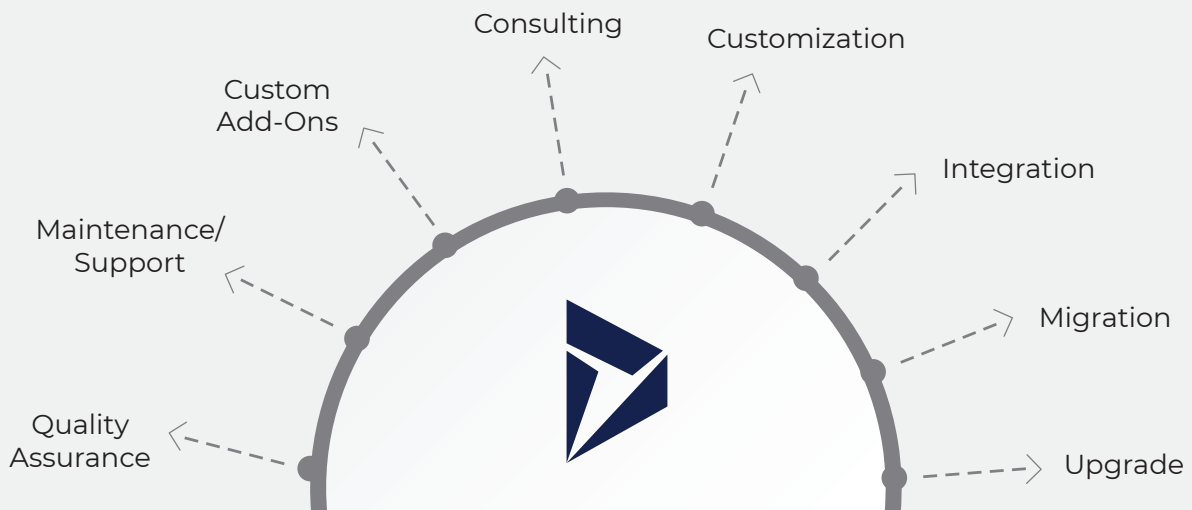


Microsoft Dynamics 365 Support and Upgrade Services

Microsoft Dynamics 365 services from Synoptek is designed to assist customers with ongoing management, monitoring, proactive maintenance, and upgrade of their Dynamics 365 systems.

Synoptek's Microsoft Dynamics 365 team has a reputation for excellence in assisting clients from a variety of industries to help them maximize ROI, improve margins, and succeed their business goals.

