



# **| MAXIMISE YOUR INVESTMENT**

**Microsoft Dynamics 365 Business Central and Customer Engagement (CRM)  
Support and Managed Services from iCatalyst**



# EXPERIENCE COUNTS

## OUR EXTENSIVE SOLUTION EXPERIENCE DELIVERS VALUE TO YOUR BUSINESS

Need a Microsoft partner dedicated to the support and management of your Microsoft Dynamics 365 solution? **At iCatalyst, we only care about Microsoft Business Applications and are proud to have some of the most senior, experienced Dynamics 365 professionals within our team:** giving our customers the advantage of expertise and knowledge to transform their business.

Our Support and Managed Services cover the breadth of Microsoft Dynamics 365 platforms, including Dynamics AX, Dynamics NAV, Business Central, Finance and Operations, Customer Engagement (CRM), Power Platform, Power BI, and Azure Integration Services.

*“We definitely made the right choice with iCatalyst – your faultless customer service, expertise, and willingness to pull out all the stops...”*

Jo Ogden, Projects & Systems Integration Manager,  
ECA WA

# DYNAMICS DONE DIFFERENTLY

## SUPPORT AND MANAGED SERVICES THAT MATTER

**Digitally transforming your business is more than just a new solution implementation. It's how you continually optimise and leverage your solution beyond go-live that truly counts.**

In order to maximise your return on investment, it is important to continually receive the best possible advice, end-user service desk support, solution management, and reporting regarding your Microsoft Dynamics 365 solution.

Founded by a team of highly skilled Microsoft Dynamics professionals, iCatalyst are an Australian-owned partner with an unwavering focus on Microsoft Business Applications. Our team leverages hundreds of years of ERP and CRM experience to transform, manage and support our customers' solutions across a variety of sectors.

Together, we offer unparalleled knowledge and capability: providing our customers with all the tools and knowledge required to manage and continually optimise their Microsoft Business Applications solutions.



