



Crowe Support Services for Microsoft™ Solutions

Helping You Get the Most From
Microsoft Dynamics™ Platforms

Crowe provides comprehensive technical and functional support for Microsoft Dynamics users, along with highly responsive consulting services, to help you take advantage of the powerful capabilities of Dynamics platforms.

Crowe Support Services – A Scalable, Flexible Approach

The Crowe approach is flexible and scalable, allowing you to customize your support levels to adapt to changes in your system architecture or your service needs.

The broad array of Crowe Support Services for Microsoft include:

- **Support Desk Services** – Both technical and general functional support for Microsoft Dynamics AX and Microsoft Dynamics 365™ platforms, including system configuration and user training, customization and reports, server administration, and maintenance.
- **Migration and Upgrade Services** – Support for organizations migrating from earlier Dynamics AX versions to the Dynamics 365 platform, provided by Crowe specialists with extensive, real-world experience in this area.
- **Managed Services** – 24/7 proactive monitoring and recovery services for Microsoft Dynamics platforms and underlying system elements. Crowe specialists can also perform advanced system administration tasks and help with system outages and disaster recovery.
- **Microsoft Azure Platform Support** – Consulting services including cloud adoption approach and strategy, design and implementation support, infrastructure migration, and disaster recovery and backup.
- **Custom Dynamics Development** – End-to-end support in the design, development, and implementation of custom solutions.
- **Dynamics Module Implementation** – Help with migrating other business processes to your Dynamics AX environment.
- **Targeted User Training** – Initial system training for Dynamics AX users and subsequent onboarding as new system users or features are added.
- **Client-Led Implementation Support** – Adaptable, responsive support by experienced professionals for organizations that choose to manage their implementations in-house.
- **Health Checks** – Regular system health assessments, available on both annual and semiannual schedules, to help you maintain system performance levels and identify potential system issues before they occur.

Harness the Power of Microsoft Dynamics Platforms

Crowe provides comprehensive functional, technical, and industry-specific support services to help your organization take advantage of the potential benefits offered by the Microsoft Dynamics platforms. Crowe Support Services can keep you up to date when upgrades and new versions are introduced, while at the same time freeing up your resources to add more value to day-to-day business operations. Microsoft Azure™-certified Crowe engineers can help you identify ways to optimize your existing or planned Azure cloud usage.

The Crowe Team – Specialized, Experienced Support

The Crowe support team has years of hands-on Microsoft Dynamics platform implementation, development, training, and technical experience across a range of industries.

Our team has developed specialized expertise in a wide variety of Microsoft Dynamics system functions, including:

- Finance
- Manufacturing
- Supply chain
- Report development
- Security
- Custom development
- Data migration
- Infrastructure

Because the Crowe approach focuses on building long-term client relationships, Crowe teams can provide consistent service and gain an in-depth familiarity with your specific business needs and system architecture.

Recognized Microsoft Channel Leadership

As a leading provider of technology support and consulting services to Microsoft users, Crowe has developed numerous specialized accounting, supply chain, and productivity applications for Dynamics AX and Dynamics 365 users. With more than 200 dedicated technology professionals, Crowe credentials include:

- Microsoft Gold ERP and CRM Partner
- Microsoft Tier 1 Cloud Solution Provider
- Microsoft Dynamics President's Club and Inner Circle

Building on more than two decades of ERP system implementation experience, and a 75-year history of business consulting across a broad range of industries, Crowe is committed to providing your organization with powerful tools and solutions to help you get the most value from your technology investments.





Learn More

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About Crowe

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