# HEALTH CHECK for Microsoft Dynamics

Health Check for Microsoft Dynamics® is a proactive service that delivers prescriptive problem identification and suggested resolution guidance for selected components of your Microsoft Dynamics implementation. The Health Check is designed to uncover potential performance and application configuration risks and provide recommendations for any identified issues. KAISPE Application Engineer will review the hardware, infrastructure, diagnostic tools, and product configuration of the Microsoft Dynamics application. The Health Check service will provide you with a detailed analysis of the overall system performance, including the Microsoft Dynamics application servers and the Microsoft SQL Server® database configuration. In addition, the engineer will review the application configuration within your business system for identification of potential challenges with recommendations on how to adjust. The Health Check offers formal recommendations in a scorecard deliverable that covers each reviewed component of the Microsoft Dynamics implementation. You can order a Health Check any time during your implementation to help optimize performance. Health Check for Microsoft Dynamics is recommended in the user acceptance phase to validate the configuration before go-live and on an annual basis post go- live. It is also recommended to perform a Health Check prior to a busy cycle in your business or if you anticipate growth in the volume of data going through your Microsoft Dynamics system.

## Health Check for Microsoft Dynamics is designed to:

· Proactively uncover risk areas – **annually review performance and existing product configuration to identify potential risks.**

· Improve quality – **an experienced engineer will review the existing implementation to detect and document performance best practices.**

· Save time and money – **obtain proactive, sound advice to help avoid expensive downtime due to performance issues.**

· Provide post-**implementation recommendations** – a **scorecard detailing overall system performance with formal recommendations.**

## SERVICE DELIVERY OUTLINE

**Here is what a Health Check for Microsoft Dynamics can do for you:**

- **Uncover potential performance and business processing or operational risks before they happen.**
- **Prepare your business for (1) a busy cycle, (2) growth in the volume of data, or (3) accurate processing of your business needs.**
- **Provide additional perspective on the health of your Microsoft Dynamics implementation.**
- **•Offer clear recommendations in a scorecard format detailing each reviewed component of your Microsoft Dynamics implementation.**

## PARTNER SUPPORT SERVICES

Partner Support Services (PSS) is a benefit provided to our strategic partners to ensure success throughout the business cycle. PSS includes services offerings with packaged and custom solutions that can help increase revenue, accelerate the sales cycle, win more deals, beat competitors, expand a skill set, provide more reliable deployments, and increase customer satisfaction. PSS Technical Consultants have the latest product, technical sales, and delivery expertise and are committed to partner enablement via knowledge transfer. Through delivery of effective guidance, our consultants share best practices empowering partners to continually deliver high-quality engagements to customers.

## DELIVERY INFORMATION

Cost – **Support hours can be used to take advantage of this offering. If support hours are not available, the cost will be communicated upfront before engagement start.**

Delivery method – **Remote or Onsite delivery**

Scope and Engagement –

.Dynamics AX
.Dynamics D365
.Dynamics CRM

# HEALTH CHECK for Microsoft Dynamics

**The Health Check is an integral part of your product implementation lifecycle for Microsoft Dynamics. It includes the following deliverables:**

**Detailed Implementation Information:**

A report is provided detailing diagnostic information and application configuration settings. This report will provide significant detail about your implementation and its underlying infrastructure. Focuses on Microsoft Dynamics business system and supporting infrastructure only.

**Component Scorecard:**

User friendly scorecard detailing the health of each component reviewed, including a rating of Good, Fair, or Poor to help determine next steps in resolution. Focuses on Microsoft Dynamics business system and support infrastructure.

**Recommendations and Conclusions:**
An analysis of performance and preferred practices with recommendations are provided

We will set up a call to discuss your environment and any areas of concern. From there we will investigate your systems, asking any pertinent questions along the way. The result will be recommendations and remediation steps, a scorecard, and details explaining how recommendations are achieved.

**Maximize the Value of Your IT Investments**

The mission of KAISPE is to help ensure that you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, KAISPE is ready to assist. From business support to strategic consulting, we offer a full range of Support services for any stage in your IT lifecycle.

KAISPE

Gold
Microsoft Partner
Microsoft