Services lead.