



 **DynaTech** | Systems

Accelerate Business

What Sets Us Apart

DynaTech's Competitive Advantage

Backed by years of expertise and a team of skilled professionals, DynaTech Systems stands at the forefront of the IT services industry. Our extensive portfolio includes cutting-edge solutions in cloud, ERP and CRM implementation, data analytics, artificial intelligence, and more.

We prioritize long-term partnerships built on collaboration and trust, delivering innovative, scalable, and secure solutions to keep our clients ahead in a rapidly evolving landscape.



150+

Global Projects

100+

Happy Clients

450+

Expert Minds

Microsoft Cloud Capabilities



Artificial Intelligence (AI)



Copilot



Microsoft Foundry



Claude



Azure Open AI



MCP Server



Cursor AI



Blackbox AI



GitHub Copilot



Work IQ



Fabric IQ



Foundry IQ



Microsoft Visual Studio



Copilot Studio



AI Studio



Data & BI



Fabric



Power BI



Data Science



Data Warehouse



Data Factory



OneLake



Databases



Data Lake



Lakehouse



Microsoft Purview



Dataverse



Real-Time Intelligence



Data Engineering



Business Applications



Marketing



Sales



Finance



SCM



Commerce



Customer Insights



Customer Service



Field Service



Finance & Operations



Project Operations



Human Resources



Microsoft Cloud & Low Code



Azure Infra



Logic Apps



Service Bus



Event Grid



API Management



Synapse Analytics



Load Testing



Functions



Data Factory



Power Pages



Power Automate



Power Apps



AI Builder



Azure FHIR



Managed Services & Proactive Monitoring

Leverage our expertise in Dynamics 365, Power Platform, Azure, AI, and Microsoft Fabric with proactive and predictive monitoring. We continuously track business processes, system health, and infrastructure to prevent issues, optimize performance, and keep your environment future-ready.



Support & Optimization

Stay bug-free and always up to date with seamless upgrades and expert assistance. We help optimize platform performance, resolve issues faster, and ensure your systems evolve with changing business needs.



24x7 Support

Benefit from round-the-clock L1, L2, and L3 support to ensure prompt incident resolution and uninterrupted operations. Our on-demand resources keep your critical systems running smoothly at all times.



Trusted Advisory & Consulting Partner

DynaTech is your trusted partner for Dynamics 365, Power Platform, and Azure advisory. We provide tailored recommendations, strategic guidance, and roadmap alignment to maximize business value.



