

BAU Support

Joy, Cyrus & John

Support and Aftercare for your Dynamics Platforms



Mission Control



01 Journey Begins
Dynamics Doctors



02 Touchdown
Onboarding



03 Engines Engaged
Engagement
Management



04 Space Orbit
BAU Support



05 Changing Course
MM & BT



06 Star Command
Short Order



07 Sustaining Orbit
Evergreen



08 To Infinity and Beyond
Training

The Journey Begins Dynamics Doctors



Dynamics Doctor – The Journey



Health
Check

- Day in The Life review
- Getting full use of your system?



Output
Report

- Recommendations
- Code Review

Touchdown - Onboarding



All Aboard for Onboarding

- Your Gate to BAU Support
- Handovers, Documentation, Access
- Support Hypercare



Engines Engaged -Engagement Management



Engagement Management



- Experience
- Communication



- Planning
- Coordination
- Efficiency Days

Space Orbit - BAU Support



BAU Support



Core

- BC, CE, F&O and Power Apps
- Retail, Drinks Verticals



Versions

- On Prem & SaaS
- All Versions

BAU Support



Who

- 85 Consultants and Developers
- Support Team Swarm



How

- Halo
- Learning

Changing Course – Burst Training & Minor Mods



Burst Training



Training on specific part of system:

Year End process

Sales Process

Warehouse Receipt

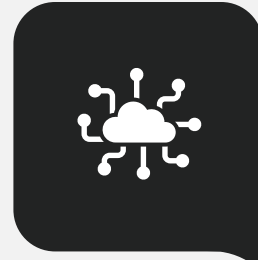


Small Group/1 on 1
20 Minutes – 1 Hour

Minor Mods



- Small change
- Qualify Quickly
- Non-SLA



- adding field
- cosmetic change

Star Command - Short Order



Short Order Detail



- **Multidisciplinary team**
- **Scoping, Consultancy & Development**



- **Managed**
- **Fast and clear**
- **Deliver up to 10 days effort**

Type of Short Order Works



Fixed Price

- Clear scope
- Quicker to turn around and scheduling
- Budget Control



Time &
Materials

- More complex work
- Scope can change

What is normally covered



Sustaining Orbit - Evergreen

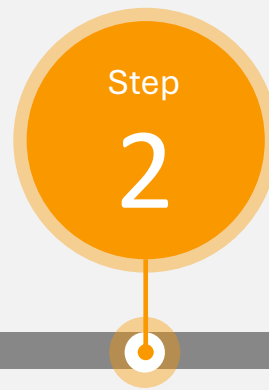


- Evergreen - SaaS Major upgrade managed service



Wave Advisory

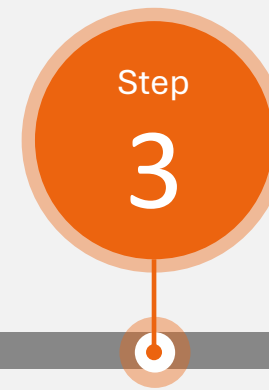
Coordinated and project managed



Testing

Custom code validations / Test on new version

Breaking change fixes



Wave Release

Planned release window for Production



A SHORT TRAINING STORY...

Notifications: 2 You have one or more new notifications from Continia. | You activated 6 new modules in Continia Finance. Do you want to start the setup now?

Actions
> Data Deletion

Activities



- Actions
- Submit Document
 - Import Files
 - Document Search
 - Send Status email to Approvers

Insights

Document Categories

Code	Description	Documents for OCR	Documents for Import
CONTACT	Contact Related Documents	-	-
DELNOTE	Delivery Note	-	-
GLDOC	G/L Documents	-	-
PURCHASE	Invoices and Credit Memos	-	-
SALES	Sales Orders	-	-

Approval Entries by Approver

Approver ID ↑	Name	No. of Orders	No. of Invoices
(There is nothing to show in this view)			

Training Insights

The Facts

- 170+ courses a year
- 1,300+ attendees
- 96.5% average CSAT Score

Other Training Courses

Power BI, JET Reports, Dynamics CRM and Continia

Experts

- 30+ years experience
- 101 to Advanced Courses
- Standard functionality

100% Virtual

- Environment provided
- No need to be a client
- Register Today!

Q & A

Info



SCAN THE QR CODE FOR UPCOMING TRAINING DAYS 😊

Thank You.

