

Managed Services for Customer Engagement

Keeping your custom-build business applications reliable, updated and optimized.

What do we offer

Leveraging the Customer Engagement features of Microsoft Dynamics 365 for sales, marketing, customer service or field service is a strategic way to enhance your Customer Experience, gather strategic customer insights, and offer digital services that set your business apart. But it also requires you as a business to maintain & develop those apps and processes in a structured way. That involves keeping them updated, secure and reliable as well as having the right knowledge and approach to keep optimizing and developing them.

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
- Constantly develop & improve the solution through utilizing new functionalities delivered by Microsoft and establish relevant customizations perfectly fitting ever changing business processes and market expectations
- Keeping the Users knowledge up-to-date to use the solution to the maximum extent to grow sales & Customer satisfaction

 **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.
- Knowledge base, e-learning paths & periodic training sessions.
- Efficient approach to Microsoft updates.

Business Optimization

- Ongoing optimization and innovation of business solutions – budgeted and easy to manage over time.
- Best-in-class development with agile approach and low-code/no-code principles to efficiently address changing business requirements.
- Structured approach to roadmapping, application lifecycles and ongoing adoption.



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.

Gorm Priem, Executive Director
 Gorm.Priem@fellowmindcompany.com
 +45 27 22 33 22
www.fellowmindcompany.com