DXC Technology

Support and Managed Services for Microsoft Dynamics Business Applications

G-Cloud 14:

Service Definition Document
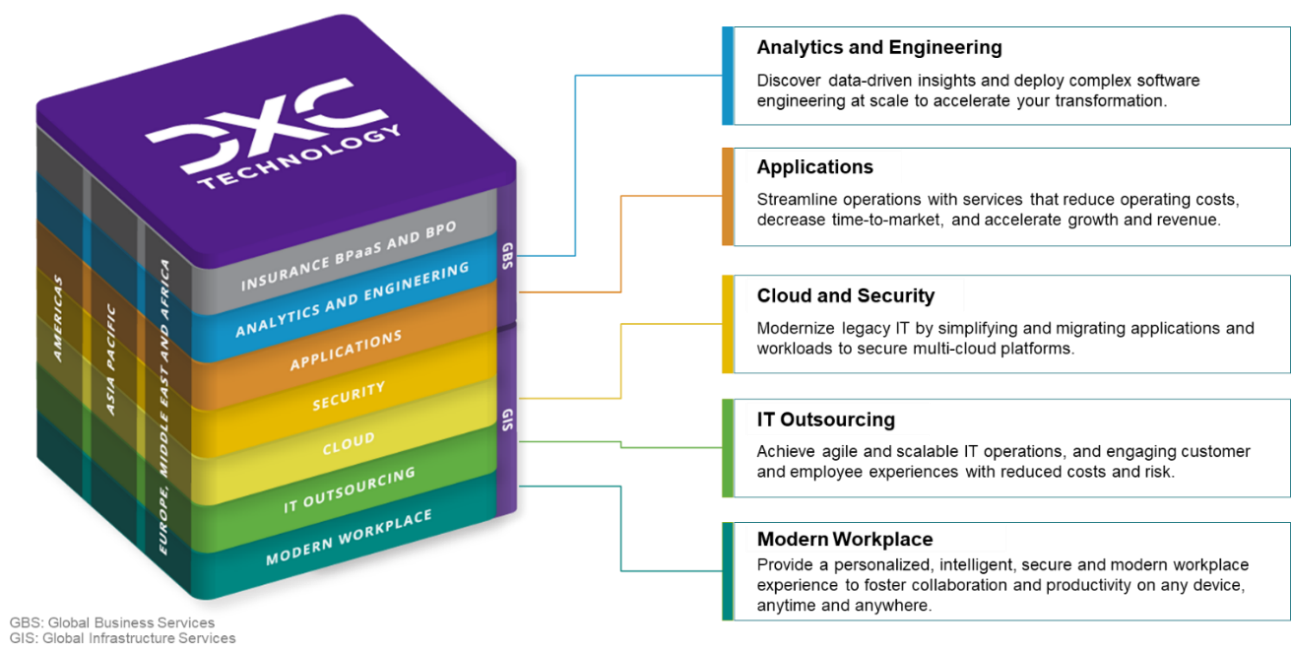
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1 Company Overview

DXC Technology helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds.

The world's largest companies as well as mid-sized clients and public sector organizations trust DXC to deploy services across the Enterprise Technology Stack to drive new levels of performance, competitiveness, and customer experience. We have a long heritage in data centre services and management, operating over 320 global data centres and supporting 1,300+ customers. DXC provides innovative solutions to customers by leveraging strong domain capabilities and by applying leading technologies as represented in the DXC Technology stack below.

Analytics and Engineering
Discover data-driven insights and deploy complex software engineering at scale to accelerate your transformation.

Applications
Streamline operations with services that reduce operating costs, decrease time-to-market, and accelerate growth and revenue.

Cloud and Security
Modernize legacy IT by simplifying and migrating applications and workloads to secure multi-cloud platforms.

IT Outsourcing
Achieve agile and scalable IT operations, and engaging customer and employee experiences with reduced costs and risk.

Modern Workplace
Provide a personalized, intelligent, secure and modern workplace experience to foster collaboration and productivity on any device, anytime and anywhere.

GBS: Global Business Services
GIS: Global Infrastructure Services

DXC is one of the few IT services providers that can orchestrate mainframes, servers, private and public clouds as an effective whole. We manage the complexities of your cloud migration strategy and apply modern operating models, practices and capabilities to build and optimize cloud for the unique needs of your enterprise. We leverage deep cloud expertise and intelligent automation to run and maintain your infrastructure, and enable business agility, resilience, and continuous improvement.

1.1 Why DXC?

DXC Technology helps customers simplify and transform applications, digitise business models and automate operations to improve services, deliver more value and lower costs. DXC has worked with thousands of organizations globally to implement MS Dynamics 365 ERP solutions.

DXC offers:
- Largest global Microsoft Dynamics systems integrator
- Five-time Microsoft Global Partner of the Year
- Microsoft Inner Circle - top 1% of international partners (consecutively since 2000)
- 6,000+ Microsoft Dynamics customers worldwide
- Over 2,450 Dynamics resources worldwide
- 18 years of Dynamics implementation experience
- 1,000+ Microsoft certifications

2 Service Overview

DXC's 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 140 customers across all products, with 50 dedicated support consultants employed.

2.1 What the service is

These products include ERP solutions (from AX2009 through to D365 Finance, Supply Chain Management and Commerce), CRM (Dynamics CRM versions plus D365 CE including PSA and Field Services), NAV (all NAV versions plus Business Central) and Power Platform (Power BI, Power Apps and Logic Apps). The team also support a number of internal IP products owned by DXC to assist each product and have a Robotic Process Automation (RPA) Consultancy and Support department.

DXC 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 via RPA where required and 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.

2.2 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 to 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.

2.3 Onboarding and Offboarding Support

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

2.4 Service constraints

Valid licences are required and can be acquired via DXC.

2.5 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 DXC teams globally. A central DXC Helpdesk and online ticketing portal for customers allows fast triage and assignation 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 requite focused support and monitoring on their systems architecture, with 24x7 monitoring, alerting and resolution available.

3 Service Definition

DXC's Support team offer global technical and functional support and managed services for all Microsoft Dynamics 365 products. DXC 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.

3.1 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
- Microsoft Dynamics 365 Business Central Helpdesk support and consultancy
- Robotic Process Automation (RPA) test/process automation as a 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