

Attenda

Always On Managed Services

Microsoft Dynamics AX managed service

Enterprise agility in a constantly changing world

Microsoft Dynamics AX is highly adaptable to new business processes, allowing you to respond quickly to changes in the market, helping make your staff and your business work more effectively. However, with flexibility comes complexity, and as you more tightly integrate Microsoft Dynamics AX into your operational processes you begin to depend on it more and more for the information, intelligence and guidance it provides.

The challenge for all organisations is keeping their Microsoft Dynamics AX solution aligned with the ever changing processes of the business, scaling the underpinning technology to support ever increasing transaction volumes, and maintaining the solution within a highly available and secure environment. Any risk to the availability of Microsoft Dynamics AX becomes a risk to your business.

You know your processes in detail and how they underpin your business objectives. Attenda minimises the risk to your business by ensuring your implementation of Microsoft Dynamics AX is Always On. We allow you to focus on driving your competitive advantage without worrying about the complexity of managing the operating environment, performance, scalability and security.



certainty / confidence / agility

'We commit to ensuring that your Microsoft Dynamics AX implementation is always on, at a fixed cost, with no hidden fees.'

What does this mean for you?

Attenda's fully managed Microsoft Dynamics AX application hosting provides a comprehensive 24 x 7 solution, offering guaranteed service levels for all users and partners, leaving you and your staff free to focus on driving value within your business.

- Attenda will host and take operational responsibility for the smooth running of your critical Microsoft Dynamics AX business service management solution
- Attenda will ensure the constant availability, performance and security of Microsoft Dynamics AX
- Attenda will deliver IT certainty at a fixed price for the duration of the contract
- Attenda will provide access to a highly skilled team of Microsoft professionals, experienced in the deployment, configuration and maintenance of Microsoft Dynamics AX solutions
- Attenda can integrate the solution with other Microsoft technologies such as BizTalk Server or SharePoint services

We provide a total solution, incorporating the proactive management of all aspects of your Microsoft Dynamics AX system. Whether delivered as a dedicated solution or as Software-plus-Services (Software as a Service), we ensure that your solution can be implemented quickly and securely and is able to be scaled rapidly as your business demands.

- We will manage your Microsoft Dynamics AX implementation in a robust, secure and highly resilient environment
- Our highly trained, experienced and motivated professionals will carry out routine administration and monitoring of your Microsoft Dynamics AX solution 24 hours a day, 7 days a week
- We manage every Incident and Problem through to resolution, acting as a single point of contact and responsibility
- Our proactive approach to patch management ensures your critical ERP application is constantly up-to-date with the latest service packs
- We commit to ensuring your Microsoft Dynamics AX implementation is always on, at a fixed cost, with no extras or hidden fees
- We can provide development or test environments to complement your production systems

Managing your Microsoft Dynamics AX systems for a certain future

Attenda has proven expertise, and many years of experience gained in the management of complex and critical enterprise applications. Our experience will save you time and effort, and more importantly reduce the risk to your Microsoft Dynamics AX solution.

With our ability to offer predictable costs for Microsoft Dynamics AX operational support we remove the uncertainty of 'time and materials' suppliers who charge for every activity and the expense of supplementing existing in-house resources in order to maintain round the clock, all year cover.

As a Microsoft Gold Partner, Attenda has built a team of highly skilled, highly motivated and fully certified engineers with the expertise required to deploy and support Microsoft Dynamics AX. Our ISO 20000 certification reinforces our commitment to delivering the very highest quality service levels, and as an ISO 27001 certified organisation our world class processes and controls provide you with confidence in the highest levels of security for your systems and sensitive data.



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