Audit Services

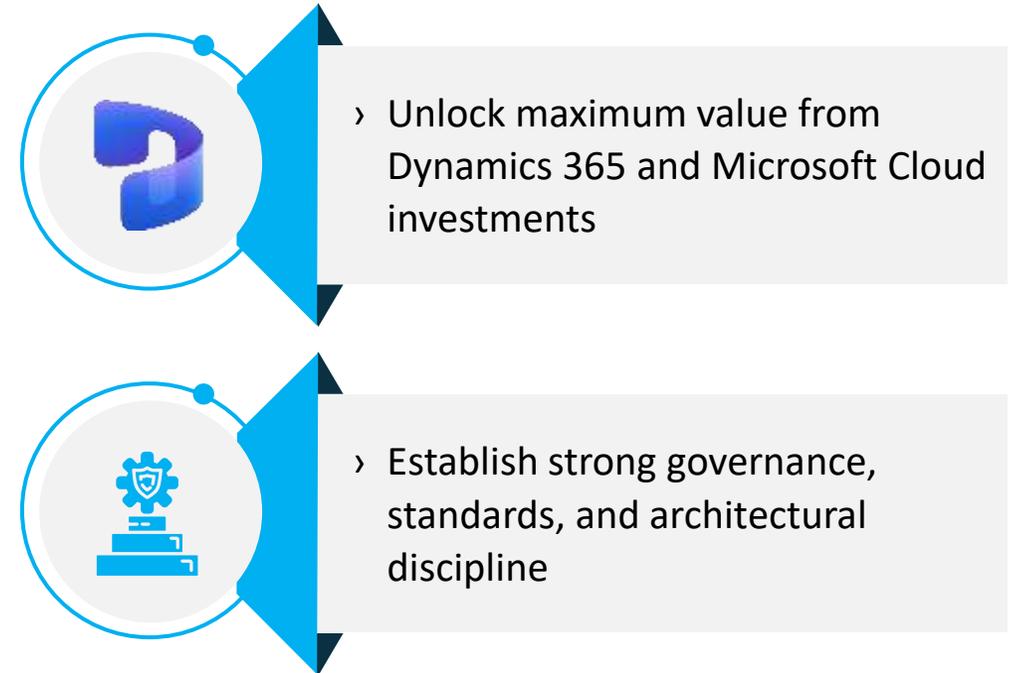
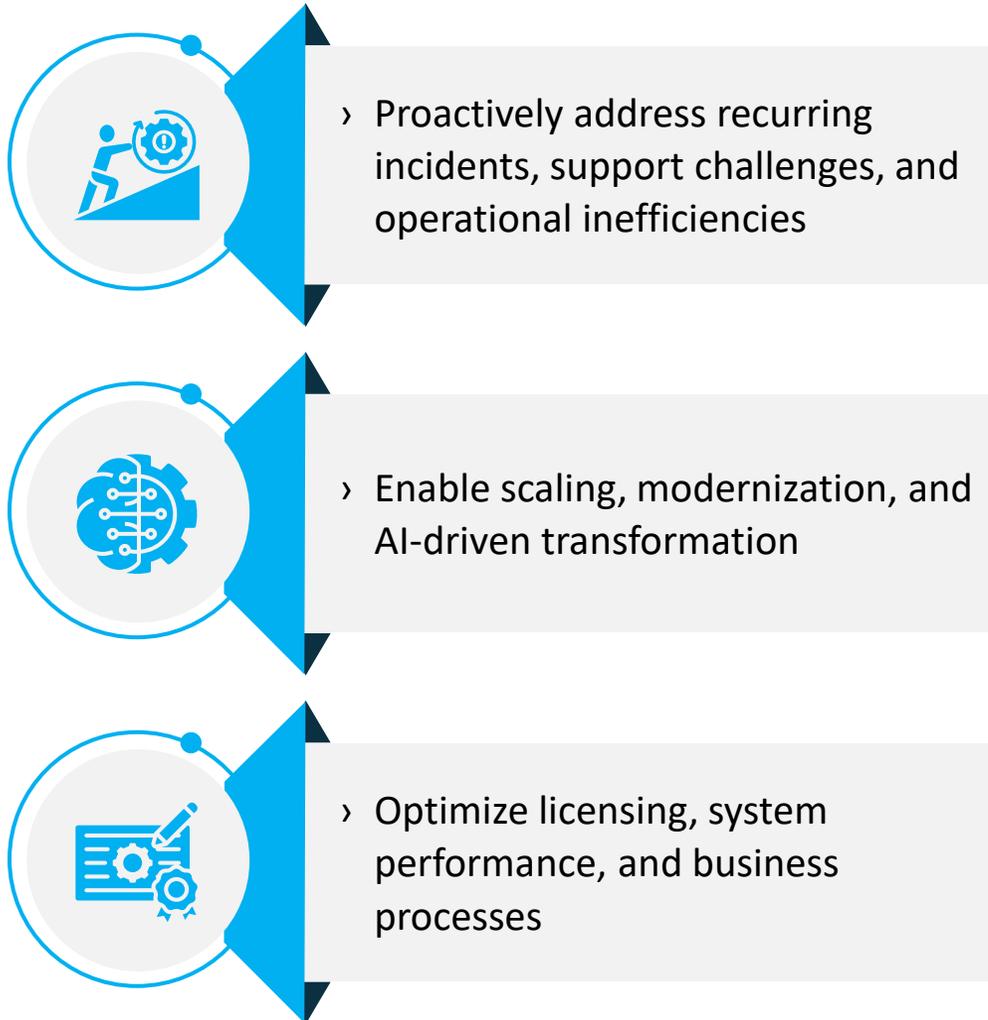
Comprehensive audits to optimize your Dynamics 365 projects, systems, processes, and integrations for maximum efficiency and performance.



