barhead

Gold Microsoft Partner

Continuous Improvement Support Service (CISS)

Maximise your investment with Barhead Continuous Improvement Support Service (CISS)



Sprints for Enhancements (rapid delivery sprints)

Support for break and fix

Continuous Improvement Support Service (CISS)

Barhead's Continuous Improvement Support Services ("CISS") offer flexible plans for your Microsoft Dynamics 365 F&O support needs.

We offer flexible plans based on your organization's D365 F&O support needs. These plans include:

- Remediation and remedy review, including transition for the F&O instance
- Advisory for MSFT Updates, Roadmaps, Art of Possible

Why Barhead's Continuous Improvement Support Service (CISS)?

The Barhead's Continuous Improvement Support services provides a Pro-active Environment Management service to ensure that all environments needed to support our client's ongoing business as usual activity are working as expected.

Unique Value Proposition



Proven delivery based on a true Partnership model

Proven delivery strategies based on a true partnership model, tailored to deliver at each client's pace, and allowing for flexibility in delivery



Boutique Specialised Microsoft consulting firm

Specialized firm with highly are highly skilled, professional and passionate teams armed with the latest certifications. With strong relationships with Microsoft, our technology partner as evidenced by the recognition given, global network



Cost effective

Hybrid resource model across Australia and the Philippines to support global teams in a cost-effective manner and maximizing return on investments

Flexible Plans based on your D365 F&O Support needs



Remediation & Review Including transition of the F&O instance



Advisory for MSFT Updates, Roadmaps & Art of Possible



Support for Break & Fix Utilization reporting





www.barhead.com 1300 396 365 Sydney | Melbourne | Brisbane | Manila

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Features

Ledger Insights - Discover more about your customers than ever before

Start your analytics journey with D365 Finance and Operations Right data to the right people \checkmark Subledger insights

- Realtime dashboards for Top Items by revenue
- Revenue and expense insights
- Realtime dashboards for Top customers by revenue

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Vendor Invoice automation – Comprehensive set of features

Automate vendor invoice processing and reduce errors to optimize Accounts payable operations.

- ✓ Invoice capture, (Scanned, EDI) ✓ Workflow automation
- Invoice matching with Purchase 🖌 Electronic payments orders and receiving

 - Reporting and analytics

Manage Customer credit and collections – Minimize credit risk Helps organizations minimize credit risk, improve cashflow and optimize Accounts receivable operations.

- ✓ Credit management
- ✓ Credit Scoring

Reporting and analytics

- ✓ Collections management
- Workflow automation



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Human Resources – Robust task management features

To increase organizational agility, help users stay organized and on top of their workload

- ✓ Simplify HR administration
- ✓ Task Assignment priorities
- Workflow automation
- Notifications and escalations
- Reporting and analytics







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Flexible Models– Dynamics 365 F&O support needs.

- 1. Remediation and remedy review, including transition for the F&O instance.
- 2. Advisory for MSFT Updates, Roadmaps, Art of Possible
- 3. Support for Break and fix (Bronze/Silver/Gold)
- 4. Sprints for Enhancements (rapid delivery sprints)

Business Outcomes

- Remediation quickly assesses client's Dynamics 365 F&O investment, identifies areas to improve and optimize for better business results.
- Advisory for Microsoft updates for Finance. Best practices, guidance on latest updates and roadmaps
- 3. Break-fix support with agreed monthly hours Includes production support, issue fixes, & inquiries. Reporting for ticket summary & utilization
- Two options for fast delivery sprints: Agile approach breaks down projects into smaller parts for quick solutions, with sprint planning, development, testing, and retrospective to improve processes.



Barhead is a specialised consulting firm focused on delivering business solutions leveraging the strategic value of Microsoft Business Applications through Dynamics 365 and Power Platform. We believe that it is a combination of people, technology, and business drivers that underpin the most successful implementations.

Barhead provides global support for customers, providing deep expertise around:



Power Platform tools – Power Apps, Power Automate, Power BI and Power Virtual Agents.



Business solutions for standalone apps, or apps that extend existing Microsoft solutions.



Pre-built solutions from Barhead's Research and Development team.



Deployment models, best practices and governance.



Contact us at www.barhead.com for any inquiries or questions.