AlfaPeople

APPLICATION MANAGEMENT SERVICE

Unlock the **competitive advantage** of your technology

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Reduce **cost**
maximise **efficiency**
stay **competitive**

The ongoing challenge facing anyone responsible for the effectiveness of an IT department or the financial performance of an organisation is to maintain their competitive advantage while reducing cost and maximising efficiency.

With the increasing complexity of Microsoft Dynamics ERP and CRM systems, staying ahead of the curve and providing ongoing support can be a challenge. This is exacerbated by additional challenges such as varying costs related to IT management, difficulties recruiting the necessary resources and trouble bolstering the IT department for peak periods.

At AlfaPeople we've developed a comprehensive Application Management Service (AMS) designed to address these challenges and empower you and your organisation to reap the rewards of a cost-effective, tailored solution that maximises ROI and makes your business thrive.

Bolster your competitiveness at every level with our AMS

The costs of internal application maintenance are significant and every day you strive to keep your organisation's applications up-to-date. But the budgetary allocations are large and the IT department does not always have the resources to develop and support your business' attempts to stay competitive.

What's the solution?

AlfaPeople AMS is a managed service for your Microsoft Dynamics Application and associated Azure services. Based on the ITIL Lifecycle, it includes the tools and strategies you need to run a successful and

cost-effective IT operation, enabling the continuous enhancement of your Dynamic applications.

With AlfaPeople AMS:

- You get value from your current investment
- You can always predict your maintenance costs
- You do not need expensive external consultants and the associated costs
- You only pay for the licences you really need
- You can focus on the Microsoft roadmap, as well as the Dynamics platform itself and its capabilities
- You can focus on implementing new technologies that support your business
- You can enjoy the flexibility of no longer depending on individuals
- You have 24/7 access to our team of experts

Proactive and predictive at a competitive price point

AlfaPeople AMS is a proactive and predictive model that runs deeper and wider than competitors' solutions and includes:

- Access to our industry-leading IP
- Dedicated client teams as a first point of contact.
- An internal training program - encouraging fast and enduring user adoption and increased business value well beyond your IT department.

Our price modelling is flexible, scalable and is designed to ensure you can balance your budget regardless of workflow variations and pressures. Best of all, our pricing is low in comparison to standard market rates.

Bonus!

As an AlfaPeople AMS client, you have continual access to all new or enhanced services that AlfaPeople introduces into the AMS program in the future.

AlfaPeople AMS:
An overview

AlfaPeople AMS covers everything you need to run a successful operation while continuously enhancing your Microsoft Dynamics applications and associated Azure services.

Our 20 individual services are grouped into three categories:

1. Ticket-based services

When you request support, the AlfaPeople ticket system receives, validates, and assigns tickets. Then the incident and problem management services determine the next steps toward resolution and escalation, addressing issues in your production system or the solution itself.

Ticket-based services include:

- 2nd level Service Desk
- Incident Management
- Problem Management
- Request Fulfilment
- Major Incident Management
- Major Incident Hotline
- Change Request
- Enhanced Analysis and Design
- Release Management
- Test Management
- Configuration Management
- Upgrades
- Monitoring and Event Management

2. On-request services

As an AlfaPeople AMS client you can incorporate on-request services like Knowledge Management, ensuring a structured way of transitioning knowledge, Training Services, including the review of in-house training material and training sessions for new users, and License Reviews where AlfaPeople experts determine if existing and future licenses match your usage patterns.

On-request services include:

• Knowledge Management
• Training Services
• License Review
• Terminations Services

3. Management services

When you're an AlfaPeople AMS client you enjoy short to long-term insights into your operational stability and your commercial opportunities offered by Microsoft Dynamics 365 thanks to services such as Service Management and Business Development. Continual Service Improvement ensures that we improve our services by learning from customer satisfaction surveys and internal audits.

Management services include:

• Service Management
• Business Development
• Continual Service Improvement

Why is **AlfaPeople AMS** the right fit for your business?

Staying ahead of the competition while keeping costs down and remaining effective is essential for any business seeking to thrive in today's market.

By leveraging the power of an external application management service, businesses can make sure their operations run effectively and with greater competitiveness and scalability.

It's AlfaPeople's mission to ensure that you enjoy the intended benefits of your investment in Microsoft Dynamics 365.

AlfaPeople is present in Europe, the Middle East, and Central and South America. We are supporting +8000 end-users in 20 countries. With 650 employees, including over 450 certified consultants, we speak your language and work your way.

We understand and are able to handle all Microsoft Business Applications and have extensive experience with managing complex projects.

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AlfaPeople

If you have any questions or would like to discuss AlfaPeople AMS, please contact us here:

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