

Continuous Improvement Support Service (CISS)

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



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
- Support for break and fix
- Sprints for Enhancements (rapid delivery sprints)

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



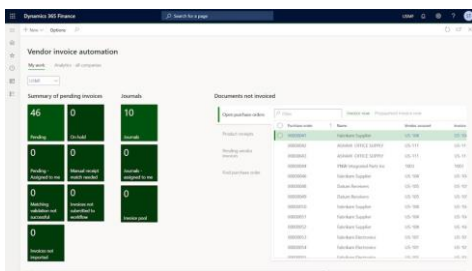
Sprints for Enhancements
Rapid delivery sprints

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



Vendor Invoice automation – Comprehensive set of features

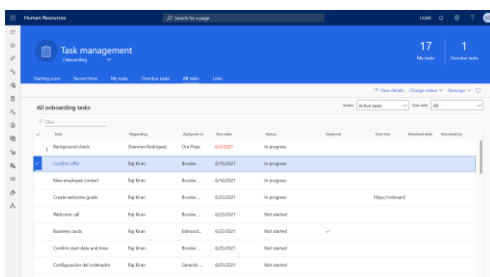
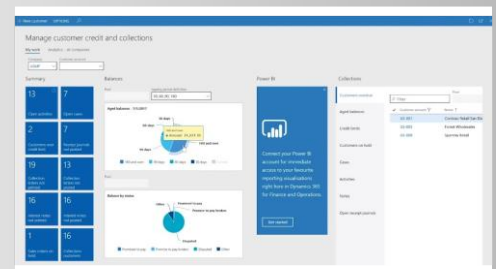
Automate vendor invoice processing and reduce errors to optimize Accounts payable operations.

- ✓ Invoice capture, (Scanned, EDI)
- ✓ Workflow automation
- ✓ Invoice matching with Purchase orders and receiving
- ✓ Electronic payments
- ✓ 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
- ✓ Collections management
- ✓ Reporting and analytics
- ✓ Workflow automation



Human Resources – Robust task management features

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

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

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

1. Remediation quickly assesses client's Dynamics 365 F&O investment, identifies areas to improve and optimize for better business results.
2. 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
4. 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.

Finalist
Microsoft Partner
2021 Partner of the Year Finalist
Power Apps and Power Automate Award



Finalist
Microsoft Partner
2021 Partner of the Year Finalist
Community Response Award



Winner
Microsoft Partner
2020 Partner of the Year
Partner for Social Impact Award



Gold
Microsoft Partner



INNERCIRCLE
for Microsoft Business Applications

Microsoft Partner
Learning Partner



- ✓ Gold Application Integration
- ✓ Gold DevOps
- ✓ Gold Data Analytics
- ✓ Gold Data Platform
- ✓ Gold Enterprise Resource Planning
- ✓ Gold Project and Portfolio Management

- ✓ Gold Application Development
- ✓ Gold Cloud Platform
- ✓ Gold Datacenter
- ✓ Gold Cloud Productivity
- ✓ Gold Small and Midmarket Cloud Solutions
- ✓ Gold Cloud Business Applications