

Avanade Application Management for Microsoft Dynamics offering utilizes proven process, tools and people to enhance, manage and support your organization's customer relationship management (CRM) and enterprise resource planning (ERP) applications.

APPLICATION MANAGEMENT FOR MICROSOFT® DYNAMICS™

After making the decision to “buy versus build” the CRM and ERP software necessary for their business, many organizations want to avoid having to recruit, train and retain an internal support organization for their customized packaged applications. They are seeking on-going support, maintenance, enhancement, and upgrade options from their Microsoft Dynamics implementation partner. Organizations need expert skills in the underlying technologies, a close relationship with their solution provider, as well as a development team that can support their unique, ongoing business processes.

The right mix of application management, support tools, and processes as well as the ability to keep these skills and relationships up to date is critical to success. Because these applications are the lifeblood of the business processes they support, not managing them properly directly impacts performance and availability—organizations risk escalating maintenance costs, deteriorating code quality and security issues, as well as continuous delays in new and improved functionality.

Seamless, Proven, Strategic Management

The Avanade Application Management for Microsoft Dynamics offering provides that combination of skills to support your customized CRM or ERP applications. Whether or not Avanade implemented your Microsoft Dynamics solution, our team of application management experts provides unmatched value via a seamless transition from application development to support, and an ability to leverage the underlying Microsoft Dynamics technology to unprecedented levels.

▶ **Enhancement support**

Without support, in-house or third-party enhancements can threaten the stability of packaged applications and lead to extended down time.

▶ **Measurable application support processes**

Establishing service levels and process-based approach methods empowers your management team.

▶ **Capable technical team**

Engaging a proven team of support resources enables your IT team to fully leverage the benefits of the Microsoft technology roadmap.

▶ **Strategic IT capabilities**

Allow Avanade Global Delivery Network resources to support your packaged code and application maintenance; freeing up your key IT resources for strategic projects.

▶ **Clear visibility into Microsoft product direction**

Properly anticipate key feature updates and avoid redundant enhancements with a strategic view.

Additional Benefits

- ⇒ Maintain the knowledge gained during implementation
- ⇒ Utilize market and industry expertise effectively
- ⇒ Enable effective staffing practices with offshore, nearshore and on-shore teams
- ⇒ Customize service levels and add applications to your support portfolio at any time
- ⇒ Help in reducing IT expenses by removing the need for internal implementation of new support tools and methods
- ⇒ Protect intellectual capital and help reduce investments required for recruiting, hiring, and training your support organization

High-Impact Results for Your Business

The Avanade Application Management for Microsoft Dynamics offering utilizes proven processes, tools and people to manage, support, and enhance your customized CRM and ERP applications. Our suite of services including end-user support, production support, application repair, application enhancements and release upgrades can be configured to meet the needs of your organization and your applications.

- ▶ Realize cost benefits by leveraging 24x7 Avanade Global Delivery Network resources and electing the right service plan for your organization.
- ▶ Extend your “buy versus build” strategy by addressing enhancement requirements with a knowledgeable, on-demand team.
- ▶ Quickly assess and proactively prevent issues associated with turnover and knowledge transfer by taking advantage of Avanade Connected Methods™ for Application Management (ACM for AM), a delivery methodology that integrates the use of Avanade assets and Microsoft Dynamics-specific knowledge and processes, while also supporting Information Technology Infrastructure Library (ITIL) and Capability Maturity Model Integration (CMM-I) environments as needed.
- ▶ Quickly assess and proactively prevent application issues by utilizing best-in-class tools from Accenture and Avanade including Customer Service Review, Service Management System and Performance Management suites.
- ▶ Enforce consistent knowledge transfer and knowledge retention for all application management engagements with the Rapid Transition Suite, which supports the intense colleague-to-colleague interaction required for a successful knowledge transfer program. Capabilities range from personalized portal creation for each knowledge stakeholder, to advanced collaboration tools and the ability to create, store, search and retrieve multi-media knowledge components in a centralized repository.

About Avanade

Avanade is a global IT consultancy dedicated to using the Microsoft platform to help enterprises achieve profitable growth. Through proven solutions that extend Microsoft technologies, Avanade helps enterprises increase revenue, reduce costs and reinvest in innovation to gain competitive advantage. Avanade consultants deliver value according to each customer's requirements, timeline and budget by combining insight, innovation and the talent of our global workforce. Founded in 2000 by Accenture and Microsoft Corp., Avanade has more than 7,500 professionals serving customers in 22 countries worldwide.

To learn more about how Avanade can assist you, visit our website at www.avanade.com or call one of our major offices:

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