



## **Support and Managed Services for Microsoft Business Applications**

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## Mphasis Overview

Mphasis has 15+ years of experience in delivering successful digital transformation programs for central and local government entities across the globe. We offer the opportunity to accelerate their digital journey with a wide range of solutions cost-effectively, allowing maximum reusability of their current legacy systems. We understand the unique nature of the public sector's needs and challenges, and our offerings enable the right transformation to enable continuous adaptation for improved outcomes.

Mphasis is a leading applied technology services company with 20+ years of experience in delivering successful digital transformation for our clients across the globe. Incorporated in 1998, Mphasis is a multinational IT software consulting services company which provides Integrated services offerings in Application, Infrastructure & Business Process Services. We offer organisations an opportunity to accelerate their transformation journey with a wide range of technology solutions. Currently, we operate in 22 countries with more than 37,000 plus employees and 71 delivery centres with annual revenue of \$1.4Bn and a Market Cap of \$7Bn.

Mphasis' Service Transformation approach helps 'shrink the core' through digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis core reference architectures and tools, speed and innovation with domain expertise and specialisation are key to building strong relationships with marquee clients.

## Mphasis Microsoft Centre of Excellence Proposition

### Mphasis Digital Transformation Proposition

#### Unlock Full Power of Microsoft Solutions To Drive Improved Business Outcomes

**Speed of Releases**  
Improve by 60%



**Resilient Ops**  
Improve resilience by 50-80%

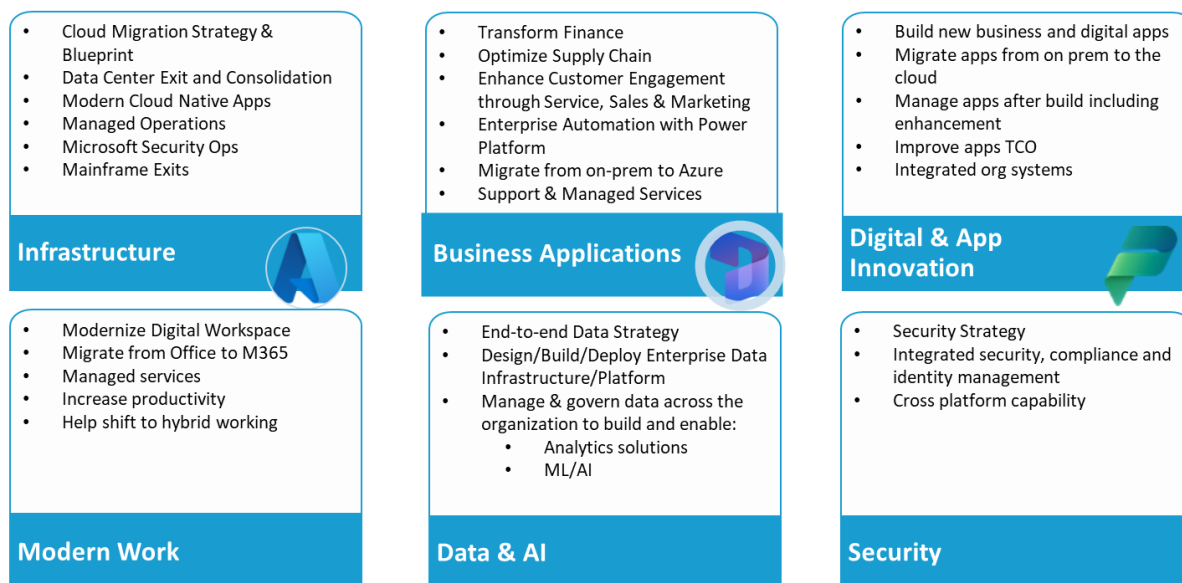


**Lower Cost Operations**  
Lower by 40-50%

- **15+ years experience** delivering transformation programs on Microsoft Technologies
- **30+ IP/Assets** to Accelerate Modern Operations on Hybrid Cloud Operations on Azure
- **2,500+ highly skilled professionals**, in global delivery model on Microsoft Technologies & Platforms
- **Integrated End to End Offerings** to deliver full services at scale
- **1300+ Microsoft Certified Azure Architects**
- **1,000+ Office EUSS**, 100+ Evolving Practice
- **100+ Cloud Foundations & Migrations delivered**
- **100+ Dynamics 365 Transformation Delivery programs/projects**



## Mphasis Microsoft Centre of Excellence Proposition



## Service Overview

MPHASIS' Microsoft Business Applications Support team offer global technical and functional support and managed services for all Microsoft Dynamics 365 products. The UK&I Practice currently managed over 100 customers across all products, with 30 dedicated support consultants employed.

### What the service is

These products include ERP solutions (from AX2009 through to D365 Finance, Supply Chain Management and Commerce), CRM (Dynamics 365 Customer Engagement including Sales, Customer Services, Customer Insight – Journeys, Field Service and Project Operation), Power Platform (Power Business Intelligence, Power Apps, Power Pages and Copilot Studio). The team also support a number of internal IP products owned by MPHASIS to assist each product and have a Consultancy and Support department.

