Managed Service Offering

Microsoft Dynamics 365

Panamoure

D365 Managed Service Support Desk

Affordable, tailored solutions to suit your needs

Maximise the value of your D365 Investment

Bespoke Microsoft Dynamics 365 support, development, consultancy, training and e-learning packages that maximise the 'Bang for your D365 Buck'

Minimise downtime and business impact

Proactive monitoring and pre-emptive actioning to reduce / eliminate common issues and reduce the impact on the business.

Accelerate system improvements and efficiency

Driving continuous improvements and accelerated system changes across your D365 system landscape.

What Makes Us Different?

→ **Construction** → **Business Services** → **Media** → **Manufacturing**

→ **Financial Services** → **Retail** → **Energy/Utilities** → **Technology**

We Only Build Bespoke, Flexible D365 Support Solutions Designed to meet your specific Needs

- We work with your teams to ensure you maximise benefit from your Dynamics 365 solution.

- We support a wide range of MS Dynamics products including Finance and Operations, Customer Engagement and Business Central as well as Power BI, Power Automate and more.

- We support, improve and manage D365 solutions even if they haven't been implemented by us.

- We create your own dedicated 'captive' team of highly experienced Microsoft functional technical consultants that reduce the cost of ownership.

- We help you to grow and develop your own internal application support and D365 centre of expertise.

- Quick to market pre-configured solutions to accelerate performance enhancements.

We're not just D365 technical experts. We are business transformation experts with deep industry experience.

We understand your market challenges and how your business needs to operate.

Managed Service
Support Desk

With prices from only **£25 per hour,** our D365 Service offering provides an affordable and completely customisable solution to support your needs, including:

- Ad hoc support for your existing IT Team during periods of high demand
- Out-of-office hours support to manage routine tasks and maintenance to reduce business interruption
- A fully outsourced managed service to cover the entire support function for your D365 platform

Our pricing models include on-demand services purchased by the hour/day; a variety of packaged support bundles (by time or task); and dedicated captive teams, all fully integrated into your business. Our flexible approach allows you to tailor the amount and type of support you need across any or all of the 3 pillars below.

① BAU Support

Flexible and tailored support packages that align to the specific needs of your business and are designed to manage and resolve day-to-day system issues

Ticket Management & Resolution

Custom support models to provide SLA-led resolution of incidents and ticketed issues. Packages from limited hours co-support to full support solutions

Monitoring & Proactive Prevention

Remote monitoring to identify, diagnose, troubleshoot, and respond to issues, dramatically reducing disruption and downtime and the associated revenue loss

On Demand BI

BI dashboards connected directly to your ticketing system. Allow you to easily explore, report and gain actionable insights to improve system use and process

Knowledge Hub

Full suite of Standard Operating procedures (SOPs) and training material created on your infrastructure to ensure that system knowledge and expertise is held at corporate level and not in the hands of a few individuals or 3rd parties, reducing business continuity risk

② Change/Continuous Improvement

Data-led and insight driven improvements to systems and processes to improve system use, effectiveness and reduce cost

Route Cause / Incident Analysis

Deep dive analysis and identification of 'common themes' in raised issues

Identifying enhancements and process improvements to drive efficiency and reduce the number of system issues

Minor Enhancement

Our experts will help maximise the value gained from the system through ongoing enhancements and customisations

Release Management

End-to-end management of D365 updates

RSAT (Regression Suite of Automation Testing) to reduce the impact and operational demands of BAU enhancement and D365 releases

Process Improvements

Using data-led insight we help clients identify gaps / weaknesses in their current processes and implement best practices to maximise productivity and reduce costs

Workflow Automation

Identifying opportunities to modernise processes to improve consistency and efficiency and drive proactive attention

③ Transformation

End-to-end management of business transformation and more significant change requirements, driving out early ROI and delivering the vision

Business Transformation

Focusing on culture, customer, people, process and technology, our approach to transformation harnesses our knowledge of the industry sector, deep experience of D365 and practical change management in getting it 'right first time'

Major Enhancements

Identifying and delivering project-led D365 enhancements / transformational change across your business

Process Re-Engineering

Our Process Design SME's working with the business to review, redesign and reconfigure organisational and business process architecture to increase efficiency and effectiveness

System Integration

Driving additional efficiencies and cost saving by ensuring data flows seamlessly through your organisation by connecting and integrating systems that interact with your D365 platform

What Makes Us Different?

Our service approach...

Key Differentiators:

→ **Dedicated 'Captive' Teams for Each Client:** We build a bespoke core team for each client that works exclusively on that account to maximise the value you get from your solution. You will not be competing with other clients for support time.

