



Solution Brief

Microsoft Dynamics 365 Customer Engagement License Optimisation

Background and Business Challenge

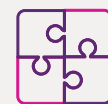
Microsoft’s changing approach to Dynamics 365 licensing will affect all current and future customers of the platform. Whilst significant value has been added to the portfolio of products, the effective licensing of these technologies has become significantly more complex to understand and manage effectively over time.

Many organisations are challenged not only with the complexity of the Microsoft Dynamics 365 portfolio, but also with the speed licensing updates are being published. This has led to real difficulty in being able to control or reduce costs without affecting the functionality required. Organisations are faced with changes in the metrics at renewals time, which more often than not leads to a surprising increase in costs.

Optimising your Microsoft D365 Customer Engagement licensing profiles



Roadmap for change



Documented strategy for simplicity



Reduced cost

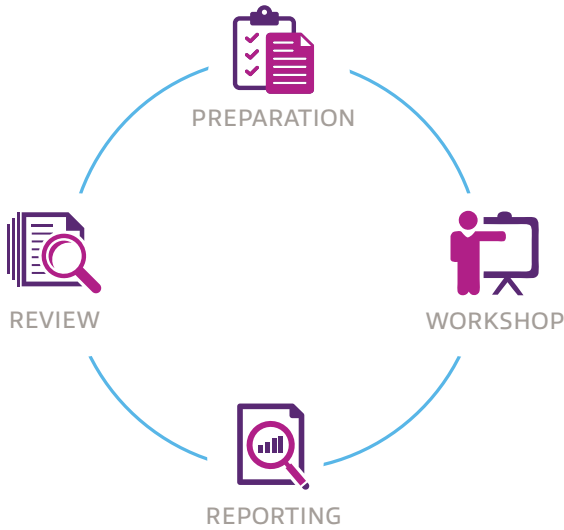
Related Services

- Microsoft continuous optimisation service

Our solution

Insight's consultative-led approach to Dynamics 365 Customer Engagement licensing is designed to help you navigate the complexities covering the technology roadmap and licensing models to support both your current and future requirements.

We deliver through our proven 4-phase service methodology.



You will gain an in-depth understanding of the licensing journey for these technologies, how to optimise the purchasing of which licences are needed and a blueprint for your future requirements.

There are two tiers of service available:


Tier 1	<ul style="list-style-type: none"> • Half-day licence strategy workshop • Scenario cost modelling for required user profiles • Closure presentation • Optional negotiation support
Tier 2	<ul style="list-style-type: none"> • Half-day licence strategy workshop • Scenario cost modelling for required user profiles • D365 Customer Engagement blueprint report • Closure presentation • Optional negotiation support

Insight requires the following information to be supplied by your organisation:


- Number of enterprise app users of the service
- Number of "team members" licensed users
- Approximate number of different use cases in the business for D365

Your outcomes


Optimised Microsoft D365 Customer Engagement licensing profiles.



Roadmap for change












Documented strategy for simplicity



Reduced cost

Why Insight?

Today, technology isn't just supporting the business; it's becoming the business. At Insight, we help you navigate complex challenges to develop new solutions and processes. We will help you manage today's priorities and prepare for tomorrow's needs.

								
Global scale & coverage	Operational excellence & systems	Software DNA	Services solutions	Data centre transformation	Next-generation tech skills	App dev & IoT expertise	Insight Digital Workspace™	Partner alignment