- › As a Microsoft Partner delivering end-to-end Dynamics 365, Power Platform, Microsoft Fabric, and AI (including MCP servers), we extend managed services with structured advisory and consulting services.



- › Our approach focuses on continuous optimization, governance, architecture, adoption, and value realization across the Microsoft cloud ecosystem.



This approach ensures stability, scalability, cost optimization, and long-term business value.

Products Covered



Dynamics 365
FSCM+CE



Microsoft
Fabric



AI (Artificial
Intelligence)



Microsoft Power
Platform



Microsoft
Azure

Customer Working Hours

- 24*7 Support plan (Customer Time Zone)
- Dedicated available in case of outage

Support and Incident Management

- | | |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> • Bugs • Error • Performance issues • User support | <ul style="list-style-type: none"> • System Down • Monitoring System Operation and Performance • Incident management System • L1, L2, and L3 support plan |
|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

Proactive Monitoring and DevOps

We go the extra mile with proactive monitoring of:

- Business Processes/Operations
- System/Application Health, and
- Timely Deployment of updates through a robust DevOps process, ensuring your systems remain agile and up-to-date.

Change Requests and New Developments

With DynaTech, you can rely on our expertise for managing:

- Change Requests
- New Reports
- User Onboarding
- Security Coaching
- Other development needs.

Deployments using CI/CD Pipeline, New CR, Development will not be covered.

Change Request

- › We have extensive expertise in managing Change Requests, developing new reports, New feature implementation, Business process optimization, New solution approach etc. Our team is skilled in handling these tasks efficiently to support the evolving needs of your business.
- › New Change Request
- › New Configuration
- › New Additional Scope
- › New Study (Non-Existing Configuration)
- › Any above task requiring more than 8 hours would be considered CR and charged additional.
- › Anything related to the existing implemented system support, infrastructure support less or more than 8 hours would be part of the support scope.

Version Upgrade Services

- › Meticulous database export/import process
- › Developer Instances for testing
- › Comprehensive upgrades across system environments
- › Seamless upgrades for SAT and production Instances
- › Configuration of Environment and management
- › Code Review and check-in process

Developer Server Maintenance Tasks

- › We offer ongoing support for your developer servers, covering:
 - › VSTS Branch Creation
 - › Issue Troubleshooting
 - › IIS Restarts
 - › Database Log File Size Reduction

Database Restore and Fabric/Power BI Integration

- › Rely on our experts for:
 - › Seamless Database Refresh
 - › Import
 - › Visual Studio Get-latest and Full build activities, keeping your data and system components up-to-date and efficient

Power BI & Fabric / BYOD Integration

- › Our team manages Azure rights, deploys reports, and integrates Fabric/Synapse with D365.
- › We also handle BYOD and Power BI integration.

Release Management

- › Our experienced team ensures successful Releases:
 - › **PKU Service Updates and Maintenance:** Regularly update and maintaining the PKU service to ensure optimal performance and reliability
 - › **Comprehensive Testing:** Execute thorough testing using the Regression Suite Automation Tool (RSAT), along with complete functional and regression testing, to validate system changes and ensure seamless functionality
 - › **Code Review and Quality Assurance:** Perform detailed code reviews to ensure compliance with best practices, project standards, and quality benchmarks
 - › Planning
 - › Check list
 - › Environment readiness
 - › Meticulous implementation of methodology (Analysis, Design and Development, Test, Deploy, and Operate), and
 - › Timely deployment
 - › Back-up plan

Comprehensive audits to optimize your Dynamics 365 projects, systems, processes, and integrations for maximum efficiency and performance.

Project Audits

Ensure your Dynamics 365 projects stay on track, on budget, and deliver results.

We assess project management, identify bottlenecks, and provide recommendations for enhanced efficiency, resource allocation, timeline management, and risk mitigation.

Process Audits

Boost operational efficiency by identifying inefficiencies and redundancies in your Dynamics 365 processes.

Our tailored solutions streamline workflows, reduce costs, and enhance productivity.