**Improve Business Processes**



**Access to Expertise**



**Save Time and Resources**



**Increase Productivity & ROI**

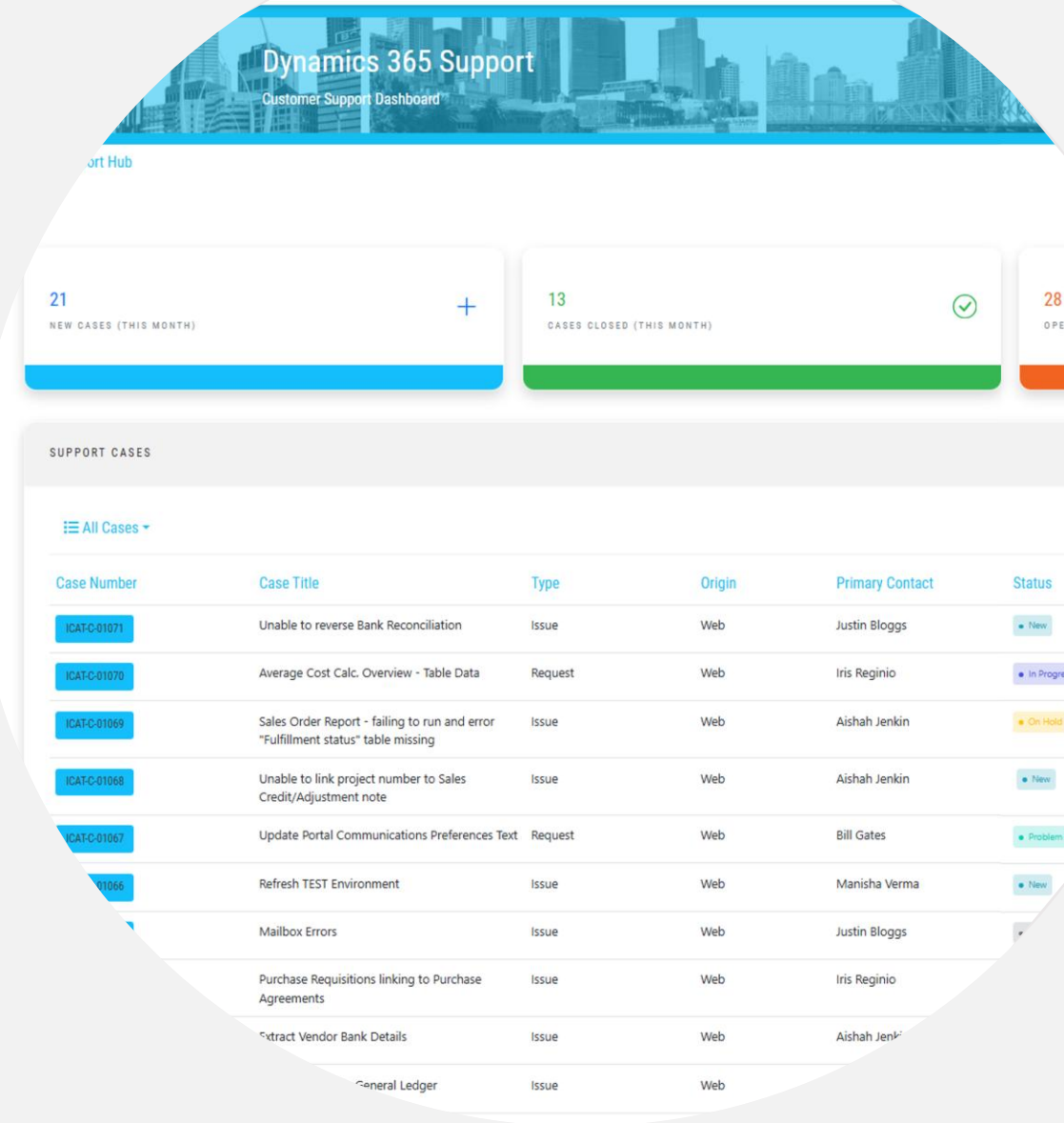


**System Assurance & Best Practice**

# FOCUS MATTERS

## CHOOSE A PARTNER THAT CAN OFFER ON-GOING VALUE TO YOUR MICROSOFT SOLUTION

- Services are delivered by highly experienced Dynamics consulting professionals and support operations resources.
- Operate across Australia and New Zealand: with global capability for worldwide customers.
- An Australian-based business, which means we do not use offshore service desks.
- Dedicated Account Executive and Customer Success Manager to support customers.
- Support and engagement services include service desk support, issue management, reporting and triage, platform and wave release management, advisory services, and more.
- Comprehensive portal offering customer-specific service desk tickets overview and dashboard; work order balances; self-service user administration management; solution resource library, tip sheets, and FAQs; and solution reporting.



# SERVICES THAT SUIT YOUR BUSINESS NEEDS

iCatalyst offers various Support and Managed Services packages to suit your business's needs. Talk to our team of experts to learn more!

## SUPPORT AND MANAGED SERVICES

Features	Basic	Standard	Premium
Monthly Cap Hour/Tickets	Up to 2 tickets / month	Up to 5 tickets / month	*Unlimited Tickets
Support Portal Access	✓	✓	✓
Email and Phone Support	✓	✓	✓
Subscription and Licencing Management	✓	✓	✓
Work Order Management	✓	✓	✓
Account Management	✓	✓	✓
ISV Support	✓	✓	✓
Priority Support & Consulting	✓	✓	✓
Service Level Agreements	✓	✓	✓
Support Issues Reports	✓	✓	✓
User Administration and Security	x	x	✓
Major Release Management	x	x	✓

\*Our Unlimited Plan is subject to our [Fair Use Policy](#).

## OUR FIXED PRICE SERVICE PACKAGES INCLUDE

### Services that are included:

- Onshore national service desk coverage during business hours (AWST: 6:30am to 5:00pm)
- Key User Support (users who have been trained sufficiently in the Dynamics 365 application)
- Issue lodgement and management
- Break Fix Support and Resolution
- Service Level Agreements
- Priority support and consulting services
- Microsoft escalations
- iCatalyst Support Portal access
- Issue reporting
- Integration support
- Independent Software Vendor support
- Microsoft Wave Release communications
- Account Management

### Services that are not included:

- User training
- Implementation of new modules, features and product releases
- Development of new modifications and customisations
- Creation and management of business process maps and other related documentation
- New third-party integrations and/or application installations
- Complex data investigations and rectification of issues caused by data



# WE'VE BUILT A LEGACY OF TRUST AND EXCELLENCE

## PEACE OF MIND WITHOUT A MONTHLY PACKAGE

### Time and Material Support Available

Want to be able to access the expertise and knowledge of a trusted Microsoft partner but don't require a dedicated monthly Support and Managed Services plan? iCatalyst offers the option for customers to utilise our support services through an ad-hoc (time and materials) arrangement.

Our customers can set up a pre-approved Work Order for a minimum of ten consulting hours. Any consulting services required to respond to, investigate and/or resolve support requests will be charged to the pre-approved Work Order and invoiced accordingly. Ad-hoc Work Order support **does not** include the following:

- Priority support
- Tiered consulting rates based on resource type
- Service Level Agreements (minimum response and resolution times)
- Customer Portal access
- Ticket management
- Reporting

### Global experience and unequalled expertise

Whether you are about to embark on your digital transformation journey or you are looking for a partner to support and advise future expansion across your existing Microsoft Business Applications solution - we are here to help!

With a national team of over 45 Microsoft Dynamics 365 and Power Platform experts, iCatalyst offers unparalleled knowledge and capability. We differentiate ourselves as an Australia-owned and based business. That means we do not use an offshore service desk and our delivery team remain actively involved in all aspects of our consulting services, including support services.

Contact us today to discuss your Support and Managed Services requirements.

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## We are a team of Microsoft Dynamics 365 Business Experts

iCatalyst was established with a clear mission: to bring together a team of highly qualified, senior Microsoft Dynamics professionals focused on empowering organisations through technology-led business transformation.

Australian owned and operated, we are differentiated by our unwavering focus on Microsoft Business Applications.

Our team offers unparalleled knowledge and capability in the delivery of Microsoft Dynamics 365 ERP, CRM and Power Platform across a variety of industry sectors. Together, we can leverage hundreds of years of experience – locally, nationally, and globally.

Our team's industry heritage means we understand the risks associated with large-scale software implementations. We mitigate risks through the delivery of proven methodologies, flexible engagement models and enabling transparency throughout the entire project delivery process.

***Reputation is everything. Experience counts. Focus matters.***

**icatalyst.com.au**

**iCatalyst**