

A person wearing a blue button-down shirt is shown from the chest up, looking down. The image is overlaid with various digital and business icons, including a pie chart, a lightbulb, a group of people, a hand holding a dollar sign, a building, a magnifying glass over a bar chart, and gears. The text 'Microsoft Managed Services' is written in a large, orange, serif font across the center of the image.

Microsoft Managed Services

24/7 Global Services

Microsoft Dynamics Support services from Impulz Technologies can help you to unlock real business value from your Microsoft Dynamics ecosystem and infrastructure.

We help you to evolve, innovate and transform your investment to gain real value, whilst at the same time reducing the pressures on your internal resources.

No other Microsoft Partner is exclusively focused on delivering managed and development services solely to its Microsoft Dynamics customers.

What's Covered



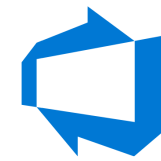
Microsoft
Dynamics 365



Microsoft
Dynamics AX



Power
Automate



Azure DevOps

Microsoft Managed Services

- Create and manage user accounts in Azure AD and Microsoft Dynamics applications.

- Maintain LCS machines and PROD database backups and restores.

- Tier-1 functional support.

- Tier-1 technical support. Debug, investigate and resolve code defects.

- Development and customization to make changes in the Dynamics 365 and AX applications to meet the customer requirements.

- Power Platform support and consulting.

- Periodic servicing of Microsoft Dynamics 365 Finance and Operations applications in the cloud as an additional service with extra cost.

- Third-party add-on support.

- Assist in year-end closing operations.

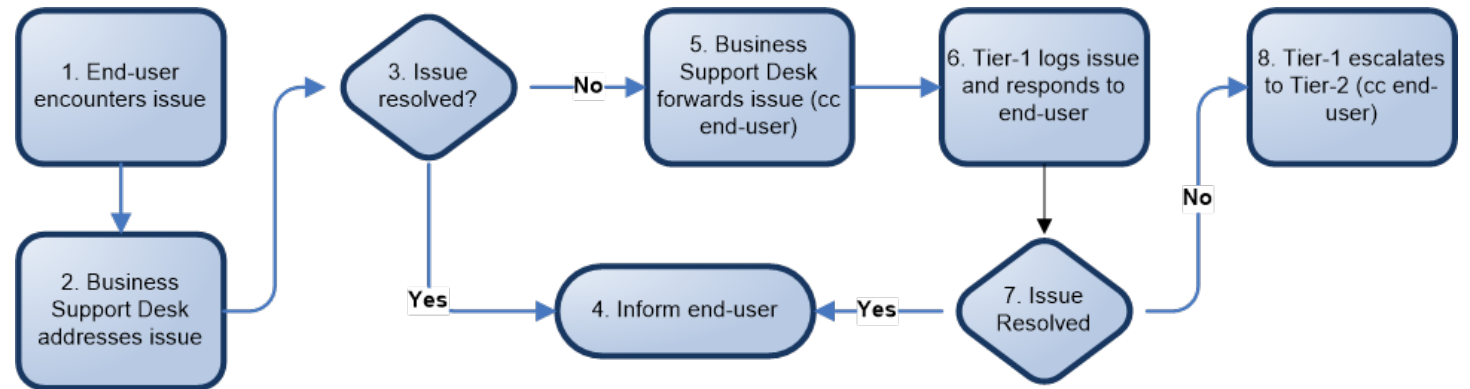
- Canvas Apps development to meet the customer requirements.

- 24/7 cloud-based support center access through JIRA dedicated and secure customer service portal.

- Off hours Microsoft Dynamics 365 and Microsoft Dynamics AX instances servicing.

- Weekly timesheets, monthly reports and quarterly calls with the service delivery manager.

- Clearly defined support process governed by the SLA.





Impulz Technologies

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