Dyn365 Assist

Dyn365 Assist provides your organization with long-term Microsoft Dynamics 365 support, administrative assistance, data reviews, ongoing training, proactive system checks, Dynamics 365 roadmap, and special discounts on post go-live project services. Work with a Microsoft Certified Professional from Dyn365Pros, dedicated to making sure your team and system are up to the task of successfully managing your business.

Support and Administrative Assistance

Dyn365 Assist works like a wellness program for Dynamics 365 system and users. We'll answer your support questions and perform all your administrative services.

Proactive and Value Added Services

Proactive services like ongoing user training keep staff productive. Routine data and system check-ups help maintain your system and avoid data decay. We've instituted semi-annual roadmap meetings to make sure you stay on top of new and upcoming enhancements. Advanced training topics for Admins will allow you to do a better job managing your system internally.

Delivered by Certified Dyn365Pros Experts

All Dyn365 Assist services are delivered by a dedicated Microsoft Certified Professional from Dyn365Pros. We don't outsource this service. You'll have one Consultant that is dedicated to ensuring Dynamics 365 is functioning well, your users are productive and you are getting the most out of your Dynamics 365 investment.

Services Include:

- Unlimited support and administrative services
- First-time and refresher training for your users
- Semi-annual Dynamics 365 admin training
- All service performed by your dedicated Microsoft Certified Professional
- Predictable flat monthly per-user fee
- Special discounts on project-related services

Dyn365 Assist

Choose the Dyn365 Assist program that's right for your business

SERVICES INCLUDED	SERVICE VALUE	DYN365 SUPPORTASSIST $25/User*	DYN365 ADMINASSIST $36/User*
Unlimited support hours for Dynamics 365 Sales and Customer Service		✔	✔
Microsoft Advanced Support	$1,250	✔	✔
Dyn365Pros Support Portal		✔	✔
Support for basic features and functions, e.g., how to questions, standard system views, queries, and dashboards		✔	✔
Support on all Dynamics 365 Customer Engagement apps — Sales, Customer Service, Marketing, Field Service, and Project Service Automation.			✔
Support for Microsoft Flow and PowerApps			✔
Admin services, e.g., new User setup, view issues, assist with dashboard changes, etc.			✔
Basic views, queries, "how-to" assistance			✔
Best practice tips, direction, and updated documented processes	$1,495		✔
Proactive User adoption reviews and strategies	$1,950		✔
Data governance strategies and documentation	$1,950		✔
Annual roadmap planning including new product enhancements and how to utilize them	$1,950		✔
Quarterly online User training	$1,195		✔
Semi-annual admin User training	$1,950		✔
Semi-annual Dynamics 365 version release prep	$1,950		✔
Consulting support on Proof of Concept projects in client's sandbox environment	$1,950		✔
Discounts on all project related services		✔	✔

*20 User minimum