Business Systems Audits

Align your business objectives with your Dynamics 365 systems.

We evaluate system performance, data integrity, and user satisfaction, offering strategies to optimize capabilities, streamline operations, and improve business performance.

Integration Audits

Ensure seamless integration of your Dynamics 365 systems.

We evaluate data exchange, identify challenges, and provide strategies to improve connectivity, synchronization, and system performance for a cohesive IT ecosystem.

SLA

Support Level	Reaction/Response time	Business Systems Scenario
Priority 1 (Critical)	15 Minutes	Work Halted on Core Application or Severe Business Outage
Priority 2 (High)	1 Hour	Work Impacted for Many Users or Key Business System Functionality Affected; No Reasonable Alternative
Priority 3 (Medium)	8 Hour	Work Impacted Down for Several Users, but Reasonable Alternative/Work Around Exists
Priority 4 (Low)	24 Hour	Work Unaffected or Very Few Users Affected
NO SLA	Not covered under SLA	Planned Tasks, Trainings, Upgrades, Tasks Related to Development, Customization, Enhancement, New Implementation etc.

Services Under SLA

The Incident Support Part of Managed Services

- Work halted on core application or severe business outage
- L1 Support Team
 - Work Impacted for many users or key business system functionality affected; No reasonable alternative
 - Errors
 - Performance issues
 - User Support, training and data entry issues
 - Bugs which impacts severe business outage
 - Urgent Deployment or Roll back
- Available on customer working hours
- Provide comprehensive support for specific applications, including but not limited to Farsight, SCRF, and EDI.
- Ensure full support for identified issues until a final solution is achieved, which includes thorough testing and material support as necessary.

**Services Not Under
SLA****Upgrades – Upgrade to the Latest Version of the Platform and
Stay Bug-free****Dynamics and Azure System Health Checkups****Deployments, DevOps Management**

- Weekend support for Deployment

The Incident Support Part of Managed Services

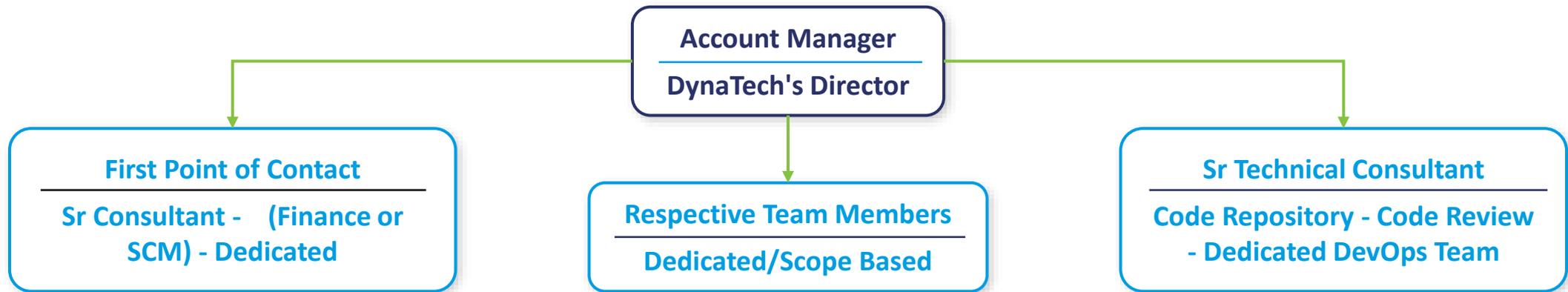
- Work impacted down for several users, but reasonable alternative/work around exists
- Work is assigned based on Queue
- Not specific to customer time zone

Ticket Requests

- Tickets with research/analysis needs
- Change requests
- New Developments
- New Reports
- New User onboarding
- New User Training, Scheduled Training Sessions
- Security, Coaching, Support
- Proactive and predictive monitoring of business processes
- Constant and on-time deployment of system updates
- DevOps Code review, testing, and deployment

Scale and Growth

- Review Process with SMEs and Users
- Suggestions for optimizations and Change requests
- POC of New Features, new relevant Products



