Microsoft Dynamics Improvement Program

Strategic Guidance to Optimize and Enhance Your Dynamics and Business Applications

Catapult's Microsoft Dynamics Improvement Program gives you access to a team of Dynamics and Business Apps experts, expanding your IT team. Through monitoring services, our team makes sure that your line of business solutions continues to drive value in your organization. Our experts will monitor your API utilization, resources, workflows, storage allocations, usage, and license allocations to ensure your organization is right sizing their Dynamics footprint to your needs.

Dynamics and Business Apps experts will continuously provide strategic recommendations on optimizing your Dynamics environment as your business needs and goals change. Your **Microsoft Dynamics Solution Coach** will proactively develop roadmaps to optimize your environment, whether your needs are in health, security, or the use of the Power Platform for increased productivity. You will also have access to our **Flex Services**, a group of technology experts who will implement the roadmap recommendations and assist you with the day-to-day IT and operation challenges. Catapult's experts proactively identify and solve issues, rather than react to issues as they occur.

WHAT YOU GET: Monthly Coaching Findings and Recommendations

MICROSOFT DYNAMICS COACHING SERVICES

ADVISE

Catapult advises on your ever-changing consumer and business needs to help you make informed decisions and stay ahead of the competition. Recommendation examples:

- Development
- Extendibility
- Enhancement

HEALTH

Catapult monitors and recommends solutions in these areas:

- User auditing
- System job failures
- Plugin errors
- Integration issues
- Performance thresholds

MEASURE

Catapult will help navigate your metrics and give recommendations on:

- License usage
- Dataverse capacity
- Usage and adoption
- New functionalities
- User audits

FLEX SERVICES

- All-access pass to Catapult's expert team
- Support via telephone and email
- 24/7 critical support
- Request for services via customer portal
- Implementation of tactical steps recommended by Solution Coach

LENGTH: 3-month trial to implement recommendations from your initial assessment

MICROSOFT DYNAMICS IMPROVEMENT PROGRAM SUPPORTS:

- Business Applications: Canvas Driven Power Apps
- Business Applications: Model Driven Power Apps
- Business Applications: Power Portals
- Dynamics 365 Business Central
- Dynamics 365 Customer Insights
- Dynamics 365 Customer Service
- Dynamics 365 Customer Voice
- Dynamics 365 Field Services
- Dynamics 365 Marketing
- Dynamics 365 Microsoft Relationship Sales
- Dynamics 365 Remote Assist
- Dynamics 365 Sales
- Dynamics 365 Virtual Agent for Customer Service
- Other Dataverse & Power App Solutions
- Power Automate
- Power Flows

Catapult, a Microsoft-focused solutions and services firm, specializes in imagining, building and sustaining digital transformation and cloud-based technologies that people love to use. Catapult has consistently been recognized as a leading Microsoft partner for its expertise in digital transformation and cloud-based technologies. Recent honors include **2020 MSUS Partner Award Winner Azure – DevOps**, **Top Microsoft 365 Security Partner for FY20**, and being named **finalist for the Data Analytics 2020 Microsoft Partner of the Year Award**. Catapult has received numerous Microsoft partner awards over the years. Catapult has offices in Austin, Dallas, Denver, Houston, Phoenix, San Antonio and Tampa, as well as sales offices in Chicago, New York City Metro, Atlanta, Raleigh and Pennsylvania.

Catapult

How can we help you?
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Microsoft Partner
Microsoft

2020 Partner of the Year Finalist
Data Analytics Award

2020 MSUS Partner Award Winner
Azure – DevOps

FY20 US Top Microsoft 365 Security Partner