DynaTech|Systems

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.

AICPA Service Organization Control Reports
SOC 2
Formerly SAS 70 Reports

Microsoft Solutions Partner

Great Place To Work Certified
FEB 2025-FEB 2026
INDIA

DUN & BRADSTREET D-U-N-S® REGISTERED™

ISO 9001:2015

CMMI level 3

150+
Global Projects

100+
Happy Clients

420+
Expert Minds

Microsoft Cloud Capabilities

DynaTech|Systems

DynaTech

Cloud

Azure Infra	Azure Services	Logic Apps	Service Bus	Functions
Event Grid	API Management	Synapse Analytics	Load Testing	Data Factory

Business Applications

Marketing	Sales	Finance	SCM	Commerce
Customer Service	Field Service	Finance & Operations	Project Operations	Human Resources

Low Code)

Power Pages	AI Builder	Power Apps	Power Automate
Copilot Studio			

Data & BI

Fabric	Dataverse	Power BI	Customer Insights	OneLake	Data Engineering	Copilot
Data Lake	Data Factory	Data Science	Data Warehouse	Lakehouse	Microsoft Purview	Real-Time Intelligence

DynaTech | Systems

DynaTech
Managed Services

Managed Microsoft Services

Leverage our expertise in Dynamics 365, Power Platform, and Azure to drive your business to new heights.

Support & Optimization

Stay bug-free and upgrade to the latest platform versions seamlessly with our expert assistance.

24x7 Support

Benefit from our L1, L2, and L3 support, ensuring prompt incident resolution and on-demand resources.

Proactive Monitoring

We offer proactive and predictive monitoring of business processes, server infrastructure, and system health to keep you ahead.

Trusted Growth Partner

DynaTech is your sole source for Dynamics 365, Microsoft 365, and Azure requirements, providing tailored solutions for your business needs.

Products Covered

Microsoft Dynamics 365

Microsoft Power Platform

Microsoft Azure

APIs

Proactive Monitoring and DevOps

We go the extra mile with proactive monitoring of:

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

Customer Working Hours

Avail our expertise during your business hours for smooth collaboration and support.

Support and Incident Management

Including L1 support, our seasoned professionals handle L2 and L3 support, offering timely resolution of incidents and streamlined support processes.

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.

Initial Customer Onboarding

At DynaTech, we prioritize a seamless onboarding process, starting with clear and open communication.

Followed by the setup of generic system accounts at your domain and meticulous configuration of LCS and Azure DevOps projects.

Prepare Dev Server

Trust us to handle the review and setup of your:

- Initial infrastructure
- Co-ordinate with Microsoft Azure for the procurement of required SKUs
- Deploy cloud-hosted environments (D13v2) for maximum efficiency

Go-Live Assistance

Our experienced team ensures a successful go-live through:

- Pre-go-live checklists
- Meticulous implementation of LCS methodology (Analysis, Design and Development, Test, Deploy, and Operate)
- Timely deployment of your production environment

BYOD Deployment & CI/CD

As part of our managed services, we facilitate BYOD prerequisites discussions, Fabric and server configurations, and package deployment automation through Azure DevOps pipelines and Fabric APIs, streamlining your development processes.

Version Upgrade Services

We ensure a hassle-free version upgrade process with:

- Meticulous database export/import
- Developer VM upgrades
- Comprehensive upgrades across your system environments
- Including SAT and production environments
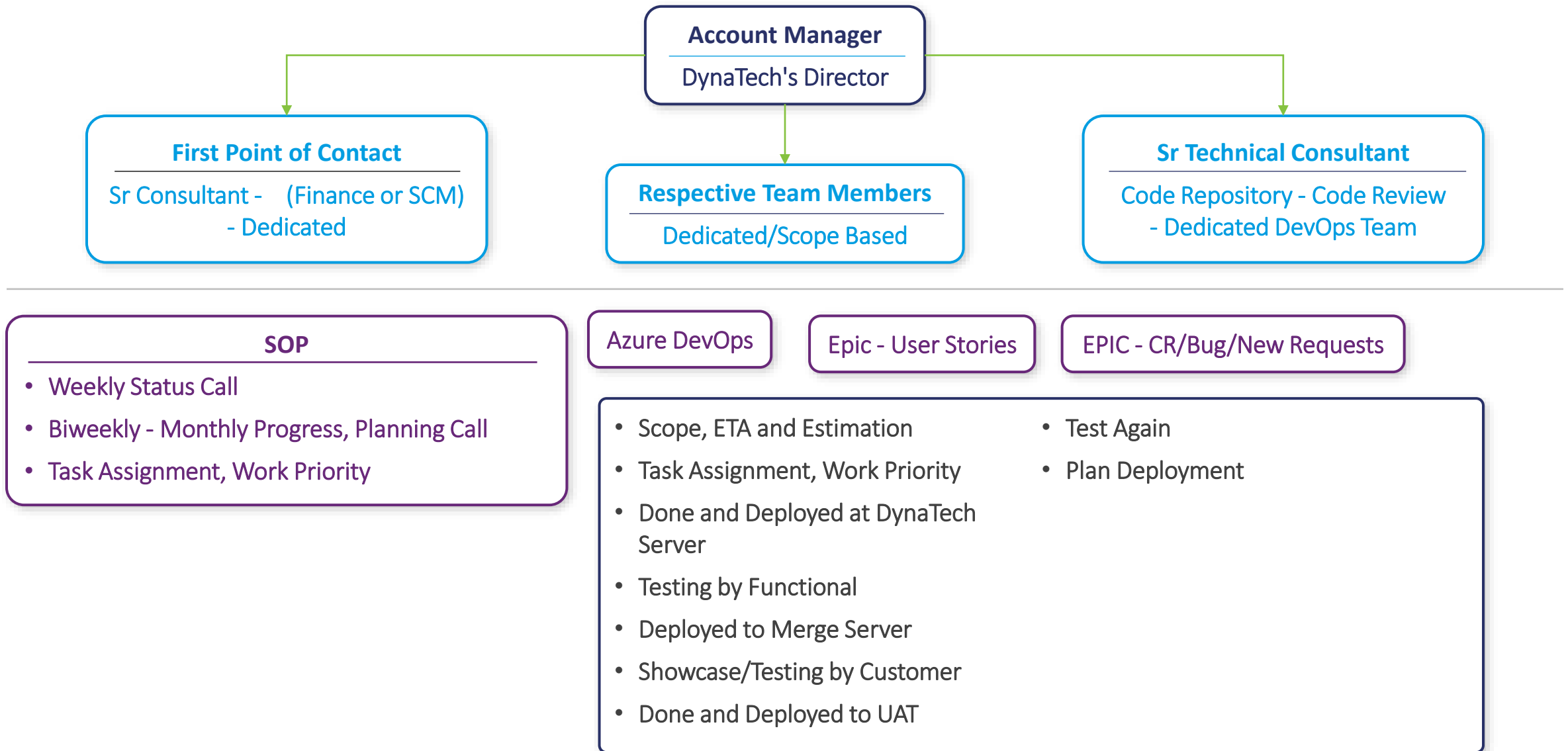
Power BI & BYOD Integration

Our team handles the intricate process of Azure rights configuration, report deployment, and BYOD integration with Finance and SCM.

Optimizing your data analysis and reporting capabilities.

Database Restore and 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

Developer Server Maintenance Tasks

We provide continuous support for your developer servers, including:

- VSTS Branch Creation
- Troubleshooting Issues
- IIS Restarts
- Database log file size reduction, ensuring smooth operations and minimal disruptions

Account Manager

DynaTech's Director

First Point of Contact

Sr Consultant -   (Finance or SCM)
- Dedicated

Respective Team Members

Dedicated/Scope Based

Sr Technical Consultant

Code Repository - Code Review
- Dedicated DevOps Team

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

Review D365 Environments

› **DevOps:** Assess DevOps processes and tools.
› **Versions:** Verify D365 and related software versions.
› **Servers:** Inspect server configurations and health.
› **Status Alignments:** Ensure system statuses match business requirements.
› **Add-ons:** Review installed add-ons and functionalities.
› **Customizations:** Evaluate customizations and their system impact.

Setups

› **Company:** Configure company-specific settings.
› **BPF (Business Process Flows):** Set up and customize business process flows.
› **Teams:** Establish and configure teams and roles.
› **Modules:** Enable and configure necessary modules.
› **Features:** Activate and configure relevant features.
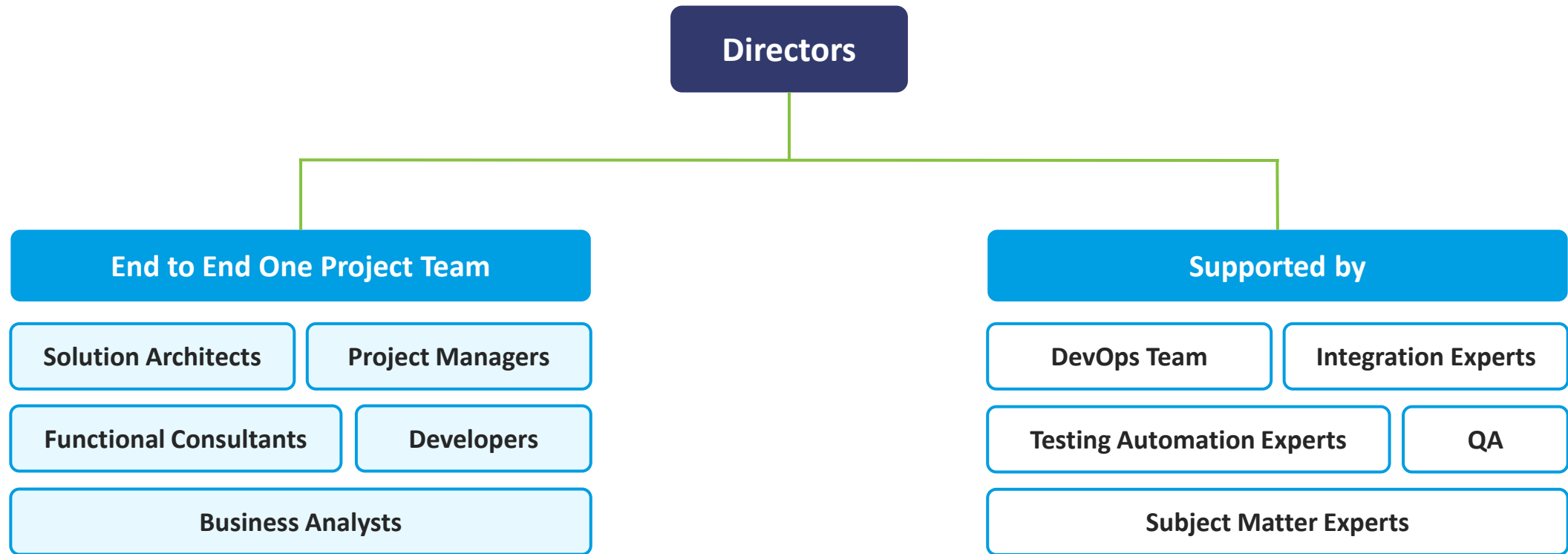› **Parameters:** Set system parameters to match business needs.

