

Dogma's Support Services

Dogma Support: Customised Support for Empowered Digital Transformation

Dogma offers comprehensive support services tailored to your organisation's needs. With operations spanning three time zones, Dogma provides **around-the-clock support** and expedited project delivery to meet the most stringent deadlines.

Our first-line support is manned by our Dogma Support team, working on a shift basis 24/7.

Why Dogma

Personalised and Proactive Approach

Dogma Support Services prioritise a personalised, proactive approach, offering a dedicated **Customer Success Manager** for every client. This role extends beyond technical support, providing regular check-ins, addressing non-technical inquiries, and ensuring clients fully leverage their solutions.

Flexible and Scalable Support Packages

Dogma offers flexible and scalable support packages unlike other one-size-fits-all models. You can choose from **Standard**, **Silver**, **Gold**, or **Platinum** tiers, each designed to accommodate different levels of support and budgetary considerations.

Comprehensive Support Coverage

Dogma provides a comprehensive range of support services, including **24/7 helpdesk availability**, **sandbox support**, and **remote administration**, ensuring access to immediate assistance, regardless of the issue or time of day.

The **upgrade support** offered by Dogma is particularly noteworthy, involving thorough **testing in sandbox environments** to prevent disruptions during live system updates.

Cost Optimisation

Dogma's approach to cost optimisation sets it apart. Through **Annual Licence Reviews**, we ensure you are only paying for the licences you truly need, avoiding unnecessary expenses.

This proactive cost management strategy is a significant advantage over the more rigid pricing structures typically associated with Microsoft Unified Support.

Support Channels

Clients have access to support via Telephone, Email, and a Self-Service Portal, ensuring multiple, convenient channels for assistance.

Escalation Process

Dogma's structured escalation process ensures that unresolved issues are swiftly handled, escalating to higher levels when necessary, including access to advanced Microsoft support.

Our Support Packages: Built for Your Needs

	Standard	Silver	Gold	Platinum
Technical Helpdesk Support Hours				
9am to 5pm	☒	☒	☒	☒
3am to 5pm	—	—	☒	☒
24/7	—	—	—	☒
Technical Help Support	☒	☒	☒	☒
Additional Services				
System Doctor	—	☒	☒	☒
Annual Licence Review	—	☒	☒	☒
Sandbox Support	—	—	☒	☒
Consultancy Hours	—	—	☒	☒
Upgrades	—	☒	☒	☒
Remote Administration	—	—	—	☒
Data Enhancement	—	—	—	☒
Microsoft Advanced Support	—	—	—	☒

Support Capacity

Dogma’s support capacity is scalable and can be adjusted to reflect your evolving demands. All tickets are handled via Dogma’s incident management system. This system enables the support team to:

- Track and manage the status of support inquiries
- Access knowledge base articles for common issues and resolutions
- Route cases to the most relevant team members
- Identify trending support issues
- Provide management reporting to the client

Service Level Agreements

Dogma's SLAs are designed to prioritise and respond to issues promptly. This minimises downtime while ensuring business continuity. The Dogma Group provides the following SLAs within the support hours covered by the chosen contract:

Priority	Description	Response Time
1 – Critical	Critical functionality is inaccessible, or there is a complete service interruption causing severe impact on services availability.	1 hour
2 – Moderate	Critical functionality or network access is interrupted, degraded or unusable, severely impacting service availability. No acceptable alternative.	2 hours
3 – Normal	Non-critical function or procedure is unusable or difficult to use, with operational impact but no direct impact on service availability. A workaround is available.	4 hours
4 – Low	Application or personal procedure is unusable, but a workaround or fix is possible.	8 hours

Consultancy Services: Expertise When You Need It

Dogma's [Consultancy Services](#) provide clients with access to expert guidance and hands-on assistance for various projects. These services are particularly beneficial for clients who need tailored solutions to optimise their systems or address specific challenges.

Clients on [Gold and Platinum](#) support packages can use their included consultancy hours for diverse purposes, such as:

- [Training New Users](#): Ensuring new employees are proficient in using the system from day one.
- [Creating Power BI Dashboards](#): Developing custom dashboards that provide actionable insights and enhance data visualisation.
- [Developing Power Apps](#): Building tailored applications to streamline operations and improve productivity.
- [Change Management Consultancy](#): Offering strategic advice on how to manage and implement organisational changes effectively.
- [Business Process Consultancy](#): Reviewing and improving existing business processes for greater efficiency and effectiveness.

Dogma's consultancy hours are [flexible](#), allowing clients to combine hours across multiple days if needed. This flexibility ensures that clients can utilise expert services in a way that best fits their operational requirements and strategic goals, maximising the value from their support package.

Change Request Management

Dogma's **Change Request Management** process is designed to handle client needs efficiently and with minimal disruption. When a client logs a change request, Dogma's team analyses and reviews the issue within an internal **SLA of 2 days**.

