DynaTech | Systems

Accelerate Business

DynaTech | Systems

Unified Purpose, Shared Journey

DynaTech Systems stands out as a comprehensive and flexible solution for businesses looking to leverage technology to drive growth and innovation.

As thought leaders in digital transformation, we deliver cutting-edge solutions and industry best practices. From consulting and proof of concept to end-to-end implementation and custom solutions, our expertise ensures your success.

Microsoft Solutions Partner

Great Place To Work. Certified DEC 2023 - DEC 2024 INDIA

AICPA Service Organization Control Reports **AICPA SOC 2** Formerly SAS 70 Reports

ISO 9001:2015

CMMI level 3

150+

Projects

100+

Happy Clients

350+

Expert Minds

DynaTech | Systems

What Sets Us Apart

DynaTech's Competitive Advantage

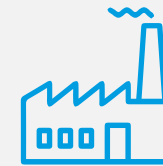**Global Work Experience (USA, Europe, Asia) for seamless rollouts**

Successful Deployment of 150+ Microsoft Dynamics Projects

A single-stop shop for all of Microsoft's Business Applications

In-house QA Teams to ensure Information and Data Security

Empowering businesses in Manufacturing, Retail, Education, and more

Strategic Approach Resulting in Quick Turnaround & Solutioning

DynaTech Systems

DynaTech
Managed Services

DynaTech | Systems

DynaTech

Microsoft Cloud Capabilities

Microsoft Azure

Azure Infra	Azure Services	Azure Fabric for BI
Logic Apps	Service Bus	Functions
Event Grid	API Management	Synapse Analytics
Data Lake	Data Factory	Load Testing

Microsoft Dynamics 365

Marketing	Sales	Finance
Supply Chain Management	Commerce	Customer Service
Field Service	Project Operations	Human Resources
Customer Insights	Finance & SCM	Copilot

Power Platform

Power Pages	Power BI	Power Apps
Power Automate	Copilot Studio	Dataverse
	AI Builder	

Products Covered

Microsoft Dynamics 365   **Microsoft Power Platform**   **Microsoft Azure**   **APIs**

Proactive Monitoring and DevOps

We go the extra mile with proactive monitoring of:

- Business Processes
- System Health, and
- Timely Deployment of updates through a robust DevOps process, ensuring your systems remain agile and up-to-date.

Customer Working Hours

Avail our expertise during your business hours for smooth collaboration and support.

Change Requests and New Developments

With DynaTech, you can rely on our expertise for managing:

- Change Requests
- New Reports
- User Onboarding
- Security Coaching
- Other development needs.

Support and Incident Management

Including L1 support, our seasoned professionals handle L2 and L3 support, offering timely resolution of incidents and streamlined support processes.

Managed Microsoft Services

Leverage our expertise in Dynamics 365, Power Platform, and Azure to drive your business to new heights.

Support & Optimization

Stay bug-free and upgrade to the latest platform versions seamlessly with our expert assistance.

24x7 Support

Benefit from our L1, L2, and L3 support, ensuring prompt incident resolution and on-demand resources.

Proactive Monitoring

We offer proactive and predictive monitoring of business processes, server infrastructure, and system health to keep you ahead.

Trusted Growth Partner

DynaTech is your sole source for Dynamics 365, Microsoft 365, and Azure requirements, providing tailored solutions for your business needs.

Initial Customer Onboarding

At DynaTech, we prioritize a seamless onboarding process, starting with clear and open communication.

Followed by the setup of generic system accounts at your domain and meticulous configuration of LCS and Azure DevOps projects.

Prepare Dev Server

Trust us to handle the review and setup of your:

