

ITSM for Dynamics 365: Implementation in 10 Days

Agile. Modern. Flexible.
With ITSM for Dynamics 365.



Start now!

Start your journey to exceptional service management with the ITIL-certified IT service management solution from AlfaPeople. In 10 days. For only 10.000 €.

**Microsoft
Partner**



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The digital transformation of IT is in high gear. Are you on board?

More than ever, it's important to demonstrate value to the business, prove ROI and keep costs down - while delivering exceptional service.

Provance IT Service Management extends the powerful and intuitive Microsoft Dynamics 365 platform to provide a cost-effective IT service and asset management solution that helps you deliver modern, agile, flexible and exceptional service.

With the support of AlfaPeople, as part of our ten-day implementation program, you could:

- Integrate communication channels into the uniform, data-rich interface of Dynamics 365.
- Automate key components of your daily operations so that your IT staff can focus on strategic areas of your business.
- Increase the business value of IT through improved performance and optimized usability, reporting and documentation processes.
- Ensure that your processes meet and exceed ITIL compliance standards set by government or regulatory agencies.

Why wait?

In just 10 days, the AlfaPeople IT Service Management Kick-Starter Program will help you build a modern, cost-effective and efficient service management system. Start with out-of-the-box ITSM functionality that you can easily adapt and optimize over time to meet your specific business needs, and seamlessly integrate with trusted business tools such as Outlook and SharePoint.

Together we can make the most of your investment in the Customer Relationship Management (CRM) functions of Microsoft Dynamics 365 and Provance ITSM, the IT service solution that is certified for 11 ITIL processes.

The Agenda

Week 1:

- ✓ Kick-off meeting to understand your current IT service management process and determine a plan of action.
- ✓ Installation of Provance ITSM suite in your existing CRM environments.
- ✓ Set-up of bespoke configuration - Accounts, contacts, queries and security.
- ✓ Customization/Configuration of tickets, incidents, service requests, change request and problems.
- ✓ System test.

Week 2:

- ✓ Data import including open incidents, service requests, change requests and problems.
- ✓ Template(s) import for pre-population.
- ✓ Full end-user training for new ITSM system.
- ✓ Go-live and first-day support.
- ✓ Additional go-live support available on request.

AlfaPeople has a decade-long trajectory in the successful implementation of Modern Service Management tools. Contact us today to speak with our team of experts in your country!

Disclaimer:

The aforementioned price is only valid for the services mentioned in this offer to the corresponding scope. For all other services our standard conditions apply. We would be pleased to submit a customized proposal to you. AlfaPeople will analyse your company's requirements and prepare a cost estimate for the project before any work is required. At the start of the project, AlfaPeople will check whether the expected efforts will exceed 10 days and, if necessary, make a separate offer. This quote requires a cloud-based installation of Microsoft CRM version 9.

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