DSE
Dynamics 365 *for Finance and Operations*
Accelerate your business with the skills and knowledge for a stable platform

Designated Support Engineering (DSE) helps you realize the value of your Dynamics 365 for Finance and Operations investment with comprehensive technical expertise, supported by the full resources of Microsoft.

DSE Dynamics 365 for Finance and Operations combines an intimate knowledge of your environment with the knowledge, skills, and resources necessary to ensure you have a stable platform from which to gain a competitive edge.

With DSE, a team of Microsoft experts will analyze your Dynamics 365 for Finance and Operations implementation to ensure that you are leveraging best practices, aligning to existing processes, mitigating risks, and staying ahead of blockers. Combining the team approach of DSE with the power of a modern finance and operations solution will ensure success through your digital transformation.

Comprehensive guidance and expertise

By combining your unique environment and business goals with deep knowledge of Microsoft technologies, together we methodically operationalize an effective plan for your continued success.

- Assessing & envisioning
- Capability & service needs alignment
- Technology planning, implementation and operation
- Attainment, adoption and quality management

Benefits of DSE Dynamics 365 for Finance and Operations

DSE Dynamics 365 offers a balance between flexible and baseline services focused on education, optimization, assessment, and monitoring to accelerate the realization of business value from Dynamics 365.

1 Educate
Chalk talks and ad-hoc trainings that enhance your IT skill set to better deliver a modern cloud-based solution

2 Optimize
Workshops, assessments, and performance reviews improve network efficiency, overall system performance, and insight generation

3 Assess and Monitor
Day-to-day proactive maintenance to prevent critical reactive situations | Customized assessment and knowledge transfer capabilities

Why DSE?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the Unified Support website

A proven outcome-based framework to achieve your organizational and IT objectives

Integration with your team to ensure a deep technical relationship and ongoing awareness of your organization and IT environment

Knowledge transfer to help your IT staff increase skills for stabilization, optimization, and innovation

DSE
Dynamics 365 *for Customer Engagement*
Maximize the performance and sustainability of your investment

Designated Support Engineering (DSE) helps you realize the value of your Dynamics 365 investment with comprehensive technical expertise, supported by the full resources of Microsoft.

The DSE Dynamics 365 for Customer Engagement team provides you with the expert knowledge and resources required to create a powerful and reliable sales engine. This empowers your sales teams to shift focus toward selling and sales management and away from maintenance.

A team of Microsoft experts will analyze your Dynamics 365 environment to ensure that you are leveraging best practices, aligning to existing processes, mitigating risks, and staying ahead of blockers. Combining the team approach of DSE with the power of Dynamics 365 will ensure success through your digital transformation.

Comprehensive guidance and expertise

By combining your unique environment and business goals with deep knowledge of Microsoft technologies, together we methodically operationalize an effective plan for your continued success.

Benefits of DSE Dynamics 365 Customer Engagement

DSE Dynamics 365 for Customer Engagement offers a balance between flexible and baseline services focused on education, optimization, assessment, and monitoring to accelerate the realization of business value from Dynamics 365 for Customer Engagement.

Assessing & envisioning

Capability & service needs alignment

Technology planning, implementation and operation

Attainment, adoption and quality management

1 **Educate**
Empower your IT team with Dynamics 365 skills | Align IT with rapid cloud release processes

2 **Optimize**
Identify and address Dynamics 365 dependencies | Environment-specific guidance | Integrate with existing IT processes

3 **Assess and Monitor**
Guide ongoing assessment | Performance monitoring | Efficient blocker mitigation

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DSE
Power Platform

Accelerate innovation & automation by empowering citizen developers

Designated Support Engineering (DSE) Power Platform offers proactive assistance and guidance to citizen developers as they take their ideas and develop them into innovative solutions. We use a team delivery model to help you progress your low/no-code application development efforts.

With massive growth in the cloud space, skill shortage of key developer roles, and the merging of low-code with collaboration platforms, enterprises need to accelerate application development and invest heavily in low/no-code platforms. Building on the values of deep technical expertise and knowledge of your environment and organization, we help you realize maximum value from your investments in citizen developer platform.

DSE Power Platform helps you adopt Microsoft recommended multi-step governance and security guidelines, mature your citizen development initiatives and connect them with Enterprise IT.

Comprehensive guidance and expertise

DSE imagines and realizes the art of the possible. By combining your unique environment and business goals with deep knowledge of Microsoft technologies, we methodically operationalize an effective plan for your continued success.

