

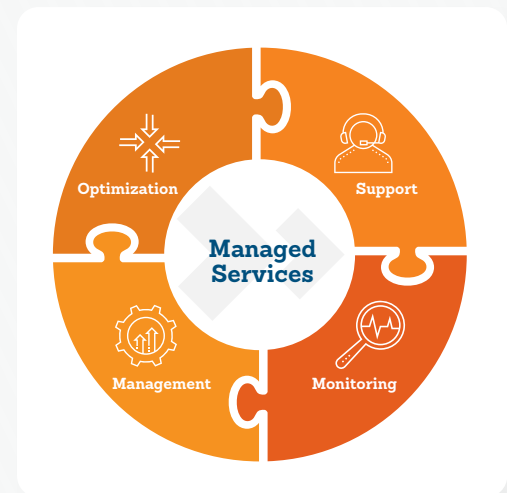
# OnActuate Managed Services



Proud to be an extension of your IT team  
to save you time, workload, and resources.

Business and technology innovation are linked and the demand for technology-enabled business transformation services is growing. OnActuate technology professionals help businesses like you resolve your most critical information and technology challenges.

If you need technical help with your Microsoft Dynamics application, our service delivery team is only a click or call away. We provide 24-hour support during business days to free up your IT team's time and to reduce the risks associated with downtime.



## Benefits For You



### Expert Support

- Bux fixes, hot fixes, patch fixes
- New release wave deployment
- New feature deployment
- Bridge the knowledge gap



### Optimization

- Dynamics 365 App Suite Workshops
- Power Apps and Power BI Training
- Test Automation Workshops



### Management and Maintenance

- Active Directory Management
- Server Performance Maintenance
- Database Management
- Remote Accessibility



### Monitoring

- Trace Parser
- Performance Monitor
- DynamicsPerf
- Intelligent Data Management Framework (IDMF)

“

Working at an investment management firm can be stressful because we are dealing with our client's life savings. When there is a system issue, we need it to be addressed right away. We are impressed with how quickly the OnActuate team responds to any support requests – they are always very nice and helpful.”

Gloria Chamoun, Operations Manager, Exponent Investment Management

### 3 Scalable Packages

OnActuate's customizable packages address your current and ongoing needs, helping your company meet key goals related to Microsoft Dynamics applications and supporting technologies.

#### Bronze

The perfect package for companies looking for basic support with great customer service.

##### Package includes:

- 100/200/500 hours Support Pack (valid for 1 year)
- Issue Management via ticketing system
- Dev Ops/TFS support
- Data Migrations
- Azure Cloud support – VMs/storage/VPN
- D365 - LCS support - deployments

#### Silver

For companies looking for additional support services to meet business needs.

##### Package includes:

- Everything in Bronze, plus:
- Monthly D365 workshops
  - Quarterly Power BI training workshops
  - Hot fixes and service packs (CU)

#### Gold

For companies looking for custom solutions to meet specific business objectives.

##### Package includes:

- Everything in Silver, plus:
- Test Automation workshops (RSAT preset-config)
  - Quarterly Power Apps workshops
  - Heartbeat Analyzer Toolkits



We also offer a Rapid Response Unit for emergencies – no contract required.

### About OnActuate

OnActuate is a Global Information Technology & Consulting Firm, and a Microsoft Dynamics Gold-Certified Partner, Cloud Solution Provider and Value-Added Reseller. OnActuate's unmatched, tailored solutions utilize Microsoft Business Applications. This, coupled with our experienced global team's collaborative approach, has helped many companies and organizations increase efficiencies and minimize risk. We also offer Human Capital Management solutions through our partner, Ceridian, so you can retain top talent and foster a culture of excellence. OnActuate project implementation services are complemented by advisory consulting and direct support services.

**Our team specializes in supporting Microsoft Dynamics applications and related technologies on all platforms – cloud, on-premises, or hybrid.**

### Contact a member of our global team today!

 [Managed.Services@onactuate.com](mailto:Managed.Services@onactuate.com)

 [onactuate.com/managed-services](https://onactuate.com/managed-services)

 +1 866 246 2568



Microsoft  
Partner



Gold Enterprise Resource Planning  
Silver Cloud Business Applications  
Gold Application Development  
Silver Small and Midmarket Cloud Solutions