

Empowering sustainable digital transformations through exceptional support services

We understand that sustainability is at the core of long-term success. By providing unwavering support, we ensure that your digital transformation journey remains not only effective but also sustainable, empowering your business to thrive in the ever-evolving digital landscape.



SUPPORT PACKAGES THAT ARE BUILT FOR YOU

Standard	Gold	Silver	Platinum
<p>Technical helpdesk support hours</p> <ul style="list-style-type: none">9am to 5pm3am to 5pm24/7Technical Help Support <p>Additional Services</p> <ul style="list-style-type: none">System DoctorAnnual License ReviewSandbox SupportConsultancy HoursUpgradesRemote AdministrationData EnhancementMicrosoft Advance Support	<p>Technical helpdesk support hours</p> <ul style="list-style-type: none">9am to 5pm3am to 5pm24/7Technical Help Support <p>Additional Services</p> <ul style="list-style-type: none">System DoctorAnnual License ReviewSandbox SupportConsultancy HoursUpgradesRemote AdministrationData EnhancementMicrosoft Advance Support	<p>Technical helpdesk support hours</p> <ul style="list-style-type: none">9am to 5pm3am to 5pm24/7Technical Help Support <p>Additional Services</p> <ul style="list-style-type: none">System DoctorAnnual License ReviewSandbox SupportConsultancy HoursUpgradesRemote AdministrationData EnhancementMicrosoft Advance Support	<p>Technical helpdesk support hours</p> <ul style="list-style-type: none">9am to 5pm3am to 5pm24/7Technical Help Support <p>Additional Services</p> <ul style="list-style-type: none">System DoctorAnnual License ReviewSandbox SupportConsultancy HoursUpgradesRemote AdministrationData EnhancementMicrosoft Advance Support

BENEFITS OF OUR SUPPORT PACKAGES

Dedicated Customer Success Manager

Reduce resistance to change by addressing common causes of confusion and uncertainty. Our experts will provide support services and motivation for retraining and acquiring new skills. We'll analyse employee behaviour and learning abilities to create tailored engagement plans, with continuous expert support.

Assessment of the System

System Health Check, a part of our support contract, is a survey that helps uncover issues users are facing with the technology implementation. It includes a detailed review of your system setup, design, integration, and more. This gives you an independent review of the health of your current Dynamics 365 system. It also captures your level of feature usage, overall experience with our solution, or any feedback you might have. We then use the survey results to better advise your managers and administrators on the potential improvements to the solution.

Annual License Review

Are you paying too much for your licenses? As your business evolves so does your chosen platform, we help you reassess your user licenses annually to make sure you are not paying more than you need to.

ADD-ON SUPPORT OPTIONS



Upgrade Cover

Test the latest upgrades on a sandbox environment before they are deployed to your live environment.



Remote Administration

Administer your users, make standard configuration changes and pull reports plus many other system admin tasks.



Sandbox Cover

Get technical helpdesk support for your test environments.

GAIN MORE INSIGHT INTO HOW PEOPLE USE YOUR

- Creating PowerBI Dashboards and Reports
- Creating PowerApps
- User training for new employees
- Change requests
- Change management consultancy
- Business process consultancy
- Customised training materials such as videos and interactive learning paths
- Setting up a self-service web portal
- Carrying out bulk data edits and imports
- Building 'proof of concepts' to demonstrate how CRM or ERP can support new use cases



ABOUT DOGMA

The Dogma Group is a progressive digital transformation company committed to delivering the digital imperative and becoming the most trusted advisor to its clientele.

CONTACT US ON

- +4401296328689
- info@dogmagroup.co.uk