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Benefits of DSE Power Platform

DSE Power Platform offers a set of services customized to your unique business needs that focus on enabling innovation, ensuring best-in-class governance and security stance and preventing development of shadow IT inside your organization.

1 Innovate
Guidance in designing, developing and extending Power Platform solutions, data modeling, solution packaging and upskilling citizen developers through customized training and hands-on workshops.

2 Govern
Guidance on setting up monitoring, analytics, environment management, data loss prevention, data protection & privacy, audit & compliance capabilities of Power Platform.

3 Secure
Recommended practices on role-based, record-level and field level security. Security configuration, encryption, email exfiltration and cross-tenant access restriction.

4 Integrate
Guidance on integration with Enterprise IT, connect disparate citizen developer efforts across the enterprise and take customers from shadow IT to full-fledged managed applications.

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Designated Support Engineering

Increase productivity and empower your IT staff

Comprehensive technical expertise, supported by the full resources of Microsoft. Designated Support Engineering (DSE) helps you maximize the value of your technology, increasing stability and elevating your IT team's effectiveness.

DSE brings proven counsel and knowledge transfer to the technologies most important to you. As part of the engagement, Microsoft experts become an integrated part of your team. This empowers your staff to innovate and saves your organization time and money.

An engineer works side-by-side with you to create a vision, define execution, optimize important technologies, and sees the plan through. We evaluate your environment, look for risks, and identify recurring problems with the goal of preventing future issues. Your IT staff receives expert training while you maximize the value of your Microsoft IT investment.

Comprehensive guidance and expertise

DSE imagines and realizes the art of the possible. By combining your unique environment and business goals with deep knowledge of Microsoft technologies, together we develop and implement an effective plan for your continued success.

DSE **Azure IaaS**	DSE **Azure PaaS**	DSE **Office 365**	DSE **Microsoft 365**	DSE **Dynamics 365** *for Finance and Operations*	DSE **Dynamics 365** *for Customer Engagement*	DSE **Power Platform**
Helping you expand, optimize, and secure cloud infrastructure through expertise, environment-specific guidance, and solution stability.	Helping you migrate, build, and maintain effective applications on Azure.	Helping you get the most from your Office 365 investment through expertise, education, and optimization – creating agility for effortless success.	Supporting you to increase focus on mobility and security controls in the context of Microsoft 365.	Combining an intimate knowledge of your environment with the knowledge, skills, and resources necessary to drive operational excellence in your enterprise.	Helping you maximize the impact of your customer engagement, sales management, and Dynamics 365 investment.	Proactive assistance to empower your citizen developers to build, innovate, and unlock growth potential

DSE **Modern Identity**	DSE **Azure Data**	DSE **Data Analytics**	DSE **AI**	DSE **Culture & Cloud experience (CCX)**	DSE **Cybersecurity** *for Infrastructure/Application Security*
Equipping you with the knowledge necessary to enable productivity, secure your environment, and streamline identity services across your organization.	Helping you migrate your data assets to Azure and ensure stability, high performance and resiliency.	Helping you coalesce analytics capabilities and align them with proven processes to create actionable insights.	Helping build, maintain, and optimize AI and machine learning models with the expertise and guidance of a DSE team.	Helping you transform through a structured approach to behavior change, governance and human experiences.	Helping empower you to advance your cybersecurity posture through security-optimized operations, support, and ongoing education.

Why DSE?

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DSE value is delivered through a continuous process to help you attain your desired state

Assess & envision

Expert environment assessment and visionary planning

We imagine and envision the art of the possible through technology-enabled innovation. We are part of your team—assessing your needs and environment to create a successful vision of the capabilities and potential technology needed to support your desired business outcomes. We identify risks and take proactive steps to reduce future issues.

- Evaluate business and technical requirements, focus on priorities, key initiatives
- Create joint future vision based on your organization's needs and outcomes
- Solve problems proactively to optimize technology

Define & implement

Envisioning future state and following an action plan

DSE works with you to define an effective yet simple delivery plan, aligning goals to attain the desired outcome. Our integrated approach focuses on overcoming challenges through quality of delivery. With access to the full resources of Microsoft, we chart a course that gets you from your current state to where you want to go.

- Define goals and create delivery plan
- Align initiatives to priorities
- Guide architecture design and supportability review

Attain & adopt

Reach the optimal state and upskill your team to maximize productivity

Attain your outcomes through operational optimization and skills development. Maximize value through targeted knowledge transfer to empower IT staff with increased skills and independence. Measure future success through ongoing iterative service delivery.

- Optimize and maximize operations to attain value
- Develop capabilities and skills
- Create an integrated continuous cycle of success