SOP

- Weekly Status Call
- Biweekly - Monthly Progress, Planning Call
- Task Assignment, Work Priority

Azure DevOps

Epic - User Stories

EPIC - CR/Bug/New Requests

- Scope, ETA and Estimation
- Task Assignment, Work Priority
- Done and Deployed at DynaTech Server
- Testing by Functional
- Deployed to Merge Server
- Showcase/Testing by Customer
- Done and Deployed to UAT
- Test Again
- Plan Deployment

USA



Hardik Patel

Mechanical Engineer
16 Years of Experience



Nicole Grimm

BS, Business Administration
22 Years of Experience



JT Gorrell

Business Administration
25 Years of Experience

India



Mehul Thacker

Computer Engineer
15 Years of Experience



Jinesh Shah

Chartered Accountant
17 Years of Experience



Krunal Patel

Computer Engineer
15 Years of Experience



Harshit Shah

MBA - Finance
14 Years of Experience

Team for Success





Process Manufacturing



Global



USA



Canada



USA



USA



USA



USA



Middle East



Saudi Arabia



Global



India



Middle East



India



India



India



Middle East



Services & Distribution



USA



India



USA



USA



USA



USA



USA, UK, AU



Canada



Middle East



RSA



USA



UK



USA



USA



USA



USA



Discrete Manufacturing



USA



USA



USA



USA



India



USA



USA



Middle East



USA



USA



Global



Project Manufacturing



USA, EU, China



Middle East



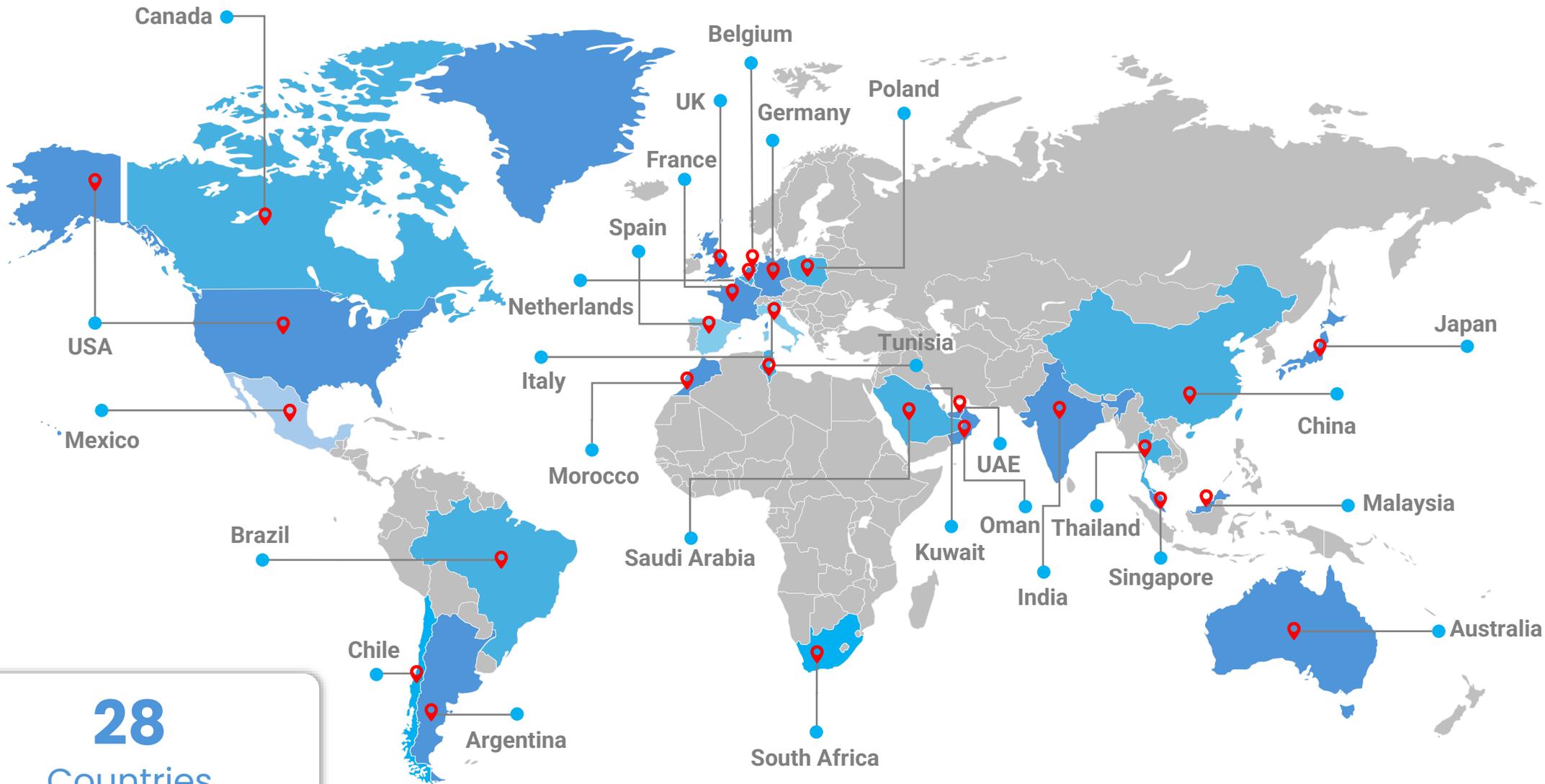
France



USA



USA



28
Countries



Associations & Memberships

- › Nonprofit Organizations
- › Foundations & Grantmakers
- › Associations and memberships
- › Workforce & Continuing Education



Project & Services

- › Architecture & Engineering Services
- › Energy & Utilities Contractors
- › Clinical research Organizations
- › Facility Management Providers



Healthcare & Life Sciences

- › Healthcare Providers
- › Life Sciences & Pharma
- › Home Health & Long-Term Care
- › Laboratory Services



Manufacturing

- › Automotive Components
- › Chemicals Processing
- › High-Tech/Electronics
- › Heavy Machinery & Industrial
- › Furniture & Fixtures
- › Medical devices
- › Paper, Packaging & Printing
- › Food & Beverage



FMCG, Distribution & E-commerce