Synoptek's Microsoft Dynamics 365 Support and Upgrade Services



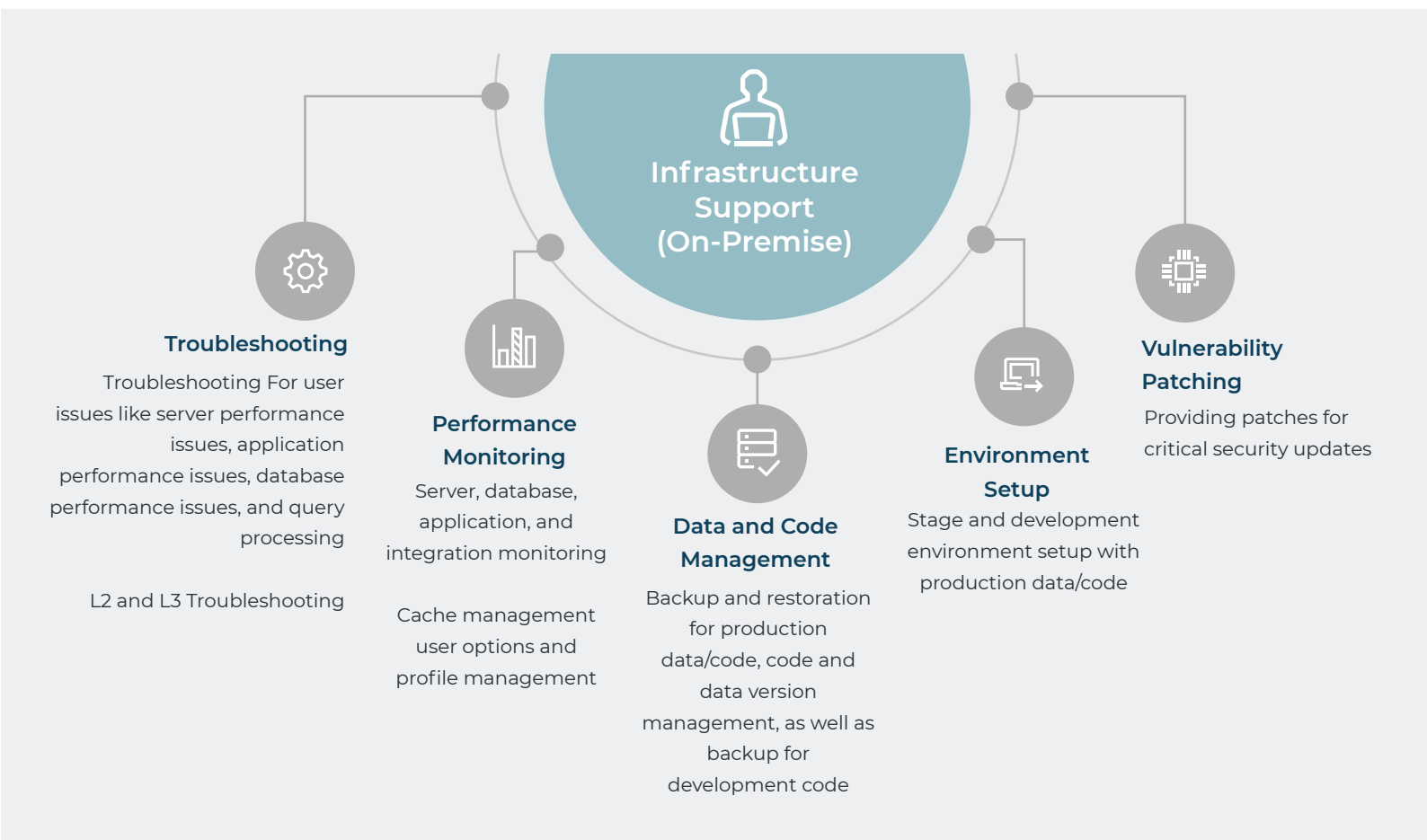
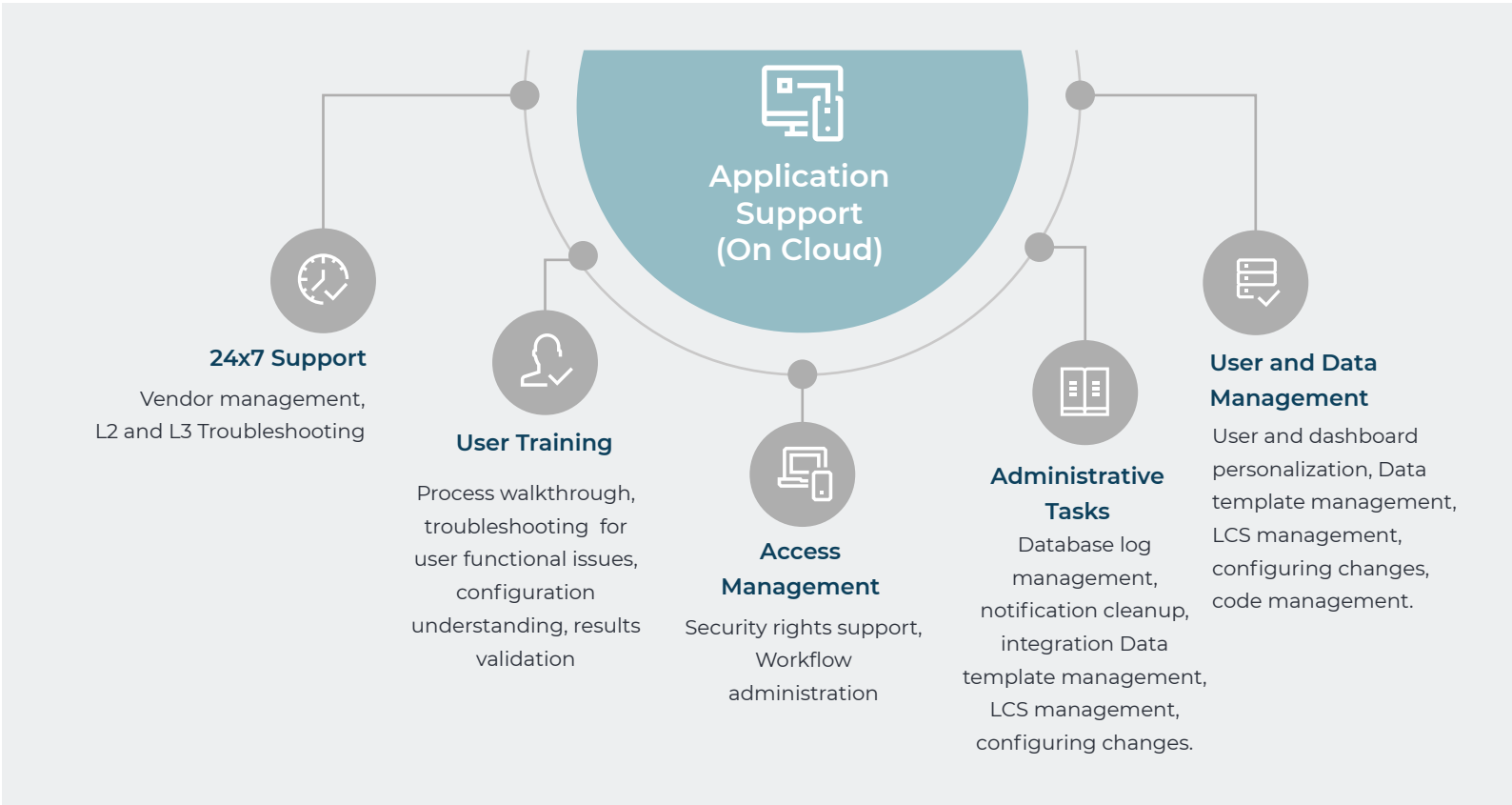
Upgrade Assistance

