

## Applications support

**Microsoft**  
GOLD CERTIFIED  
Partner

## Personalized, competent, multilingual support for Microsoft Dynamics AX



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We stand by you, even after your go live. We provide you with quality-assured support for your Microsoft Dynamics AX application. Our trained application experts ensure that your business applications run smoothly.

As more and more business processes are supported by your IT, the need for solution availability and performance is increasing. At the same time you require practice-oriented, effective support for applications that are often mission-critical. As a Microsoft Gold Certified Partner, we believe that qualified, expert support after your go live is essential to the success of a project. Providing our customers with fast, straightforward and reliable support is our highest priority. We are focused – from call acceptance and problem recognition right through to forwarding, diagnosis and problem-solving – to deliver transparent and high-quality results every step of the way and even verify them using a transparent monitoring system. An internal quality management system additionally ensures this high level of service. Our staff provides multilingual 1st, 2nd and 3rd level support.

With a team of designated contacts, we ensure that our customers can reach “their” personal support team member on regular workdays (except on public holidays in Lower Saxony) by e-mail or phone from 8 a.m. to 5 p.m. We also offer individually tailored 24/7 support services.

We ensure the quality of our support services in a variety of ways:

- All of our support staff receive intensive, qualified training from us. In addition, we aim for Microsoft Dynamics AX certification for the entire team.
- Support team members assigned to a customer are integrated into the project before the solution goes live. This way they are thoroughly familiar with the customer's Microsoft Dynamics AX solution and system landscape from day one. This ensures fast processing of support requests.
- We increase efficiency even further by providing our support team with direct access to the customer's live system. This facilitates troubleshooting and problem resolution.

### Your advantages:

- Quality-assured support
- Constant access to the latest expertise
- Rapid support and fewer downtimes
- Smooth business operations
- Resources are freed up

### Your contact:



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### Your challenges:

- Growing number of mission-critical IT processes
- Increasingly complex service and support requirements
- Limited IT budget with shortage of staff



- We structure the support request workflow using clearly defined processes and maintain an overview through uniform documentation. Prompt, direct communication with our customers is a stated goal.
- We provide our customers with standard templates for creating support requests. In this way, our staff has all information for processing right from the start.
- As a further contractual safeguard, we have a direct line to Microsoft support – if there's a solution, we'll work together to find it.

Our support team receives optimal assistance from the *Sycor.AX SolutionManager*, a solution we developed based on Microsoft Dynamics AX 2009. The *Sycor.AX SolutionManager* is the result of our expertise from numerous national and international Microsoft Dynamics AX projects.

At the heart of this solution is a freely configurable IT management workflow that not only helps Microsoft Dynamics AX customers and partners implement, operate and enhance the system but also maps each step of the support process in the

system. In this way, the latest processing status of a task can always be viewed. We also provide our customers with access to the *Sycor.AX Solution-Manager*, ensuring maximum transparency on both sides.

With integrated document administration, e-mail notifications for those involved in the problem resolution process, and a time recording feature with reference to tasks, the *Sycor.AX Solution-Manager* provides a continuous overview of pending tasks and task histories and ensures budget and cost control. For you as a customer and for us!

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Microsoft Dynamics AX  
– transparent, reliable and  
quality-assured**