MPHASIS have a dedicated Microsoft Update Services department also, with responsibility on behalf of a large number of clients to update their product versions each month. This includes each Wave Release from MSFT that may add or remove functionality to each product. The service takes ownership of updates including the creation of quarterly plans with the customers, focused and tailored Release Notes and dedicated communication consultants that organise each update as they are formerly agreed and scheduled. The service includes testing where required and work with Microsoft and ISVs to apply bug fixes within the scope of the contract. The team offer support partnerships for Incident, Problem,

Change and Release Management, following ITIL Framework Methodology with published SLAs and reporting via dedicated Service Delivery Managers.

Different levels of support are available, with flexible deals available alongside standard packages that customers pay prefer to select. Application Managed Service (AMS) contracts are available to provide dedicated resources to customers and to take ownership of a wide variety of technical tasks and administrative functions on behalf of the client.

New customers are onboarded either via the Delivery teams through the warranty and handover process or through an audit that is carried out for each new partner. This readiness assessment allows all parties to understand the stability of the system being supported, processes for raising issues and any known issues that are to be understood or resolved.

## **Business Continuity and Disaster Recovery**

Microsoft maintains automated backups of the business and financial reporting databases for 28 days for production environments and 7 days for sandbox environments.

Microsoft creates full backups every week, differential backups every 12-24 hours, and transaction log backups every 5 to 10 minutes. These backups enable a database restore to a point in time within the configured retention period. The backups are stored as storage blobs that are replicated to a paired region for protection against outages impacting backup storage in the primary region.

If your data protection rules require that your backups are available for an extended time (up to 10 years), you can configure long-term retention.

## **Onboarding and Offboarding Support**

MPHASIS will work directly with client to ensure smooth onboarding and offboarding process which is client specific.

## **Service constraints**

Valid licences are required and can be acquired via MPHASIS.

## **Service Levels - Performance, Availability and Support Hours**

For each product, 24x7 coverage is available, with options around P1 ticket resolution only or a full 24x7 follow-the-sun approach, delivered solely by MPHASIS teams globally. A central MPHASIS Helpdesk and online ticketing portal for customers allows fast triage and assignment to resources when required. SLAs provided with each contract allow the quality and speed of raised ticket resolutions to be managed and reported against each working day. Azure Cloud Service Managed Service support is also available for clients that require focused support and monitoring on their systems architecture, with 24x7 monitoring, alerting and resolution available.

## **Service Definition**

MPHASIS' Support team offer global technical and functional support and managed services for all Microsoft Dynamics 365 products. MPHASIS offer support partnerships for incident, problem and change management, following ITIL Framework Methodology with published

SLAs and providing dedicated Service Delivery Managers. Fixed price and flexible deals are available upon request.

## Service Features and Benefits

### Features

- Microsoft Dynamics Finance and Supply Chain Management Helpdesk and support
- Microsoft Dynamics 365 Customer Engagement (CE) Helpdesk support and consultancy
- Microsoft Power Platform Helpdesk support and consultancy
- Dynamics Power Automate, Power BI, Power Apps, Logic Apps support
- Fixed price and flexible Application Managed Service contracts available
- 24x7 Helpdesk support for Application/Cloud Azure support and consultancy
- Dynamics applications Update Services, ongoing upgrades and application lifecycle management
- Testing service
- Cloud Azure managed services including platform and infrastructure Helpdesk support

### Benefits

- Experienced Microsoft Dynamics Support team with 10 years+ knowledge.
- Work in partnership to collaborate on Microsoft roadmaps and improvements.
- Update Microsoft systems to latest versions via dedicated Evergreening Teams.
- Increase internal support models and knowledge via regular technical workshops.
- 24x7 support for critical incidents via experienced 3rd line consultants.
- Direct escalation access to experienced and senior Microsoft engineers.
- Dedicated Service Delivery and Account Managers for escalation and advice.
- Competitive, flexible pricing for standard and ad hoc support requests.
- AMS offerings available providing dedicated resources covering all Microsoft Applications.
- Full technical handover or audit provided for each new customer

## ABOUT MPHASIS

Mphasis applies next-generation technology to help enterprises transform businesses globally. Customer centricity is foundational to Mphasis and is reflected in the Mphasis' Front2Back™ Transformation approach. Front2Back uses the exponential power of cloud and 2 cognitive to provide hyper-personalized ( $C=X2C^{TM}=1$ ) digital experience to clients and their end customers. Mphasis' Service Transformation approach helps 'shrink the core' through the application of digital technologies across legacy environments within an enterprise, enabling businesses to stay ahead in a changing world. Mphasis' core reference architectures and tools, speed and innovation with domain expertise and specialization are key to building strong relationships with marquee clients.





## Further Information

For more information about our G-Cloud services, please contact our Public Sector Team at [mphasisukps@mphasis.com](mailto:mphasisukps@mphasis.com).