

ERP solutions

Avanade Application Outsourcing for Dynamics AX

Operational continuity and continuous improvements



Avanade Application Outsourcing for Microsoft Dynamics AX service offering leverages proven processes, tools and people to provide high-quality, low cost services to manage, support and enhance our customer's Dynamics AX enterprise resource planning (ERP) environment. Combining our strengths with the specific knowledge of your configuration, gained during the implementation or analysis, uniquely qualifies us to manage your Dynamics AX environment.

Many organizations want to avoid having to recruit, train and retain an internal support organization for their (customized-) Dynamics AX solution. Instead they are seeking on-going support, maintenance, enhancement, and upgrade options from their Microsoft Dynamics AX implementation partner. Organizations seek a party which understands the business processes and is able to translate those seamlessly to business and technical solutions. Avanade brings the right mix of skills, solid experience and functional consultants and a development team that can support your unique and ongoing business processes.

Service Offering

Whether or not Avanade implemented your Microsoft Dynamics AX solution, our team of application outsourcing experts will provide a seamless transition from application implementation to support. This will give you the ability to fully leverage the underlying Microsoft Dynamics technology.

Operational continuity (support)

With Avanade Application Outsourcing for Microsoft Dynamics AX your organization will get curative and preventive services to support your Dynamics AX solution. Based on service requests solid and corrective actions will be advised and delivered. The stability of your Microsoft Dynamics AX solution will be controlled via monitoring activities. To deliver the highest quality Avanade Application Outsourcing services is based at measurable application outsourcing processes and best practices. Via establishing service levels and via our process-based approach methods we empower your management team.

Continuous enhancement support

The lack of application outsourcing services, in-house or third-party enhancements can threaten the stability of your Microsoft Dynamics AX solution and lead to extended down time. Avanade Application Outsourcing services delivers implementation strategies to plan and realize solid roll-outs and upgrades of your Dynamics.

Delivery governance

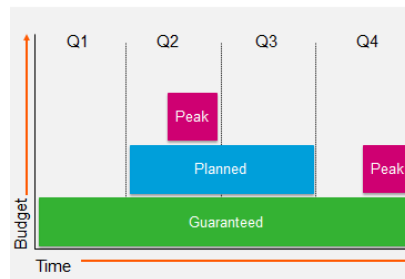
Although tools and procedures are needed to support the Application Outsourcing processes, the highest quality will be delivered via our capable specialists and consultants. By engaging a proven team of support resources we enable your management team to fully leverage the benefits of your Microsoft Dynamics AX solution.

Clear visibility into Microsoft product

Because of our expertise and insights into Microsoft products, we properly anticipate key feature updates and avoid redundant enhancements with a strategic view.

Operational predictability

By using planned budget and rates we can guarantee the capacity and availability of our support team to realize operational continuity of your Microsoft Dynamics AX solution. We provide three levels of Application Outsourcing: Guaranteed, Planned and Peak services.



Guaranteed

The Guaranteed Support services volume that the customer committed to. In basic 100% of this budget will be used during the annual term against the lowest rate.

Planned

The Planned Support service volume is used to cover more uncertain or unpredictable projects/activities. This has to be reserved at least two months in advance.

Peak

The Peak Support service volumes apply to all other cases with a more ad hoc nature at the highest price levels.

Uniqueness

Avanade is the leading provider of solutions on the Microsoft platform. But our deep technical skill in collaboration with enterprise business expertise makes us unique in managing Dynamics AX environments. It ensures that we have the ability to manage and evolve your applications as your business grows.

People

We believe that both industry knowledge and knowledge about the business operations is deterministic in how we realize results. Hence we will always staff accordingly. Whenever an activity takes place it is evident that there will be Functional-, Technical- and a Service Delivery experts involved. Especially for the functional area, we will strive to have a dedicated expert involved.

Contact Information

For more information on how Microsoft Dynamics AX can deliver efficiency and business value to your organization, please contact:

Nate Heres
Delivery Manager
Phone +316 4262 3028
Mail nate.heres@avanade.com

Joost van der Vis
Lead AX Service Line Netherlands
Phone +316 5157 1600
Mail j.van.der.vis@avanade.com

Avanade Nederland BV
Versterkerstraat 6
1322 AP Almere
Phone +31 36 547 5100
Mail info-nl@avanade.com
Site www.bettererpsystems.com



About Avanade

Avanade provides business technology services that connect insight, innovation and expertise in Microsoft technologies to help customers realize results.
www.avanade.com

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Nederland

Almere
T: +31 (0)36 547 5100
info-nl@avanade.com

Eindhoven

T: +31 (0)40 800 1950
info-nl@avanade.com

America

Seattle
T: +1 206 239 5600
americas@avanade.com

Europa

London
T: +44 (0)20 7025 1000
europa@avanade.com