- › Grocery & Supermarkets
- › Health & Beauty
- › Electronics & Appliances
- › Home Goods & Furniture
- › Wholesale / Distribution
- › Apparel & Footwear
- › Office Supplies & Stationery Retailers
- › Pharmaceuticals

1 E-commerce Connector

Integrate e-commerce platforms seamlessly with real-time inventory updates and streamlined order processing to boost operational efficiency.

2 BI (Fabric) for Dynamics 365

Transform data into insights with analytics and dashboards for informed decision-making.

3 Vendor Collaboration

Streamline procurement and improve vendor relationships through unified communication tools.

4 Not-for-Profit Accelerator

Empower non-profits with tools for donor engagement, operational efficiency, and mission-driven success.

5 CPQ for D365 CRM

Automate quoting, pricing, and configuration to accelerate sales cycles and improve accuracy.

6 Customer/Dealer Portal

Enable self-service, enhance communication, and streamline transactions for better satisfaction.

7 Survey & Feedback Management Tool

Design, distribute, and analyze surveys to foster customer satisfaction and continuous improvement.

8 Account Based marketing (ABM)

Elevate your account-based marketing with AI-driven insights, streamlined workflows, and personalized engagement strategies to drive better results.

9 Manufacturer's Accelerator

Boost efficiency with smarter inventory, real-time planning, streamlined subcontracting, and optimized production workflows.

10 Security Tool

Safeguard sensitive information with robust data protection and regulatory compliance measures.

11 Pricing and Schemes

Implement flexible pricing strategies and promotions to attract customers and drive sales.

12 Membership Information Management

Simplify membership handling with tools for data management, renewals, and communication.

Want to know more?

Contact Us!

DynaTech Systems has proudly served clients seeking advanced tech solutions across the globe with top-notch precision and excellence.



Locations

USA, Canada, UK, India



Mail Us

sales@dynatechconsultancy.com



Phone

+1 844 787 3365



Visit Our Website

www.dynatechconsultancy.com