

Microsoft Dynamics 365 Supply Chain Management Support

Streamline your supply chain with continuous support

What we offer:

Ingentive provides support and enablement services for Microsoft Dynamics 365 Supply Chain Management, helping organisations configure, optimise and maintain their SCM processes. We offer guidance on inventory, warehousing, procurement, logistics, asset management, automation, integrations and best practice, supported by tailored training and ongoing optimisation to ensure effective and secure adoption.

Service categories:

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



Benefits:



- Improved adoption of Dynamics 365 SCM
- More efficient supply chain processes



- Stronger governance across SCM environments
- Better visibility of stock and logistics



- Reduced operational errors and delays
- Enhanced automation and process consistency



- Faster resolution of SCM issues
- Higher return on SCM investment

Support levels

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. Support costs vary by tier and are detailed in pricing. Flexi Plus and Complete include access to a technical specialist or cloud support engineer.

Service scope

This service focuses on supporting and enabling Microsoft Dynamics 365 Supply Chain Management. Assistance with third-party or legacy system integrations depends on available interfaces or data formats and may require assessment during onboarding. Support is delivered within service hours that need to be agreed, with extended or out-of-hours options available at additional cost. Certain complex supply chain processes or technical issues may require additional investigation time, and Ingentive will maintain clear communication throughout.



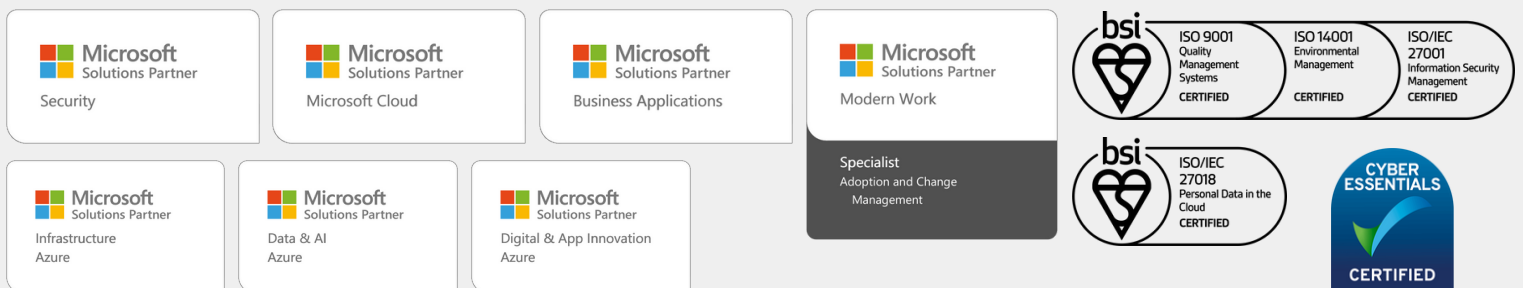
Why choose us?

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/>