

## CRIMSON MAXIMISE

Flexible managed IT services that champion your success with Microsoft technologies.



**Crimson Maximise is a flexible package of managed IT services created to help you get the most out of your investment in Microsoft's cloud technologies.**

Each service tier includes as standard full UK office-hour support, telephone and remote communication channels, evergreen platform management and general housekeeping to help you stay ahead of Microsoft's regular cloud updates.

### AVAILABLE ACROSS THE MICROSOFT TECHNOLOGY LANDSCAPE

Crimson Maximise can help support you beyond Microsoft Dynamics 365, SharePoint or .NET applications, towards the interoperability of the Microsoft stack. With the explosion in Office 365, Azure environments and now the Power Platform—plus legacy on-premise deployments—Crimson Maximise can help support you wherever you might be on your Microsoft technology journey so that you can leverage the potential of low-code-no-code systems.

#### **LEAP AHEAD OF THE MICROSOFT CURVE WITH EVERGREEN PLATFORM MANAGEMENT**

In addition to regular performance and reliability improvement updates, Microsoft has two major releases a year of Microsoft Dynamics 365. Crimson Maximise supports your team in preparing for these updates. With Crimson Maximise, you'll be ready to take advantage of the latest Microsoft enhancements - technically and commercially.

#### **ENHANCE THE VALUE OF YOUR SYSTEM... ONE REQUEST AT A TIME**

Taking a product-orientated approach to managing your Microsoft Dynamics 365 platform is the new norm. With Crimson Maximise, you can request simple modifications to fields, workflows and site templates, freeing your teams to think strategically and creatively about how you can digitise even more processes to serve customers and colleagues better. Are you seeking bigger changes? With Crimson Maximise we can walk you through the change request to give you cost estimates and recommended next steps to drive your organisation forward.

#### **DEDICATED ACCOUNT MANAGERS WITH YOU... FOR THE JOURNEY**

As part of your Crimson Maximise support service, you get a Crimson account manager with authority to act on all matters relating to the proposed service and client relationship.



# CRIMSON MAXIMISE

They are responsible for managing the account plan, the jointly agreed strategic objectives and tracking your application's lifecycle.

Meeting with you regularly, your account manager will monitor client satisfaction and the overall experience you're receiving from us. They will want to learn about your objectives and will keep abreast of technology updates and best practice important to you. Through regular timetabled service reviews we explore together previous service support incidents, the quality of deliverables, planned product releases and improvements.

## GET REGULAR INNOVATION AND INSPIRATION SHOTS WITH CRIMSON'S CLIENT TECHNOLOGY WORKSHOPS

In a world where digitisation is threatening every industry and business model it's critical that we regularly consider how we can help you become the disruptor. That's why Crimson runs a series of workshops to energise

and inspire your teams with the latest from Microsoft's roadmap. Whether you want to know what's possible, want help with user adoption, want to prepare for a new technology or seek demonstrations of one of Microsoft's latest tools, we have a workshop to meet your needs. As a Crimson Maximise client you get priority access to Crimson's in-demand senior consulting team.

## GOLD STANDARD GUIDANCE FROM MICROSOFT CERTIFIED PROFESSIONALS

As a Microsoft Gold Certified consultancy, Crimson is committed to regular official Microsoft training and testing of its team to ensure we remain capable of giving you the best advice and guidance. Additionally, Crimson has been awarded multiple Sunday Times Best Companies awards, ensuring we attract the most competent, capable and motivated experts available in the UK.

		Essentials	Advantage	Premier
<b>Products &amp; Services</b>		Microsoft Dynamics 365, SharePoint, .NET		
<b>Support Desks</b>		3rd Line	2nd & 3rd Line	1st, 2nd, 3rd Line
<b>Support Delivery Method</b>		Remote	Remote	On Site (MS) & Remote
<b>Severity Response Times</b>	P1	2 hrs	1 hr	30 mins
	P2	8 hrs	4 hrs	2 hrs
	P3	None	8 hrs	4 hrs
<b>Supported Hours</b>		09:00 - 17:30	08:00 - 18:00	24x7
<b>24/7 / On Call</b>			Hourly Extensions*	✓
<b>Third Party Ticket Management</b> (With Microsoft)				✓

## GET YOUR TAILORED SUPPORT SERVICE AT A TAILORED PRICE

Crimson Maximise is designed to be as unique as your business and, for some clients, can also include a Service Credit Model. To learn more and to receive your custom Crimson Maximise support estimate call the team on **01675 466 477**

### About Crimson

Crimson helps organisations get the most from their investment in Microsoft cloud technologies. We take an iterative and agile approach that gives you the confidence to move forward. Crimson is part of the £1BN global IT services group, Harvey Hash.



\*additional cost

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Microsoft  
Partner

Gold Cloud Business Applications  
Gold Cloud Productivity  
Gold DevOps  
Silver Cloud Platform