- Initial infrastructure
- Co-ordinate with Microsoft Azure for the procurement of required SKUs
- Deploy cloud-hosted environments (D13v2) for maximum efficiency
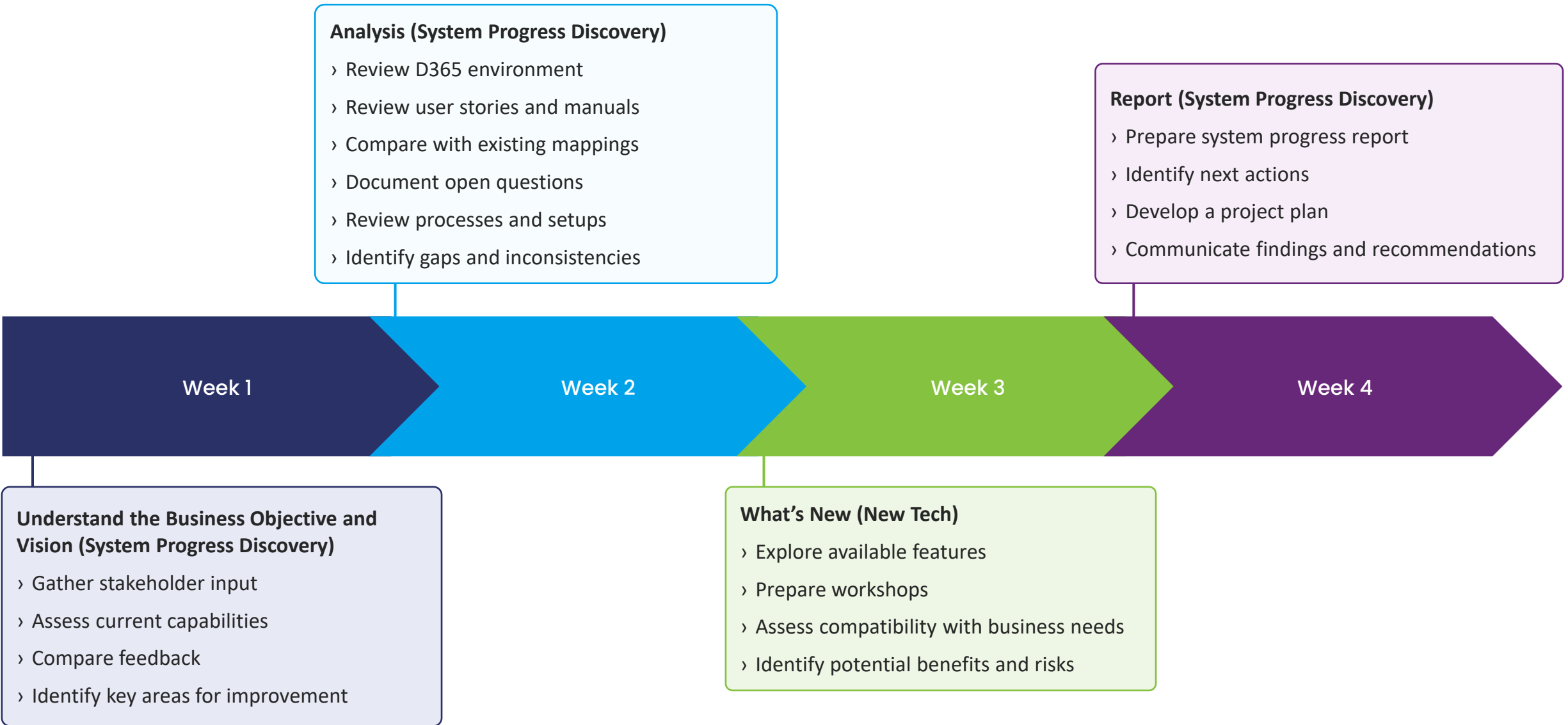
Go-Live Assistance

Our experienced team ensures a successful go-live through:

- Pre-go-live checklists
- Meticulous implementation of LCS methodology (Analysis, Design and Development, Test, Deploy, and Operate)
- Timely deployment of your production environment

BYOD Deployment & CI/CD

As part of our managed services, we facilitate BYOD prerequisites discussions, Fabric and server configurations, and package deployment automation through Azure DevOps pipelines and Fabric APIs, streamlining your development processes.

Analysis (System Progress Discovery)

› Review D365 environment

› Review user stories and manuals

› Compare with existing mappings

› Document open questions

› Review processes and setups

› Identify gaps and inconsistencies

Report (System Progress Discovery)

› Prepare system progress report

› Identify next actions

› Develop a project plan

› Communicate findings and recommendations

| Week 1 | Week 2 | Week 3 | Week 4 |

Understand the Business Objective and Vision (System Progress Discovery)

› Gather stakeholder input

› Assess current capabilities

› Compare feedback

› Identify key areas for improvement

What's New (New Tech)

› Explore available features

› Prepare workshops

› Assess compatibility with business needs

› Identify potential benefits and risks

Version Upgrade Services

We ensure a hassle-free version upgrade process with:

- Meticulous database export/import

- Developer VM upgrades

- Comprehensive upgrades across your system environments

- Including SAT and production environments
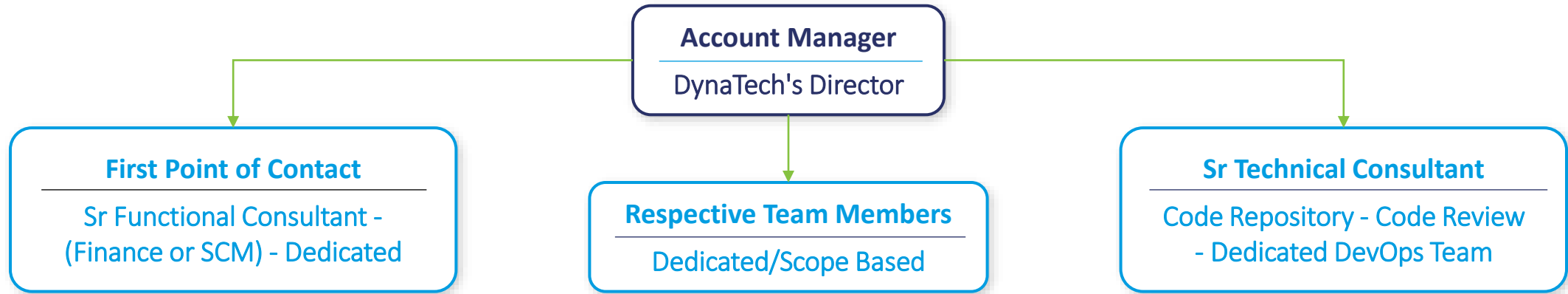
Power BI & BYOD Integration

Our team handles the intricate process of Azure rights configuration, report deployment, and BYOD integration with Finance and SCM.

