

# Dynamics 365 Managed Service

Expert resources to help you maximize the value of Microsoft Dynamics 365.



**An implementation of Dynamics 365 should always be in a continual state of change and development. Preact's managed service provides access to consultancy expertise that empowers users and extends the value of D365.**

## What is Managed Service for Dynamics 365?

Phase a Dynamics 365 deployment, or take an existing implementation to the next level by scheduling consultancy hours and developing user skills. Choose how many D365 hours you need, then allocate tasks for Preact's consultants to carry out. Spread costs monthly and receive phone support at no additional cost.



## Why customers use Dynamics 365 Managed Service

- Flexible solution to quickly implement Dynamics 365 and respond to change requests
- Mentoring advice to support CRM managers and increase in-house expertise
- Minimize upfront cost and interruption with a phased implementation
- Spread all Dynamics 365 support, development and training costs monthly

## Rapid Dynamics 365 Improvements

- Consume hours upfront or spread tasks throughout the year and rollover any unused time
- Configure new features and customize Dynamics 365
- Develop user skills with tuition and complimentary training

**Expert help to deploy, develop, or even rescue, a D365 project**

## Trusted Dynamics 365 Advisor

- Dynamics 365 experts who understand your business and processes
- Regular Dynamics 365 reviews
- Monthly reports detailing how time has been allocated

**Mentoring and shared insight throughout your project lifecycle**

## Quickly Resolve User Questions & Issues

- Help with Dynamics 365 user questions & operational issues
- Rapid response times defined by SLA's across 4 priority levels
- No additional cost or time deducted for break / fix support

**Reduce downtime with phone help and remote assistance**

Compared to our previous supplier, Preact has been far more responsive and has demonstrated a 'can-do' approach. Our discussions are always consultative which has helped us understand just how much is possible in Microsoft Dynamics 365.

Laura Fowler, Source Telecom

# Managed Service from Preact helps businesses evolve their implementation of Dynamics 365



## Proof & Statistics

- Numerous reference sites and case studies
- Over 7000 supported customers
- Help at every step to achieve your CRM vision



## Proof & Statistics of Joint Solution

- Help to leverage connected Microsoft apps including Power BI, Office 365 and Flow
- Increased user engagement and higher adoption rates
- Unifies your people, data and business processes in Microsoft Dynamics 365

## Managed Service Offer

### Our promise to you

Informed, plain-speaking guidance and advice that will help your business gain the most value from Dynamics 365 and connected Microsoft services.

### An offer to get you started

- Receive complimentary training at no additional cost in addition to regular Dynamics 365 hours
- Sign-up to our Premium Managed Service for additional complimentary training
- Schedule hours of additional Dynamics 365 on-demand training
- Extra training resources to on-board and engage your Microsoft Dynamics 365 users

 Office 365

PowerApps

Microsoft Flow



## Tangible Benefits / Desired Outcomes

- Dynamics 365 is an enabler of change. Use Preact's managed service to phase its implementation and configure new functions that will digitally transform your business and achieve long term success with Dynamics 365.
- Guidance that will help you focus on the right areas and keep on track toward your desired CRM goals
- Use a managed service to quickly rollout Dynamics 365, or get an existing project on track, to establish momentum and foster user participation

## Why Preact?

Preact is in business to help businesses of all sizes implement and extract value from Microsoft Dynamics 365. We are a leading Microsoft CRM Gold Partner and have specialized in delivering CRM solutions since 1993 with hundreds of successfully completed projects under our belt.