folio3
DYNAMICS

Microsoft Dynamics 365

Microsoft | Dynamics 365

Support Process

How do I execute a process of a system?

I need something...

Something doesn't work..

I want to improve..

0

Knowledge Base & Digital Service Desk

Folio3 will setup JIRA Service Desk for the users to report support cases. It comes with a knowledge base which can be populated with FAQs and the responses to other

1

On call Folio3 Local Support Team 16/7 or 24/7

Users who submit tickets to Service Desk or send through email will be responded by Tier 1 Suppor team.

2

Folio3 Technical Support Team

Tier 1 Support team can engage Folio3 Technical resources for complex issues.

3

Folio3 Product/Solutions Team

Critical issues related to the solutions are escalated to Product/Solutions Team.

DevOps Process

Continuous Integration

- Code Quality Standards
- Effective Branching
- Feature Toggling
- Isolated Dev environments

Continuous Delivery

- Infrastructure as Code
- Configuration Management
- Delivery Pipelines

Continuous Deployment

- Release Promotion
- Controlled Release Environments
- Canary Release
- Dark Launch

Managed Services

- Application Support
- Process Governance
- Incident Management

Folio3 Advantages

Thank You | Folio3 Dynamics Services

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