



DYNAMICS 365 SUPPORT SERVICES

G-CLOUD 15

SERVICE OVERVIEW

Telefónica Tech provides Dynamics 365 Support Services to support the ongoing operation, optimisation and evolution of Microsoft Dynamics 365 and Power Platform solutions.

The service delivers application support across all Dynamics 365 modules and the Power Platform, including AI-enabled capabilities, through an ITIL-aligned and ISO-accredited support model. Support services are tiered to align with differing organisational needs, including extended service coverage up to 24x7x365.

The service is underpinned by a proven transition and onboarding approach, ensuring continuity of service and no degradation when moving from existing arrangements or introducing additional service elements. Telefónica Tech has experience delivering support services against demanding service levels for public sector organisations.

KEY FEATURES

- Application support for the full Dynamics 365 ecosystem, including:
 - Dynamics 365 Customer Service, Sales and Marketing
 - Dynamics 365 Finance and Supply Chain Management
 - Dynamics 365 Business Central
 - Dynamics 365 Field Service and Project Service Automation
- Dedicated Dynamics 365 support helpdesk
- Support delivered by a large team of Dynamics 365 certified consultants
- Tiered support models aligned to service level and coverage requirements
- Clearly defined Service Level Agreements (SLAs)
- Proactive incident management and service monitoring
- Real-time reporting and service performance analytics
- Release wave impact assessment and change control
- Power Platform support, governance and optimisation (Power Apps, Power Automate)
- Copilot governance and responsible AI guardrails
- Support for AI Builder models used within applications and workflows

KEY BENEFITS

- **Assured Service Continuity**
Proven transition methodology ensures no degradation of service when onboarding or expanding support.
- **Flexible Support Coverage**
Support models scale from standard business hours to 24x7x365 coverage.
- **Experienced UK-Based Support Team**
Access to qualified and certified Dynamics 365 consultants with public sector experience.
- **End-to-End Platform Coverage**
Single support service across the full Dynamics 365 and Power Platform estate.
- **Proactive Optimisation and Improvement**
Focus on continuous improvement, not just incident resolution.

- **Reduced Operational Risk**
Structured governance, change control and release management reduce disruption.
- **Support for Legacy and Modern Platforms**
Supports upgrade and optimisation of legacy implementations alongside newer capabilities.
- **AI-Ready Support Model**
Provides governance, planning and support for Copilot, AI Builder and AI-enabled services.
- **Improved Visibility and Control**
Real-time reporting supports transparency, performance monitoring and assurance.

ADDITIONAL SERVICES

- Service transition and onboarding management
- Application health checks and optimisation reviews
- Upgrade planning and execution for Dynamics 365 modules
- Power Platform and Copilot adoption support
- Business case and digital strategy advisory services
- Application modernisation using Power Platform capabilities
- Release and environment management
- Ongoing service improvement planning
- Managed service and extended support options

Thank you

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Telefónica Tech

