DOMAIN 6
DIGITIZING YOUR BUSINESS

Domain 6 Managed Services

Contact us

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www.domain6inc.com

Support Your Microsoft Dynamics 365 F&O

Microsoft Dynamics 365 implementations require the support of a dedicated team of expert professionals to ensure continuing success. Domain 6 global Managed Services provide the assurance to resolve any operational issues impacting Dynamics 365 systems. We work proactively with your team to avoid disruption to daily business operations. Our team takes the time to understand your business, objectives and challenges as we guide you through your digital transformation journey.

We provide our clients with effective managed services throughout the implementation life cycle and post go-live through our global Managed Services Center.

Domain 6 has the infrastructure, resources, and capabilities to help support your Dynamics 365 F&O.. We assembled a global team of Dynamics 365 experts to deliver transformational support services to meet your business and IT priorities and to increase the efficiency of your valuable internal resources.

KEY BENEFITS

- Maintaining your Dynamics 365 F&O to operate at peak performance

- Increasing operational productivity by minimizing disruptions

- Rapidly resolving technical and user related instances

- Protecting your investment by delivering product knowledge and user training

- Keeping your Dynamics 365 F&O current with upgrades and hot fixes

Services Offered

- Dynamics 365 F&O health assessments
- Technical and development services
- Integrations services
- Dynamics 365 F&O support

- System administration services
- Security administration services
- Optimization services

- Upgrade/Reimplementation services
- Staff augmentation
- Rescue/salvage services

Our Value to Our Clients

REDUCE TOTAL COST OF OWNERSHIP

With our technology experts you are getting a premium resource at a fraction of the cost for help with the labor intensive tasks.

OPTIMIZE YOUR PRODUCTIVITY

Our Managed Services experts ensure optimum performance allowing you to enhance employee productivity.

TAILORED MANAGED SERVICES SOLUTIONS

It is not a "one size fits all". In addition to our standard programs, we can design Managed Services solutions that are tailored to meet your specific business requirements.

FOCUS ON STRATEGIC OBJECTIVES

Get your team to focus on the business goals set with your digital transformation programs.

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Monthly Managed Services Plans

DESIGNATED ACCOUNT MANAGER

All programs include a Designated Account Manager who is responsible for managing your account. The Designated Account Manager will hold regular status meetings and is the point of contact for escalation.

RESPONSE TIME

The time between when the client submits the request and when the client receives a case number and an analyst is assigned to resolve the case.

CUSTOM DEVELOPMENT PROJECTS

Domain 6 can provide discounted rates for offsite development for custom projects that would require at least 500 development hours. The rates are determined on a per project basis.

PLANS	ESSENTIAL $2,500	CHOICE $4,800	PREMIUM $6,600
AUTHORIZED CALLERS	2	3	4
MONTHLY MANAGED SERVICE HOURS	40	80	120
DESIGNATED ACCOUNT MANAGER	YES	YES	YES
HOURS OF OPERATIONS	MO-FR 8AM-5PM	MO-FR 8AM-5PM	MO-FR 8AM-5PM
RESPONSE TIME *	8 HOURS	4 HOURS	2 HOURS
ADDITIONAL DEV HOURS	$75/HR	$75/HR	$50/HR
BILLING	MONTHLY	QUARTERLY	BI-ANNUAL
COMMITMENT	1 MONTH	6 MONTHS	12 MONTHS

*FLEXIBLE HOURS DEPENDING ON THE TIMEZONE

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Responsibilities Matrix

The following table outlines who is responsible for each part of your Dynamics 365 system and services performed.

Responsible Party	Description Of Service	
Domain 6, Inc.	*Support services – covered by incidents*	*Billable services – covered by additional charges*
	Data analysis Break fix support – Dynamics 365 code does not work as documented Dynamics 365 systems problem resolution How to system/application questions Configuring batch jobs Adding 365 users and assigning security Modification or additional security setup Webinar based sessions 24/7 Critical system down	Data repair Performance analysis Infrastructure recommendations Data purge and archive Customizations to Dynamics 365 Dynamics 365 code promotion Hot fix application Service pack, cumulative and rollup releases, or upgrade activities Install and configuration of software
Client Infrastructure Team	*The client infrastructure team is responsible for all hardware support and maintenance, along with security, connectivity and printing, Including the following:*	
	Adding system users Ad-hoc Database backup/restore Environment refresh Install and configure SQL Server Install and configure operating systems Updates, patches, security breaches related to OS or SQL Remote printer support Networking setup and support	Regularly scheduled backups and verification of backups System down monitoring and alerts Storage monitoring and alerts Remote access support and provisioning Virtual access support and provisioning Virus software and maintenance System access and security protection
Client	*The client is responsible for operating and validating business processes including:*	
	Replication of issues in a non-production environment for support Testing all processes and sign off before placing them in production Monitoring of business processes and jobs Validating completion of all business processes	

Our History

A team of industry experts and technology savvy professionals founded Domain 6 to become one of the leading global Dynamics 365 services providers. After extensive experience in multinational organizations such as Microsoft, CGI, PwC, and other systems integrators and independent software vendors, these leaders came together to fulfill a dream of enabling real estate firms with technology.

About Us

OUR MISSION

Empower real estate firms to enhance customer experiences with innovative technologies.

OUR VISION

Deliver business and transformational solutions for real estate organizations using Microsoft technologies worldwide.

OUR CULTURE

With our mission and vision in mind, we want to build a team of technology and industry experts that support clients' success. Our culture focuses on three major pillars: service excellence, innovation, and industry expertise.

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