Optimizing your data analysis and reporting capabilities.

Database Restore and Power BI Integration

Rely on our experts for:

- Seamless Database Refresh

- Import

- Visual Studio Get-Latest and Full build activities, keeping your data and system components up-to-date and efficient

Developer Server Maintenance Tasks

We provide continuous support for your developer servers, including:

- VSTS Branch Creation

- Troubleshooting Issues

- IIS Restarts

- Database log file size reduction, ensuring smooth operations and minimal disruptions

Account Manager

DynaTech's Director

First Point of Contact

Sr Functional Consultant - (Finance or SCM) - Dedicated

Respective Team Members

Dedicated/Scope Based

Sr Technical Consultant

Code Repository - Code Review - Dedicated DevOps Team

SOP

- Weekly Status Call
- Biweekly - Monthly Progress, Planning Call
- Task Assignment, Work Priority

Azure DevOps

Epic - User Stories

EPIC - CR/Bug/New Requests

- Scope, ETA and Estimation
- Task Assignment, Work Priority
- Done and Deployed at DynaTech Server
- Testing by Functional
- Deployed to Merge Server
- Showcase/Testing by Customer
- Done and Deployed to UAT
- Test Again
- Plan Deployment

Services Under SLA

The Incident Support Part of Managed Services

- Work halted on core application or severe business outage

- L1 Support Team

  - Work Impacted for many users or key business system functionality affected; No reasonable alternative

  - Errors

  - Performance issues

  - User Support, training and data entry issues

  - Bugs which impacts severe business outage

  - Urgent Deployment or Roll back

- Available on customer working hours

SLA

Support Level	Reaction/Response time	Business Systems Scenario
Priority 1 (Critical)	15 Minutes	Work Halted on Core Application or Severe Business Outage
Priority 2 (High)	1 Hour	Work Impacted for Many Users or Key Business System Functionality Affected; No Reasonable Alternative
Priority 3 (Medium)	8 Hour	Work Impacted Down for Several Users, but Reasonable Alternative/Work Around Exists
Priority 4 (Low)	24 Hour	Work Unaffected or Very Few Users Affected
NO SLA	Not covered under SLA	Planned Tasks, Trainings, Upgrades, Tasks Related to Development, Customization, Enhancement, New Implementation etc.

Services Not Under SLA

Upgrades – Upgrade to the Latest Version of the Platform and Stay Bug-free

Dynamics and Azure System Health Checkups

Deployments, DevOps Management

- Weekend support for Deployment

The Incident Support Part of Managed Services

- Work impacted down for several users, but reasonable alternative/work around exists
- Work is assigned based on Queue
- Not specific to customer time zone

Ticket Requests

- Tickets with research/analysis needs
- Change requests
- New Developments
- New Reports
- New User onboarding
- New User Training, Scheduled Training Sessions
- Security, Coaching, Support
- Proactive and predictive monitoring of business processes
- Constant and on-time deployment of system updates
- DevOps Code review, testing, and deployment

Scale and Growth

- Review Process with SMEs and Users
- Suggestions for optimizations and Change requests
- POC of New Features, new relevant Products

Option 1 - Fixed Cost - Fixed Time Expertise (FTE)
160 Hours X FTE/Month to Be Billed at XX/Month X FTE
Fixed Time Expertise (FTE): Dedicated resources available for a fixed duration.
Technical Functions Supported: Monitoring, incident management, change requests, new development, upgrades.
Dedicated Resource Types: Technical experts, functional experts, SCM experts and more!
Billed at the End of Every Month - No Advance
24/7 Availability

Option 2 - Time and Material
$XX/Hour
Task-Based Resources: Resources are allocated from a pool based on specific tasks, not dedicated full-time.
Request, Review, Estimate, Progress, Delivered and Invoiced
Every Request will be Reviewed by Assigned Single Point of Contact - Functional/Technical Consultant
After Review and Discussion Estimates will be Provided, and Invoice at On Delivery Only at $XX/Hour

1. Does DynaTech Focus only on Microsoft Technologies?

Yes, but we have partnered with local companies to work with support on domain like, AWS, SAP, E-commerce platforms, .net, java, react etc.

2. Does DynaTech have experience in Migration to Azure?

Yes.

3. What are the different types of Managed Services DynaTech provides?

As per the presentation, customer can select;

1. Products
2. Services
3. Managed service program to configure right Managed Service for them self.

4. How do you charge for the Managed Services Pay-As-Go/Total package deal?

It is based on 3, how and what you choose.

5. Are the SLAs changeable or built-in?

Yes, it is configurable based on customer needs.

6. Does DynaTech support all services of D365?

Yes.

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Want to know more?

Contact Us!

DynaTech Systems has proudly served clients seeking advanced tech solutions across the globe with top-notch precision and excellence!

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