→ **Continuous Improvement as a Core Service:** We operate a zero down-time in service provision. When your dedicated team is not resolving tickets it is driving improvement. Our teams are proactive and pre-emptive, actively seeking to reduce inefficiency

→ **Our focus on reducing your costs:** As a genuine Systems Integrator with experience in multiple integration technologies, our *SHIFT LEFT* approach to pushing tickets to self service and smart automation will reduce your BAU support cost over time, not increase it.

→ **Business Intelligence:** Data driven dashboard that provide you with key metrics and the ability to make quick, informed decisions.

→ **Focus on Increasing User Knowledge:** On-demand access to our bespoke learning management system, courses and consultant-led sessions.

Other Elements:

→ **Multi-Level Service Packages:** Bronze, Silver, Gold level support packages as standard offering.

→ **Regular Performance Reviews:** Personalised reviews to evaluate both the service and incident queues, maximizing agility where needed.

→ **Access to a Flex Team:** On-demand access to flex resource through peak demand and specialist technical / consulting resource as needed.

→ **Dedicated Onshore Account Manager:** Providing you with a genuine relationship that understands your business, how you best enhance your system and achieve success.

→ **'Global Hours':** Service desk that operates in the hours that you want.

What Makes Us Different?

Our People

Dynamics HR Management

Power Apps

Dynamics 365 Finance & Operations

Dynamics 365 Customer Engagement

Dynamics 365 Business Central

→ **Microsoft Qualified Technical Consultants:** All consultants have deep technology configuration and development expertise. They not only understand your industry, but also understand the D365 product and how it can best meet your operational needs.

→ **Business Experts:** Our technical consultants understand your industry and what best practice looks like for your business.

→ **Communication Skills / EQ:** All our consultant are fluent English speakers with solid communication skills. EQ is as important as IQ and all consultants have the emotional intelligence to match their IQ.

→ **Cultural Fit:** Ensuring cultural fit to our clients allows us to build bespoke teams that are empowered to succeed and drive positive outcomes.

Offshore Managed Service Improves Performance & Reduces Cost by Over **60%**

Case Study: D365 Managed Service
Sector: Construction
Turnover: £1BN+
Employees: 3,000+

As part of its growth strategy, this global independent Construction business was looking to form a long-term strategic relationship with an IT Partner to support their digital journey. The business had recently implemented D365 but its incumbent in-house support team, despite being highly capable, was struggling to manage the volume of support tickets being raised by the business.

Panamoure established a full managed service offshore solution that consisted of a multi-disciplined 'captive' team to work directly with the onshore internal team as well as directly with business users for all day to day D365 BAU support activities.

In addition, Panamoure proposed a programme of continuous improvement that has identified, recommended and implemented additional system solutions and improvements.

① Challenges

Major Board level drive to lower the total cost of finance ownership.

Exclusive use of highly experienced, but expensive onshore resources, even for routine tasks, was driving up costs of D365 BAU IT support.

The onshore team was struggling to cope with the volume of demand from system users leading to a significant backlog of unresolved tickets and other issues.

There was a perpetual cycle of firefighting ticket volumes leaving no capacity for continuous improvement activities, 'upsizing' during busy periods or delivering out-of-scope tasks and ad hoc change projects.

Key support processes and systems knowledge was held by a few key individuals exposing the business to risk and knowledge retention issues.

② Approach

Panamoure worked with the CFO and IT Director to identify and capture issues and key business needs.

An optimal team structure and ticket resolution SLAs were agreed and a tailored team was onboarded.

75 support processes were identified that Panamoure systematically took over for management and delivery.

Detailed Standard Operating Procedures (SOPs) and training materials were created for each process and made accessible through the Panamoure Delivery Academy LMS, deployed on Client infrastructure, reducing key man risk and ensuring knowledge retention.

Power BI dashboards, updated daily directly from ticketing systems, were created to provide key stakeholders with up-to-date MI across KPIs, SLAs and systems' information

③ Outcome

To date, cost of D365 F&O BAU support services has been reduced by over 60%.

SLA compliance for ticket resolution time increased from below 40% to over 85% within 6 months.

Average ticket resolution time reduce by over 95% within first 6 months of service.

Proactive and pre-emptive monitoring activities have reduced tickets created by the business by over 35%.

A backlog of over 80 enhancements and out-of-scope projects has been identified, prioritised and is being systematically completed by the BAU Support team.

Automation opportunities to reduce tickets by at least 25% have been identified and Proof of Concepts (POCs) are currently being piloted to further drive down the cost of BAU support.

Thank you!

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