

# Microsoft Dynamics 365 Managed Service



Select how many  
Dynamics 365 hours  
will be loaded into  
your managed  
service agreement



Resolve issues and get answers to Dynamics 365 questions with expert phone, email and remote dial-in support at no additional cost.



Schedule complimentary training to secure early user adoption and increase Dynamics 365 expertise.  
*Premium Managed Service only*

Allocate service hours by instructing our team to complete out tasks that will increase the value of your Dynamics 365 system.

## Examples of managed service tasks...



Phase your Dynamics 365 implementation



Create Power BI dashboards and charts



Carry out bulk data edits and imports



Configure Dynamics 365 automated workflows



Schedule bespoke user training



Implement change requests from Dynamics 365 users



Configure ClickDimensions email marketing solution



Set-up additional Microsoft Dynamics 365 apps



Implement role-based user security rules and permissions



Deploy an integrated self-service web portal



Configure Dynamics 365 record fields and forms



Customise Dynamics 365 guided process flows



Mentoring and engagement calls plan future work



Optimising cloud storage to minimise costs



We'll appoint a technical account manager who will be responsible for the delivery of all work on your account. They'll be in regular contact to offer advice that will help you make best use of your managed service hours. (Subject to an agreed engagement plan)