

DXC Application Services On Demand

Maximize your Microsoft Dynamics investment

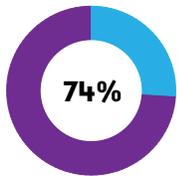
Your implementation is live.

Now what?

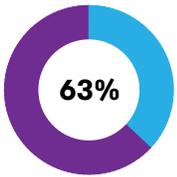
Working against an original scope of work, timeline or budget can sometimes limit your ability to realize what's possible.

Common post-go-live learnings:

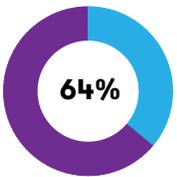
- Opportunities for additional modules and/or features to further enhance the solution
- Original time didn't allow all that you needed from phase one
- Solution requires more support than internal IT teams are equipped to handle



of ERP projects take longer than planned.



of CRM projects are prone to failure.



of ERP projects go over budget.

Support and enhance your Microsoft Dynamics solutions with a comprehensive, post-go-live subscription support plan.

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.

Why DXC Application Services On Demand?

In order to maximize your Microsoft Dynamics 365, Microsoft Dynamics AX and/or Microsoft Dynamics Customer Relationship management (CRM) investment after go-live, there are many things to consider: code updates, break/fix, third-party software integration, monthly releases and new features. Or, perhaps required features or functionalities didn't happen in phase one of the implementation.

These support plans provide a proactive, comprehensive and valuable alternative to fixed scope support models. Access to extensive competencies, industry expertise and specialized skill sets under one cost-effective plan.

DXC Application Services On Demand plans

Delivered by our global, cross-functional team of cloud, industry and Dynamics application experts, we've got you covered with flat rate, predictable cost-saving, monthly or annual support plans.

Choose a plan:

Break/Fix

Allows for allotments of pre-paid support hours with a minimum of 100 hours per allotment. In addition to break/fix, pre-paid support hours can also be used towards small enhancements with no statement of work (SOW) requirements.

Managed Application Services plan

This flexible, subscription services plan makes ongoing break/fix, maintenance and enhancements effortless. A comprehensive and valuable alternative to fixed scope support models, this personalized yet programmatic approach provides best-in-class ticketing and support delivery.

Customized Application Services plan

When your post-go-live support and business needs are unique, we'll tailor your options and create a customized services support plan that's right for your business.

Regardless of your situation, DXC can help you select a support plan that suits your specific business needs.

Critical requirements can be overwhelming:

- Native business intelligence and analytics
- Monthly releases, new features and enhancements
- ISV solution management and integration
- Break/Fix, “How do I?” questions
- System deployment and maintenance
- Dynamics DevOps, code deployment, versioning and dependencies

Portal highlights include:

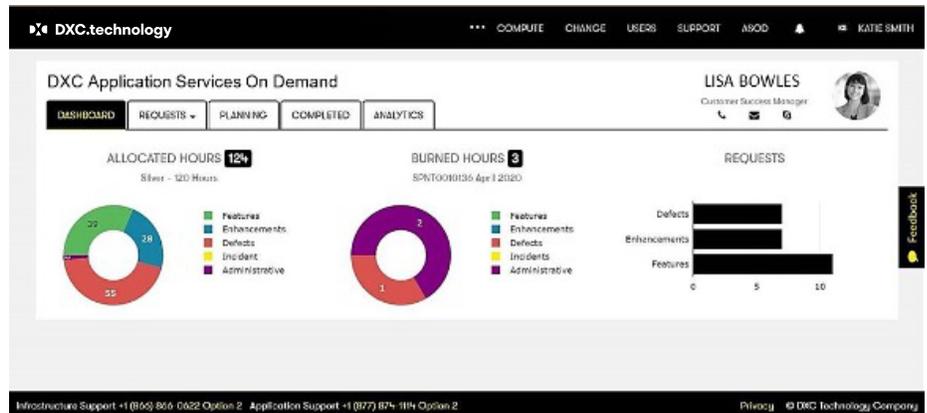
- Round-the-clock support for complete application failures or major business disruptions
- Support plan management
- Partial roll-over of unused hours
- Ability to scale up to another plan at any time
- Agile-based delivery model to drive efficiency

What’s included in each plan:

	Break Fix	Managed Application Services	Customized Application Services
Break/Fix Support	✓	✓	Optional
Bug Support	✓	✓	Optional
How Do I's	✓	✓	Optional
Functional/Technical Assessment	✓	✓	Optional
UAT Assistance		✓	Optional
Customizations		✓	Optional
Enhancement/Modifications		✓	Optional
Code Management (Build and Deploy)		✓	Optional
Production Monitoring		✓	Optional
Application Updates		✓	Optional
Roadmap/Journey Planning		✓	Optional
Monthly Reviews		✓	Optional

DXC Application Services On Demand Portal

Gain full visibility into your support plan, projects and statuses through the DXC Application Services On Demand Portal. Regardless of the support plan selected, take advantage of the personalized, interactive experience with one-click access to your Customer Success Manager (CSM).



Learn more at www.dxc.technology/dxceclipse

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



Learn more on how you can maximize your Microsoft Dynamics investment.

Next steps:

- 1 Choose a plan.
- 2 Meet your Customer Success Manager (CSM) and begin onboarding.
- 3 Begin collaboration, review and prioritize projects.

About DXC Technology

DXC Technology (NYSE: DXC) helps global companies run their mission critical systems and operations while modernizing IT, optimizing data architectures, and ensuring security and scalability across public, private and hybrid clouds. With decades of driving innovation, the world’s largest companies trust DXC to deploy our enterprise technology stack to deliver new levels of performance, competitiveness and customer experiences. Learn more about the DXC story and our focus on people, customers and operational execution at www.dxc.technology.