Dynamics 365 Customer Engagement: Benchmark Assessment

Assessment Program

Duration: 8 Days [Remote]
Difficulty Level: 300 - Advanced

Description

The Dynamics 365 Customer Engagement: Benchmark Assessment is designed to help organizations ensure their customized solution can handle increased stress or load, minimizing risk and boosting system performance confidence. Microsoft experts will assist you in achieving this by proactively reducing risk and capturing response times with custom test scripts across various loads. This service provides detailed performance insights and optimization recommendations, enabling optimal system performance and reliability.

Objectives

- Gain insights into system performance by identifying potential bottlenecks under varying user loads and data volumes.
- Optimize the solution by assessing the performance impact of new solutions and customizations before implementation.
- Understand risk mitigation by proactively addressing performance issues to ensure smooth and efficient operations both pre and post go-live.

Outcomes

- Understand the impact of different load scenarios, ensuring the solution handles increased user activity and data efficiently.
- Deployed insights on user load and data growth aid in making informed scalability and customization decisions.

Methodology

Assessment
Perform an in-depth evaluation with a Microsoft experts and generate your first set of results.

Review and analysis
Analyze your results and examine the issues identified and how to remediate them.

Develop a plan
Develop a plan to help you remediate issues and improve your environment.

Scope

This engagement includes that the Dynamics 365 solution can handle increased load, captures response times, reduces risk, provides performance insights, and delivers optimization recommendations for reliable system performance.

Agenda

Stage 1:
- Kick-off meeting and review of customers Dynamics 365 solution

Stage 2:
- Create custom test cases
- Execute and record tests
- Compare baseline to test results
- Optimize for performance and repeat as needed

Stage 3:
- Close-out

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Delivery Outline

Requirements	
Participants: • End user of the Dynamics 365 solution who can showcase typical usage of the product • Dynamics 365 Developer and/or Tester • IT Manager or stakeholder **Skill Requirements:** • Familiar with Dynamics 365 CE solution, customizations, and functionality **Time Commitment:** • Customer to prepare requirements, available for scoping call, questions during testing and closeout calls.	**Customer Requirements:** • The following should be provided to or made available to the Microsoft team one week prior to kick off: • Identify a Dynamics 365 instance upon which the assessment will be performed. • The instance being selected should mimic the production instance as closely as possible • Create a pool of sequential test users in the test instance • Provide no more than 25 scenarios (use cases) to be tested and the estimated transactional volume for each scenario

Assessment and Knowledge Transfer		
Scoping	Kick-off and review goals	▪ Scoping call to run through the prerequisites of the engagement and engagement structure ▪ Kick-off meeting to review goals and steps in the service ▪ In-depth review of customer's Dynamics 365 solution
Days 1-5	Baseline Test and optimize performance	▪ Create custom test cases ▪ Execute baseline tests ▪ Review baseline results and recommendations ▪ Optimize for performance
Days 6-8	Follow up Testing	▪ Execute follow up testing ▪ Compare baseline to follow up test
	Close-out Call	• Summary of results and recommendations

For more information: Contact your Microsoft representative.

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