Dynamics 365 for Finance and Operations Assessment: Remote Engineer

Assessment Program

Duration: 2 days | **Focus Area:** Operations and Monitoring | **Difficulty:** 200

The Dynamics 365 for Finance and Operations Assessment analyzes your operational data against best practices and knowledge obtained from the global customer community and Microsoft technology experts. This service provides remote access to an accredited Microsoft engineer who will review your Optimization Advisor results and telemetry data and provide knowledge transfer with remediation recommendations. This assessment is for cloud deployments of Dynamics 365 for Finance and Operations only.

◆ OUTCOMES ◆

The Dynamics 365 for Finance and Operations Assessment provides you with a recommendation report and plan of action to improve your Dynamics 365 for Finance and Operations environment based on best practices and expert knowledge.

01 COMPREHENSIVE

Gain a deeper understanding of the risks and improvement opportunities present in your environment.
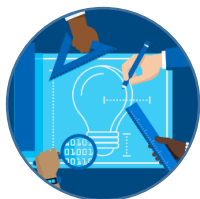
02 EXPERT RESULTS

Results are based on best practices, application telemetry, and expert application knowledge.

03 GUIDANCE

Recommendations provide a roadmap to a healthier, more optimized environment.

◆ CAPABILITIES ◆

Gain valuable insight into the health of your Dynamics 365 for Finance and Operations application by proactively diagnosing issues and risks, reviewing your results, and receiving guidance to improve the health, performance and stability of your Dynamics 365 for Finance and Operations application.

HOLISTIC RECOMMENDATIONS

Our recommendations are based on expert evaluation of people, process and technology.

ALWAYS CURRENT

Thousands of Microsoft technology experts continually provide updates to our analysis and guidance.

DEEP EXPERTISE

Work with Microsoft Engineers that help enterprise customers solve their most challenging problems.

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Step One

Pre-Engagement

- Scoping call with customer
- Overview of solution and deliverables
- Prepare engineer access to Lifecycle Services project

Step Two

Execute Assessment

- Deploy assessment tooling
- Collect and analyze data

Step Three

Knowledge Transfer

- A report highlighting areas of concern and opportunities for improvement
- Knowledge transfer by an accredited engineer

◆ ADDITIONAL DETAILS ◆

The Dynamics 365 for Finance and Operations Assessment focuses on the following key areas.

Application Runtime
Telemetry data is reviewed for critical errors, crash events, and other issues that have the potential to cause service interruptions or performance degradation.

Application Updates and Optimizations
Important missing updates and optimizations are identified based on application usage. This includes critical hotfix recommendations and global settings such as number sequences.

Temporary Data and Log Management
Dynamics 365 for Finance and Operations generates temporary data and log data as part of normal operations. Much of this data should only exist for short periods of time before it is purged. Clean up jobs and log settings are reviewed to optimize performance and minimize database storage requirements.

Application Overview and Usage
Gain insight into how the application is being used with information such as active user counts, batch activity, and top forms used.

NEXT STEPS: If you are interested in a Dynamics 365 for Finance and Operations Assessment for your organization, contact your Microsoft Account Representative.

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