

Managed Services for Unified Operations

Keeping your finance, operations and other business critical processes reliable, updated and optimized.

What do we offer

Leveraging Microsoft Dynamics 365 Unified Operations / Finance & Operations is a strategic way to create core business benefits, process harmonization, increased level of automation, end-to-end visibility and offer digital services that set your business apart. But it also requires you as a business to maintain & develop those apps and processes. That involves keeping them updated, secure and reliable as well as having the right knowledge and approach to keep optimizing and developing them with relevant features.

We work hand-in-hand with you to achieve just that, keeping your goals and users in mind. We call it Connected Managed Services with strong services within Success Management, Business Continuity and Business Optimization.



The benefits

- Assured daily continuity with minimal business process interruption through monitoring, proactive actions based on information received from monitoring, and a structured process for handling incidents with a dedicated team
- Resilience by ongoing proactive work with roadmap and insights into future updates and technological developments focusing on the implications for your Dynamics 365 solution and environment
- Improved user experience through analysis of incidents and behaviour leading to ongoing suggested improvements
- Create more business value and realize your ambitions and goals by leveraging our skilled Fellows and insights for the ongoing development

 **Microsoft**
Solutions Partner
Business Applications

In short, we call it **continued value creation!**

Fellowwind

World-class services

Success Management

- Single-point-of-contact, service management and customer collaboration based on customer objectives.
- Management and reporting of service level agreements.
- Optional dedicated customer team.

Business Continuity

- Ongoing maintenance and operations of applications and infrastructure with costs under control.
- Reactive and proactive handling of incidents, problems and maintenance to avoid and handle business interruptions.
- Guaranteed availability of critical capabilities supported by monitoring and other support tooling.
- Automated Test Processes.

Business Optimization

- Ongoing optimization and innovation of business solutions.
- Development and optimization based on business requirements, innovations and user feedback.
- Structured approach to roadmapping, application lifecycles and ongoing adoption.
- Proactive Release Management.
- Industry Best Practices and Selected Solutions.



We have a tight relationship with **Microsoft** as a designated support partner with access to Premier Support.



Our **processes** are based on a customer-centric and lean implementation of ITIL v4 in a lean and customer-centric implementation. This ensures efficient processes for service requests, incidents, problems and changes.

Hi, how can we help you?

Search for solutions, services and tickets

Our **customer portal** provides quick access to interactions and knowledge and gives you an overview of everything relevant.



Our **information security** is based on ISO27001 with ongoing audits from external auditors. We embed security in everything we go.

Scalable services

Choose between our Basic, Premium and Enterprise package.

We have a setup that will meet your requirements.

		Basic	Premium	Enterprise
Success Management	Service Desk	X	X	X
	Service Manager		X	X
	Service Levels		X	X
	Customer Portal	X	X	X
	Reporting		X	X
Business Continuity	Incidents	T&M	T&M	X
	Problems	T&M	T&M	X
	Monitoring & Events		X	X
	Update service		X	X
Business Optimization	Changes	T&M	T&M	X
	Roadmap		X	X
	Dedicated team			X

Fellowwind

As one of Europe's leading Microsoft partners, we guide businesses to digital readiness with in-depth industry knowledge and scalable Microsoft Cloud solutions.

Want to learn more? Don't hesitate to contact us.

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