

Microsoft Dynamics 365 CRM (CE) Support & enablement

What we offer

Ingentive provides support and enablement services for Microsoft Dynamics 365 Customer Engagement, helping organisations configure, optimise and extend their CRM. We offer guidance on data models, security roles, automation, integrations, training and best practice to ensure effective and secure adoption of Dynamics 365 CRM.

Service categories:

- Cloud Support Services
- Ongoing Support
- Product support capabilities
- Logging and management of incidents
- Reporting and proactive results analysis
- End user training coordination



Benefits:



- Improved adoption of Dynamics 365 CRM
- Better data quality and system consistency
- Enhanced user productivity and efficiency



- Stronger governance and controlled CRM environments
- Reduced reliance on external development



- More effective automation and workflows
- Improved reporting and business insights



- Faster resolution of CRM issues
- Better alignment to organisational standards
- Higher return on CRM investment

Service scope

This service focuses on supporting and enabling Microsoft Dynamics 365 CRM solutions. Assistance with third-party or legacy system integrations depends on available APIs or connectors and may require review during onboarding. Support is delivered within agreed service hours, with extended or out-of-hours options available at additional cost. More complex CRM issues may require additional investigation time.

Support levels

At an extra cost, Ingentive provides three support tiers: Flexi, Flexi Plus, and Complete, offering different levels of advisory, troubleshooting and proactive assistance. All tiers include response SLAs of 1 hour for major issues, 4 hours for intermediate issues and 8 hours for minor issues. Flexi Plus and Complete include access to a technical specialist or cloud support engineer.



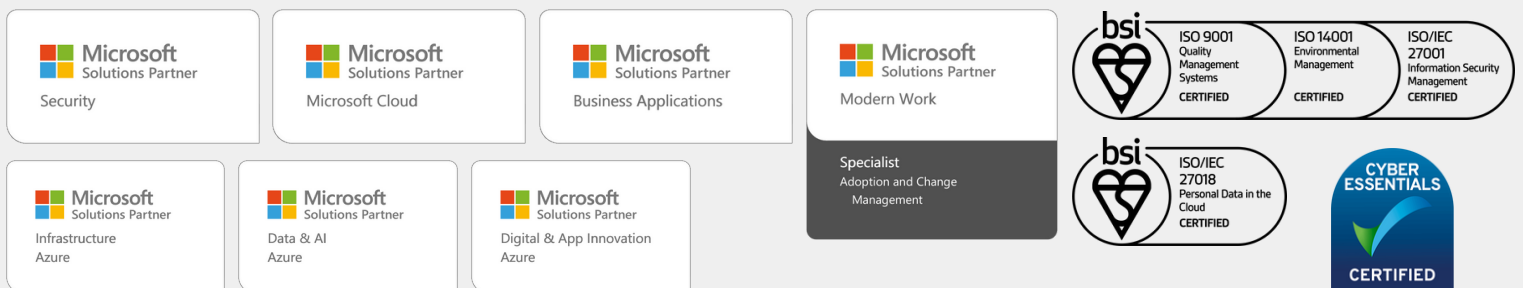
Why choose us?

We live, breathe, eat, sleep, repeat Microsoft and we always have.

As a trusted Microsoft **Inner Circle** member, we bring unmatched expertise, proactive managed services and a transformation-first mindset to keep your business secure, efficient, and future-ready.



Ingentive stands among a select group of organisations worldwide to have earned **all six Microsoft Solutions Partner designations**, plus an additional Microsoft Cloud designation. With seven in total, this exceptional achievement highlights our leadership, innovation, and unmatched capability to help you maximise your Microsoft investments.



Get started with Ingentive

As a Microsoft partner with years of experience providing Microsoft solutions, we want you to get the very best systems for your business, build solutions around you.

Get started

<https://www.ingentive.com/>