

Maximize your Microsoft Dynamics investment

DXC Application Services On Demand

Support and enhance your Microsoft Dynamics solutions with a comprehensive, after go-live subscription services plan

Benefits

- Ensure performance and efficacy of Microsoft Dynamics solutions post implementation
- Gain unified IT, industry and application expertise for end-to-end solution management, enhancement and cost savings
- Use service hours when and how you need them, without negotiating price per hour

The go-live of a Microsoft Dynamics solution is a tremendous milestone, but it is only the beginning. Most organizations have phase two requirements to complete and business functionality needs that are requested after initial deployment. In addition, the list of enhancements and functions planned for after go-live may change, code updates/adjustments may be needed, platform outages may happen, and diagnostics/notifications need to be interpreted and actioned. All these challenges are faced while the organization is supporting and maintaining a new platform.

Continuously optimize your cloud or on-premises environment to get the most from your Microsoft Dynamics solution

DXC Application Services On Demand offers a flexible subscription services plan that makes ongoing maintenance and enhancements effortless. The plan provides a dedicated team of onshore and offshore cloud, industry and application experts delivered with best practices in ticketing and support delivery, as well as full visibility in the DXC Application Services On Demand portal. This personalized yet programmatic approach provides a comprehensive and valuable alternative to fixed scope support models.

DXC Application Services On Demand is designed to provide ongoing support and enhancement of deployed solutions whether the application is hosted in

the cloud or on-premises. We take the time to understand your deployment, orchestrate your services and coordinate with third-party solution providers.

How it works

Your organization subscribes to a monthly allotment of hours and your dedicated support team is assigned based on your deployed applications and industry. You begin with onboarding into the DXC Application Services On Demand portal and prioritizing your needs with your team. Along with 24x7x365 system down support coverage, you will utilize available hours by moving requests into your current services schedule, roll hours into the next quarter, or request additional hours as needed – the control is yours.

Your dedicated support team consists of:

- Industry CTO/Architect - technical leader and solutions architect
- Customer Program Manager - onboarding and overall program oversight
- Applications Functional Lead - certified applications consultant and support resource
- Developer - code updates, enhancement and technical services

This team becomes an extension of your own organization; it's just like having your own in-house experts with a wide range of specialized skills.

DXC Application Services On Demand provides:

- **End-to-end application support:** integrated application support, performance and ongoing platform management for Microsoft Dynamics environments
- **Third-party integration:** expertise necessary to integrate third-party specialty applications and connected services
- **Performance and diagnostic services:** expertise to execute code adjustments for performance tuning and business continuity – including SQL Server, BizTalk and customized third-party code

- **Release and source code management:** proactive support for major and minor releases, as well as code updates from Microsoft
- **Extended functionality and enhancements:** ongoing support for turning on new features, reports, dashboards, and other desired business functionality.
- **Upgrades:** support for minor upgrades and infrastructure updates

This agile-based plan drives efficiency for maintaining and enhancing your solution. Contact us today to learn how DXC Eclipse can help you make the most of your Microsoft Dynamics investment.

Why DXC Eclipse

DXC Eclipse, a practice within DXC Technology, helps enterprise and mid-market companies accelerate digital transformation, solve business challenges and deliver intelligent solutions that make a difference for clients, employees and partners. We believe in delivering expertise, project transparency and excellent customer service in every engagement.

With team members in the Americas, EMEA, Asia and Australia-New Zealand, we are uniquely positioned to deliver Microsoft Dynamics 365, ERP, CRM, business process, analytics and collaboration solutions to clients across the globe. The largest independent Microsoft Dynamics partner in the world, DXC Eclipse serves more than 4,000 clients across multiple industries. Our practice delivers services and solutions that positively impact our world today and into the future.

DXC Application Services On Demand Plans

Subscription Plan	Bronze	Silver	Gold
Plan Hours (may be used within standard coverage window)	30	120	300

System Down Support Coverage: **24x7x365**
 Standard Coverage Window: **8 am – 5 pm of customer’s primary time zone.**

Additional hours can be added. Rates vary depending on whether service is provided outside of coverage window or if onshore resources are requested.

 **Get the insights that matter.**
www.dxc.technology/optin



About DXC Technology

DXC Technology (DXC: NYSE) is the world’s leading independent, end-to-end IT services company, serving nearly 6,000 private and public-sector clients from a diverse array of industries across 70 countries. The company’s technology independence, global talent and extensive partner network deliver transformative digital offerings and solutions that help clients harness the power of innovation to thrive on change. DXC Technology is recognized among the best corporate citizens globally. For more information, visit dxc.technology.