



Smart decisions. Lasting value.™

Get the Most From Your Investment

Gold
Microsoft Partner



AVAILABLE ON
Microsoft AppSource

Managed Support Services for Microsoft Dynamics 365™

Proactively monitor, support, and enhance your Microsoft Dynamics 365 software deployment to get the most from your technology investment.

Crowe managed support services provide organizations:

- Ongoing support to maintain and enhance Microsoft Dynamics 365 software
- Personalized service plans allowing you to scale up or down as your needs evolve
- Single point of contact for fast and efficient service
- Proactive guidance to help drive value from your technology investment
- Access to a highly qualified, specialized support team with extensive hands-on implementation experience and in-depth knowledge of the technology
- Commitment to meet or exceed our service-level agreement

Available support options:

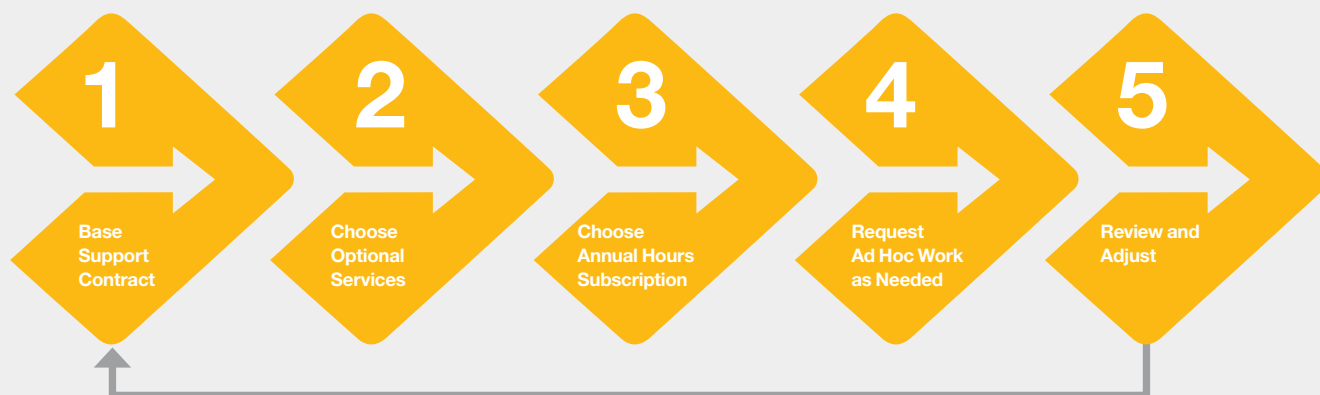
- Business-critical support
- Break/fix support and troubleshooting
- End-user and administrator training
- "Wish list" management
- Release, patch, and upgrade management
- Development support
- System health checks
- Proactive support-planning meetings
- Expanded system functionality
- Enhanced reporting and dashboards
- On-site services available (extra fee)
- Friendly, responsive, and experienced support professionals

As a Crowe managed support services customer, you select the best plan based on:

- Number of prepaid annual support and service hours you require
- Level of proactive monitoring and system maintenance you desire
- Need for release management and upgrade services



Subscription Model



Learn More

For more information on managed support services for Microsoft Dynamics 365, visit crowe.com/crmcontact.

Why Leading Companies Trust Crowe

Crowe is a Microsoft Gold Certified Solution Provider Partner with deep expertise in Dynamics 365 (CRM, ERP) and Tier 1 cloud (Azure™) solutions who has worked with Microsoft Dynamics™ CRM since its inception in 2003. We understand how to tailor and deliver solutions and support for organizations with five users or 5,000 users.

Crowe has premier-level support with Microsoft. If an issue requires escalation to Microsoft, we have fast and direct channels to facilitate closure.

Crowe provides access to the knowledge of more than 40 Dynamics 365 professionals. Additionally, we have more than 200 professionals dedicated to supporting technology solutions that go beyond Dynamics 365 capabilities.

About Crowe

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