Once the analysis is complete, Dogma works with the client to approve the request, either through a **purchase order** or by utilising **consultancy hours**. Depending on the complexity of the request, Dogma assigns a project team and, for larger requests requiring more than 3 days of effort, a dedicated **Project Manager** is allocated. The project kick-off includes introducing timelines and the team involved, ensuring a transparent and collaborative approach.

Dogma's prioritisation of changes takes into account several factors:

- **Customer Needs:** Ensuring the changes align with the client's immediate and long-term business goals.
- **Business Value:** Prioritising changes that deliver the most significant impact.
- **Risk:** Assessing and mitigating potential risks associated with the changes.

This structured process helps in seamlessly integrating change requests into the client's system with minimal downtime or disruption, following **agile management methodologies** for continuous improvement.

How Dogma Differentiates from Microsoft Unified Support

- **Proactive Health Checks:** Dogma's System Doctor and annual licence review proactively address potential issues and optimise licence usage, unlike the more reactive nature of Microsoft's support.
- **Enhanced Customisation:** Dogma offers a higher degree of customisation with its consultancy hours, sandbox support, and upgrade testing services, enabling you to tailor the support to your specific requirements.
- **Dedicated Team and Resources:** The inclusion of remote administration and advanced Microsoft support through Dogma provides a robust backend for handling complex tasks and escalations efficiently.
- **Cost-Effective Solutions:** Dogma's flexible consultancy hours and packaged services are designed to be cost-effective, with a focus on minimising client expenses and maximising value.

Feature	Dogma Support	Microsoft Unified Support
Support Availability	24/7, including weekends and holidays with Platinum package	24/7, standard for enterprise support
Dedicated Customer Success Manager	Yes, for non-technical queries and regular check-ins	No, general account management; typically includes a Customer Success Account Manager (CSAM) for personalised engagement
Customisation and Flexibility	High-tailored packages, flexible consultancy hours, sandbox support	Moderate – a mix of standardised and customisable service offerings

Feature	Dogma Support	Microsoft Unified Support
Proactive System Health Checks	System Doctor, annual licence reviews, and proactive optimisation	Mostly reactive
Escalation Process	Direct escalation to a dedicated Dogma team and advanced Microsoft support engineers	Escalation through standard Microsoft support channels
Consultancy Hours	Available in Gold and Platinum packages, used for various expert services	Available but need to be purchased separately
Upgrade Support	Comprehensive, includes testing in sandbox environments before live deployment	Upgrade support available, emphasis on sandbox testing can vary
Remote Administration	Yes, handles standard admin tasks, user setup, security profiles, etc.	Not included, separate service
Cost Effectiveness	Flexible packages designed to optimise cost and avoid overpaying for unused licences	Higher cost, less flexibility in package customisation
Technical Helpdesk Response Time	First-line, second-line, and third-line support through Dogma and Microsoft partners	Unified support team handling, escalations based on severity
Dedicated Account Manager	Included in all plans	Not included in basic plans
Consulting Services	Included in Gold & Platinum packages	Limited and separate cost
Add-On Options	Extensive add-ons for enhanced support	Limited flexibility
Pricing Transparency	Clear, predictable pricing	Complex, based on Microsoft spend
Third-Party System Support	Broader support beyond Microsoft ecosystem	Focused on Microsoft products only
Dynamics Project Alignment	Dogma enhances Dynamics implementation with dedicated support	Microsoft leverages Dynamics projects to sell support

Case Study: Baywater Healthcare



Baywater Healthcare, a leading independent provider of healthcare services in the UK, partnered with Dogma for the successful implementation of key solutions, including Dynamics 365 Field Service, Business Central, and a React Native Android App for technicians. Following the implementation, Baywater required a robust support solution to ensure system stability and efficiency.



Situation

Baywater was experiencing challenges related to **month-end billing, invoicing accuracy**, and **system stability during their post-go-live phase**. With a high dependency on timely financial operations, they required flexible support options to stabilise their systems before their fiscal year started and ensure long-term operational continuity.



Solution

Dogma implemented its **Platinum Support Plan**, which included:

- **24/7 technical helpdesk** with rapid response SLAs to minimise disruptions.
- **Proactive monitoring** via the System Doctor service to identify and resolve issues before they could impact operations.
- **Consultancy hours** to provide strategic guidance and implement custom enhancements.
- **Comprehensive upgrade support**, including testing in sandbox environments to ensure seamless transitions during updates.
- **Advanced Microsoft support integration** for escalated issue resolution.



Key Outcomes

- **99.9% system uptime** ensured smooth operations during critical billing cycles.
- **80% reduction in response times** for high-priority issues, enhancing system reliability.
- **Optimised licensing** reduced unnecessary costs while aligning functionality with actual user needs.
- **Increased operational efficiency** through proactive issue resolution and improved data management.



Get Reliable Support for Your Business Success

Don't let inadequate support hold you back. Experience Dogma's flexible, tailored packages that ensure your business thrives with expert guidance.

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.

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