Designed to offer greater value to our customers by making available a team of dedicated consultants who will be able to assist you as your business evolves and help you keep your Dynamics 365 implementation at the heart of your business operations.

Managed Service Agreement

MICROSOFT DYNAMICS 365

Overview

Our Microsoft Dynamics 365 Managed Service goes beyond that of a standard support offering. It is designed to offer greater value to our customers by making available a team of dedicated consultants who will be able to assist you as your business evolves and help you keep your Dynamics 365 implementation at the heart of your business operations. Our dedicated team of support analysts and consultants will be on hand when you need us whether that is for a support request, you're looking for some training or there is something in particular you are wanting to achieve and want to talk through your options.

What does it do?

Our Dynamics Managed Service offers you peace of mind in knowing that your Dynamics platform is fully supported:

• Incident Management
• 1 hour of consultancy per 10 full users per month
• Dedicated consultants focussed on helping you get the most out of Dynamics 365
• Delivers value to you by focussing on your business objectives
• Includes:
    - Dedicated support portal
    - Dedicated Account Manager
    - Annual Functional Review

Why do I need it?

There are a number of reasons why you may want our Dynamics Managed Service:

• You have just implemented Dynamics and you want to make sure that you are fully supported as you embark on your journey
• You may not have a support agreement, but you still want to expand and evolve your Dynamics implementation but aren't sure how
• You may be unhappy with the service you are receiving from your existing support partner

infinity group

Gold
Microsoft Partner
Microsoft

For more information about this solution or the products and consulting services we offer - please visit our website:
https://www.infinitygroup.co.uk/microsoft-dynamics-365/

Whilst our Managed Service includes the support of your Dynamics instance, our consultants make the effort to build strong relationships with our customers and to really get to know you and your business. They can offer advice and support on how best to evolve your processes to ensure continual improvement and help make sure that your processes are as efficient as possible and make the best use of the functionality available.

Small regular incremental changes allow your business to benefit significantly over time. They allow businesses to quickly implement changes based on current needs and objectives.

What can you do with the Managed Service hours?

In short your included Managed Service hours can be used for anything that you need our time for. Here are some examples:

- Training
- Ad hoc consultancy
- Form changes including adding fields, changing business rules and business processes
- Security role changes
- Workflow changes
- Deploying updates to products either from Microsoft or third party suppliers
- Planning future works to upgrade your processes

How much will it cost?

Users	Managed Service Cost Per User*
5	£53.00
10	£31.00
20	£22.75
30	£20.00
40	£18.50
50	£17.75
51 - 70	£16.75
71 - 100	£15.75
101 - 150	£15.00
151 - 200	£14.50
201 - 250	£14.00
250+	POA

* Prices are per user per month

Opening hours:
Monday - Friday | 8:30 - 17:30
POA | 24/7

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Offering Comparison

What is it?	Managed Service
Support Portal	✅
Authorised Users	5
Dynamics Platform	✅
Approved Third Party products	✅
Integrations *, **	✅
Reviewed & approved at take on (Solution Audit)	Yes
News updates on Dynamics bi-annual releases	✅
Dedicated Account Manager	✅
Annual Functional Review	✅
Inclusive Consultancy Hours	✅
Proactive Storage Monitoring	✅
Max Environments Supported	3 additional environments POA

* Built by Infinity Group and/or an approved third party supplier
** Subject to review and acceptance during the solution audit if an existing implementation

Managed Service Benefits

Empower Your Teams - Our Managed Service consultants are on hand to help your business keep ahead by making changes quickly

Scale up when you need - As your business grows Dynamics will scale with you and we'll be there to help every step of the way

Training - Tailored training whether you're wanting training on a new part of Dynamics or are just after some refresher training

Support - We're there when you need us if an issue arises

Knowledge - We'll share news with you about recent products updates that can help your business

Improve Productivity - Our Managed Service consultants will help you solve business problems allowing your teams to spend more time doing what they do best

New Implementations

If you're undertaking a new implementation your account manager will discuss our Managed Service with you during your implementation to ensure that everything is in place once your implementation is complete.

Existing Implementations Moving to Infinity Group

If you have an existing implementation and you're moving to Infinity Group we'll undertake a full Solution Audit of your implementation. We'll then report back our findings along with any recommendations after which you'll just need to sign the agreement and you'll be up and running. Here are some of the things we'll be looking at:

- How you use Dynamics 365
- Licensing Review
- Any customisations and integrations that have been deployed
- Understand any pain points you may have

A one off charge of £2100 will be made to allow us to conduct the Solution Audit.

How long will it take to implement?

If you're just stating on your Dynamics journey your account manager will discuss everything with you so that your Managed Service will start as soon as your implementation has finished.

If you have an existing Dynamics implementation and you're moving to Infinity Group you can be up and running in just a few days. We'll arrange a review of your implementation and talk to you about your challenges and aspirations for the future. Once that has been completed and agreed we'll just need the agreement signed and you'll be fully supported.

What do we need from the customer?

We'll just need access to your system and a few hours to discuss things with you.

Priority	Definition	Response
P1	**Critical Issue - System Unavailable** Client phones to notify Infinity that their Dynamics instance is unavailable to all users and the client is unable to operate.	1st response within 10 minutes
P2	**System Unavailable - Serious Issue** A major element of the clients Dynamics implementation is unavailable, seriously impacting their operations.	1st response within 1 business hour
P3	**Issue** The core Dynamics implementation is unaffected but there is an issue affecting one or more users thus preventing them from operating efficiently	1st response within 4 business hours
P4	**Small issue** An issue that affects a small number of users. There are workarounds available to ensure business can continue.	1st response within 8 business hours
Change Requests/ Questions	**Question, request for change** The customer raised a question or a request for change. Changes will be planned in and agreed with the customer Questions will be answered when time permits.	1st response within 8 business hours

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What is it?	Break Fix	Managed Service
Support Portal	Yes	Yes
Authorised Users	2	5
Infinity built it	Yes	Yes
Approved supplier product issue (e.g. Microsoft, ClickDimensions, MSCRM Addons)	Yes	Yes
Reviewed & approved at take on (Solution Audit)	Yes	Yes
Customer built/broke it	Yes, if customer pays	Yes, using consultancy hours/ pays
Customer changed something we built	Yes, if customer pays	Yes, using consultancy hours/ pays
How do I do x?	No	Yes, 15 mins (fair use policy)
Training	Yes, if customer pays	Yes, using consultancy hours/ pays
Issue with data	Yes	Yes
Repeated issues with data	Yes, if customer pays. Recommend training, changes to data cleanse	Yes, using consultancy hours/pays. Recommend training, changes to data cleanse
User D365 Licenses	Yes, if CSP	Yes, if CSP
D365 Security Roles	Yes, if customer pays	Yes
Set up mailboxes for new users	Yes, if customer pays	Yes
Max Environments Supported	3	3, additional environments POA
Integrations		
Minimum unit of consumption	1 hour	1 hour
Annual Functional Review	Yes, if customer pays (1 day)	Yes
News updates on Dynamics bi-annual releases	Yes	Yes
Deploying changes in Dynamics following bi-annual releases	Yes, if customer pays	Yes, using consultancy hours/ pays
Dedicated Account Manager	Yes	Yes
Proactive Storage Monitoring	No	Yes