

CARE 365

Application Management and Support for
Microsoft Dynamics 365

EVOLVING TECH

Keep up with the business and meet time-to-market demands

Increase IT business value and insights

Uphold global business continuity

Optimize IT health and move from reactive to proactive

Maximize enterprise investments



CARE 365

Support, maintenance, and optimization of your Microsoft D365 business applications.

Care 365 provides a suite of flexible services with support from 7 global centers to help you maximize your Microsoft Dynamics 365 investment.



NEXER

DRIVE VALUE WITH CARE 365

BUSINESS AGILITY

Scaling with the pace of your business by continuously deliver value through DevOps .

VALUE BASED IT

Enable end-to-end business processes insight and business aligned KPI's.

COST EFFICIENCY THROUGH AUTOMATION

Deliver cost efficiencies beyond offshore through insights and automation.

CONTINUITY ON GLOBAL SCALE

SLA with 24/7 365 Access to Microsoft experts around the globe.

INTEGRATED OPERATING MODEL

Full control, **faster** reaction and proactiveness through dashboarding and man-machine collaboration (AI).

DYNAMICS EXPERIENCE

CARE 365

90

ASSESSMENTS

30

Done

5

In Progress

IMPLEMENTATIONS

245

Done



45

In Progress

MANUFACTURING	CONSTRUCTION & SERVICES	RETAIL	OTHERS
 			 <small>En del av Sysco</small>
			
			AUTOMOTIVE
	 <small>ATT FÖREBYGGA OCH SKYDDA</small>		 <small>NO seu tempo, 00 seu jeito.</small>
			

24/7 CARE FOR YOU




-  Delivery Centers
-  Local Offices
-  Partner Supported

CARE 365 FACTS

 **+ 130**
SUPPORT ENGINEERS

 **7**
DELIVERY CENTERS

 **+1000**
MONTHLY MANAGED INCIDENTS

 **4 HOURS**
SLA WITH RESOLUTION TIME DOWN TO 4 HOURS

NEXER CARE 365



Support

24/7 Global Service Desk
Incident Management
Problem Management



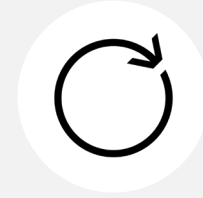
Prevent

Performance Review
Solution Health Check
Daily Monitoring



Optimize

Service Request Management
Change Request Management
Accelerate with Power Platform



Update

Feature Management
Test Management
Platform Release Management

CARE 365 YOUR WAY

ESSENTIAL

24/7 service desk with incident tracking and reporting

System and release management

Agent services 8 a.m. – 5 p.m.

50 hours per month

Dedicated engagement manager

Quarterly tactical review meetings with success planning

ENTERPRISE

Essential +

Feature and test management

Daily performance/batch monitoring

80 hours per month

Rollover of up to 100% to next month

Strategical governance

Power Platform acceleration

DESIGNED FOR YOU

You and the Nexer team can create a curated Care 365 support package that meets the needs of your organization.

SERVICE ADDITIONS

24/7 ON CALL	Respond/resolve incidents according to the SLA package on Severity 1 incidents 24/7
FOLLOW THE SUN SUPPORT	Provide Incident, Service Request and Problem management according the SLA package all hours of the day
ONE VERSION MANGEMENT	Implementation and management of the Microsoft D365 releases into production and UAT environments.
ONE VERSION + FEATURE MANAGEMENT	Adding the risk analysis and advisory of new and depreciated features related to the customer environment
HEALTH CHECK	A regular technical system health check to ensure your system is performing and operating at its optimum, preventing incidents before they occur
PERFORMANCE REVIEW	Our deep dive and recommendations can help solve existing performance issue and prevent future occurrences
ACCELERATE WITH POWER PLATFORM	Increase your business speed with help from automation and AI

CONNECT

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