

# Designated Engineering

This pre-packaged service is designed to address multiple workloads, providing expert advisory over an extended period of several months.

## Deployment Success Program (DSP) START package for Dynamics 365

**Unlock the full potential of your Dynamics 365 implementation** with DSP START, the essential first step towards a seamless and successful deployment. Begin with DSP START to lay a strong foundation, paving the way for continued support and expertise that will drive your project's success.

As you embark on this journey, you will reduce risks and accelerate your complex Dynamics 365 deployment no matter if it is Finance, SCM, Commerce, Project Operations, HCM, Sales, Services, and/or CCaaS.



### Business focus

#### All Dynamics 365 Implementations

Our Microsoft experts excel in both business processes and the functional and technical aspects of Dynamics 365 implementation. Engaging our experts minimizes risks and accelerates your deployment with prescriptive guidance and best practices. They will collaborate closely with you, your partner, and FastTrack (when involved) to ensure a successful Dynamics 365 implementation.



### Drive outcomes

#### Your priorities

**Maximize your Microsoft Dynamics 365** investment and improve business results through a successful and efficient implementation.

**Identify and plan** for mitigation of implementation risks.

**Create a comprehensive** readiness strategy and plan.

#### Outcomes we deliver

**Customer-driven assessments**, business, functional and technical focused guidance, and reviews using the Success by Design for Dynamics 365 framework.

**Proactive issue identification** and recommendations through business process, functional, and technical focused solution design advice.

**Routine touchpoints** covering business, functional and technical alignment throughout the engagement.

# Service Overview

Services Available for Inclusion in Your Designated Engineering Package

Your Microsoft account team will assess your organization's business and technology goals. They will design a specific package of services tailored to your needs and the specific Dynamics 365 implementation.



## Dynamics 365 Sales, Marketing, and/or Customer Services Projects

### Business, Functional, and Technical Alignment

Attend regular meetings with the Microsoft business-oriented expert to ensure that you, your partner, and Microsoft are aligned on the solution, business processes, gap requirements, current issues, support tickets, and much more.

### WorkshopPLUS – Power Platform: Model Drive Apps and Dataverse Administration with Labs

Get educated on the key components and features of the platform. Understand the content and perform hands-on exercises encompassing several different aspects of administering Dynamics 365 Customer Engagement and Model-Driven Apps in the Power Platform.



## Dynamics 365 ERP, HCM, Project Operations, and/or Field Service Projects

### Solution Design Advisory

Gain insight and guidance from a Microsoft expert to ensure alignment on expectations and recommendations during the initial and design phases of your implementation.

### Dynamics 365 Finance – Building Integrations

Get the knowledge and support to configure and implement an integration solution for Microsoft Dynamics 365 Finance apps.



## Dynamics 365 Contact Center as a Service (CCaaS) Projects

### Plan for success

Achieve your business goals with Dynamics 365 Contact Center.

### Value Realization Lifecycle

Get access to a series of workshops at different points in the program lifecycle that would include a plan that maps user goals with business challenges, develops use cases, and defines performance KPIs for various roles and channels.