![Crowe logo]

Smart decisions. Lasting value.™

Crowe Support Services
for Microsoft™ solutions

crowe.com

Get the most from the Microsoft Dynamics™ platform

Stay up to date on the latest Microsoft technology news. We leverage our position as a global public accounting, consulting, and technology firm to offer real-time insights into the most critical business topics affecting organizations like yours.

A comprehensive, yet flexible approach

Crowe Support Services for Microsoft Dynamics AX and Microsoft Dynamics 365 are designed to help you get the largest benefit possible out of this platform. The Crowe approach is flexible and scalable, allowing you to adjust your support level on a monthly basis to adapt to changes in your needs. Our services include:

- Support desk
- Functional and technical training
- ERP implementation and upgrades
- Azure™ managed services

> *The [Crowe support] team took the time to understand our system and what we were trying to achieve with [Dynamics] AX. The team did a deep dive through our custom code, processes, etc. When we have needs that arise, we don't have to explain our system – the team already knows it.*
>
> **Mike Parker**
> IT Director of Digital Technology and Analytics
> Texas Roadhouse

> *The one thing I can always count on with Crowe is that I'm going to get value delivered. If a situation arises, I know Crowe will always step in and make it right. They provide great value.*
>
> **Jim Von Ins**
> Director of Information Technology
> Serv-U-Success

Learn more

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Support desk

Support desk services

Both technical and general functional support for the Dynamics AX and Dynamics 365 platforms, including system configuration and user training, customization and reports, server administration, and maintenance.

Custom Dynamics development

End-to-end support in the design, development, and implementation of custom solutions.

Dynamics module implementation

Help with migrating other business processes into your Dynamics AX environment.

ERP implementation and upgrades

Client-led implementation support

Adaptable, responsive support by experienced professionals for organizations that choose to manage their implementations in-house.

Migration and upgrade services

Support for organizations migrating from earlier Dynamics AX versions to the Dynamics 365 platform, provided by Crowe specialists with extensive, real-world experience in this area.

Azure cloud support

Azure managed services

Services including cloud adoption approach and strategy, design and implementation support, and infrastructure migration.

Disaster recovery

24/7 proactive monitoring and recovery services for the Microsoft Dynamics platform and underlying system elements. Crowe specialists also can perform advanced system administration tasks and help with system outages and disaster recovery.

System health checks

Regular system health assessments, available on both annual and semiannual schedules, to help you maintain system performance levels and identify potential system issues before they occur.

The Crowe team – specialized, experienced support

Crowe support teams have extensive, hands-on experience with the full range of Microsoft Dynamics implementation challenges, from initial system deployment, upgrades, and performance tuning, to the integration and operation of specialized functions such as SQL Server™, SharePoint™, and Azure Enterprise Portal.

They also have developed specialized expertise in a broad portfolio of Microsoft Dynamics system functions including:

- Finance
- Manufacturing
- Supply chain

- Report development
- Security

- Data migration
- Infrastructure

Because the Crowe approach focuses on building relationships, Crowe teams are able to provide consistency, longevity, and in-depth familiarity with your specific business needs and system architecture.