Process

Content: Define and document business processes.

Documentation

› **Review User Stories:** Assess and document user stories.
› **User Manuals/Videos:** Examine available manuals and training videos.
› **Talk to IT/PMO/Leadership:** Discuss KPIs with IT, PMO, and leadership teams.
› **Compare with Mapping:** Compare findings with existing process mappings.
› **Comparison Document:** Document system comparison and understanding.
› **Questions:** Engage users to clarify and document open questions.

System Progress Report

› **Feature Status:** Document status of features, customizations, and test scenarios.
› **User Understanding:**
  › Prepare and validate test cases, Evaluate user awareness and understanding, Conduct and document training sessions.

Directors

End to End One Project Team

Solution Architects	Project Managers
Functional Consultants	Developers
Business Analysts	

Supported by

DevOps Team	Integration Experts
Testing Automation Experts	QA
Subject Matter Experts	

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

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 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

Option 1 - Fixed Cost - Fixed Time Expertise (FTE)
160 Hours X FTE/Month to Be Billed at XX/Month X FTE
Fixed Time Expertise (FTE): Dedicated resources available for a fixed duration.
Technical Functions Supported: Monitoring, incident management, change requests, new development, upgrades.
Dedicated Resource Types: Technical experts, functional experts, SCM experts and more!
Billed at the End of Every Month - No Advance
24/7 Availability

Option 2 - Time and Material
$XX/Hour
Task-Based Resources: Resources are allocated from a pool based on specific tasks, not dedicated full-time.
Request, Review, Estimate, Progress, Delivered and Invoiced
Every Request will be Reviewed by Assigned Single Point of Contact - Functional/Technical Consultant
After Review and Discussion Estimates will be Provided, and Invoice at On Delivery Only at $XX/Hour

GMT +7

GMT +3

GMT +5:30

GMT +0 TO +4

GMT -5 TO 10

USA

EUROPE

MIDDLE EAST

SOUTH EAST ASIA

INDIA

AFRICA

24x7 Support Plans for Uninterrupted Operations

› Comprehensive L1, L2, and L3 support for incident resolution.
› On-demand resources to minimize downtime and ensure continuous operations.
› User support and training for effective system use.

Global Support Coverage

Dedicated teams in Australia, the Philippines, India, and Oman provide round-the-clock support across time zones.

Continuous Monitoring and Incident Review

› Continuous incident monitoring for timely resolution and proactive system enhancements.
› Regular reviews and feedback loops to ensure evolving support aligned with business needs.

Proactive Monitoring and DevOps

› Proactive monitoring of business processes and system health.
› Timely updates and agile systems through a robust DevOps process.

Performance Support

Continuous monitoring of system performance to address potential issues preemptively.

Deployments Using CI/CD Pipelines

Seamless and efficient deployments with Continuous Integration/Continuous Deployment (CI/CD) pipelines, minimizing risks.

Change Requests & New Developments

Expertise in managing change requests, developing reports, onboarding users, and providing security coaching.

Team Structure for 24x7 Support

› **Frontline Team:** Available 24x7 for initial incident reports and immediate assistance.
› **Technical Experts:** Provide in-depth technical analysis and troubleshooting.
› **Subject Matter Experts (SMEs):** Offer specialized knowledge and advanced problem-solving.

1. Does DynaTech Focus only on Microsoft Technologies?

Yes, but we have partnered with local companies to work with support on domain like, AWS, SAP, E-commerce platforms, .net, java, react etc.

2. Does DynaTech have experience in Migration to Azure?

Yes.

3. What are the different types of Managed Services DynaTech provides?

As per the presentation, customer can select;

1. Products
2. Services
3. Managed service program to configure right Managed Service for them self.

4. How do you charge for the Managed Services Pay-As-Go/Total package deal?

It is based on 3, how and what you choose.

5. Are the SLAs changeable or built-in?

Yes, it is configurable based on customer needs.

6. Does DynaTech support all services of D365?

Yes.

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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