Synoptek also provides comprehensive upgrade services for customers to move their on-premise Dynamics systems on the Azure cloud. From cloud assessments to mapping out a cloud migration strategy fit for the customer's environment, Synoptek's seasoned client advisors and support team ensure hassle-free migration, best ROI, and optimal performance to all customers, in all circumstances!

- Deep analysis of the current enterprise environment to see whether it could support the upgrade
- Early identification of issues/risks that could occur during an upgrade, and appropriate actions to be taken
- Determination of the most suitable upgrade approach
- End-to-end upgrade support

Comprehensive Support for On-Premise as well as Cloud Versions

Synoptek provides comprehensive support for your Dynamics systems (on premise and cloud). Our IT support services cover application as well as infrastructure management, and include assessment and remediation, 24x7 application support, business continuity and disaster recovery, system performance optimization, and so on.



Pricing Model

Managed Offering (Reserved hours)

Narrow Scope

- Monthly pricing on per user basis
- Unlimited support

Narrow Scope

- Predetermined number of hours per month
- DCE or DFE assigned as required

Project Based (T&M model)

- Building reports
- Minor or major changes in application forms, reports, and workflows
- Highly complex tasks
- Everything that is in the existing system under support

Key Benefits



Cost savings with long-term cost predictability



Business continuity



Increased capacity to prioritize and resolve issues



Ongoing monitoring and proactive maintenance



Increased transparency & accountability through service delivery metrics



Zero implementation risk



24x7 support for application and vendor management issues



Improved customer service with user training

Delivering Business Results for Clients

Dynamics 365 Upgrade Helps a CrossMedia Verification and Information Services Provider Take Business to the Next-Level



Dynamics AX Support Services Optimizes a Versatile Industrial Contractor's Performance and Improves Operations



About Synoptek

Synoptek is a global systems integrator and managed IT services provider, offering comprehensive IT management and consultancy services to organizations worldwide. The company works in partnership with clients of all sizes – from mid-market to Fortune 100; and for over two decades, its focus has been to provide maximum business value to its clients, by enabling them to grow their businesses, manage risk and compliance and increase their competitive position. Synoptek is committed to delivering improved business results and unmatched service to every client, every time.



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