



kerv

Managed Services
Catalogue

Contents

- **Why do you need managed services?**
- **Our Managed Services Catalogue**
What we offer
- **Why do you need managed services?**



Why do you need managed services?

Ultimately, the success of your solution is dependent on the time and resources you dedicate to enhancing it long after implementation. However, doing this in-house is virtually impossible without the necessary personnel or budget - making finding the right managed services provider absolutely vital to the continued success of your Microsoft solution.

With this in mind, you may seek the services of a managed services provider for the following reasons:

- There's no coverage in place to provide support for your team, so you're now finding that your staff are increasingly asking questions that are beyond the capacity of Google to answer. You need an expert on hand, at the end of the phone, with the experience needed to provide a solution to your problem.
- You're currently running older AX or CRM versions that are either out of support already, or you've realised that the support deadline for your existing products is approaching fast. You need someone to help maximise the value from your current implementation, and a trusted partner to work with as you upgrade.
- You've recently implemented a Microsoft solution, and are now considering your options for a Microsoft partner that can provide your team with the managed services support they need.
- You already have a contract in place for managed services, but you're not getting the help or regular contact you need. You want to be working with an organisation that genuinely cares about your business.

Sound familiar? Luckily, Kerv can help.



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Our Managed Services Catalogue

At Kerv, we provide a full-service management capability across Microsoft Business Solutions – Dynamics 365 for Finance and Supply Chain; Dynamics 365 for Customer Engagement, Dynamics AX, Data and Analytics (PowerBI) and the Power Platform. As you would expect, our processes are ITIL compliant.

Our managed services consultants are experts in their fields that can provide the right advice at the right time, while our architects provide proactive assistance on which elements of the regular Microsoft updates are relevant to you.

As a proactive managed services provider, our team of experts are always proactively looking to enhance your solution as your business requirements develop, and will actively get in touch if new functionality emerges that we think will be useful to your business.

We can also guide you on and manage your Microsoft licencing through the Cloud Services Provider (CSP) platform. No matter what kind of support you need, we have the flexibility and capability to meet your requirements, with a focus on delivering value wherever we can.



What we offer

Every organisation is different - which is why our managed services catalogue is designed to be flexible and adjustable to your needs. Here's some of the core services we offer in our service catalogue, as well as what you can choose to receive in each:

Reactive Services

Reactive services are at the core of what used to be the old 'service desk' model, and is a standard across many Microsoft managed services providers.

At Kerv, our reactive services are what you'll receive if something goes wrong in your solution - what we call **incident management**.

Some examples of what you can opt to receive as part of our reactive services are:



24 x 7 P1 Support
Service Desk



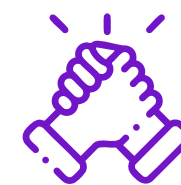
Service desk
portal



Incident
response SLA



Answers to those
'how to' questions



Unlimited
support

When discussing your managed services contract with you, we'll determine the amount of support hours you'll need, as well as how your

Service Level Agreement (SLA) will be worked out based on the calls you make to our service team.



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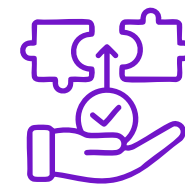


Proactive Services

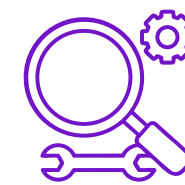
Our proactive services are where we can offer additional support beyond reactive services – acting early on to prevent any issues in your solution, which we call problem management (where we find an underlying cause for multiple incidents).

On top of this, our proactive services include close monitoring of your Microsoft solution to check it's working as it should. We'll also notify you of any issues. The knowledge and expertise of our Microsoft experts means we can even help your in-house team, providing additional training for your staff on areas of your solution they aren't as comfortable with.

As Microsoft is always upgrading and enhancing their products, we're also able to help you stay on top of any updates and upgrade your solution if needed. Here's a summary of what can be included in our proactive services:



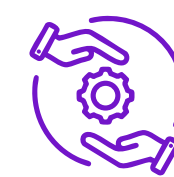
Problem Management



Monitoring tool-set



Proactive monitoring



Skills Transfer



Version Assurance /
Upgrade

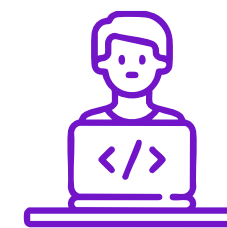


Continuous Enhancement

As we've previously mentioned, Microsoft is always updating its various products, and it can be difficult to keep up. That's why our Continuous Enhancement services are so useful. Whether there's a new feature you want to learn how to use, or changes to an existing functionality that has you confused, we can help.

Our expert team is always up to date with the latest developments in Microsoft solutions, and are therefore extremely well equipped to help you leverage emerging technologies. Because your dedicated account manager will have an excellent understanding of your business, we'll even recommend the best functionalities for your needs, and teach you how to use them.

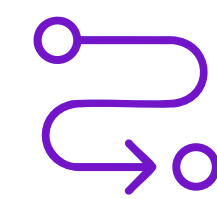
Here's some of the services you can expect as part of your continuous enhancement package:



Solution architect
allocation



Alignment of system
improvement



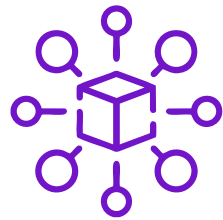
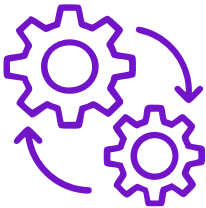
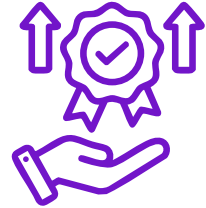
End-to-end delivery
service



Service management

Our service management capability ensures that all the services mentioned are on track and that we're having regular communication with you to ensure you're happy with our service. The amount of service management you'll need may vary and can always be adjusted if you feel like you need less or more - which is the core value of our managed service.

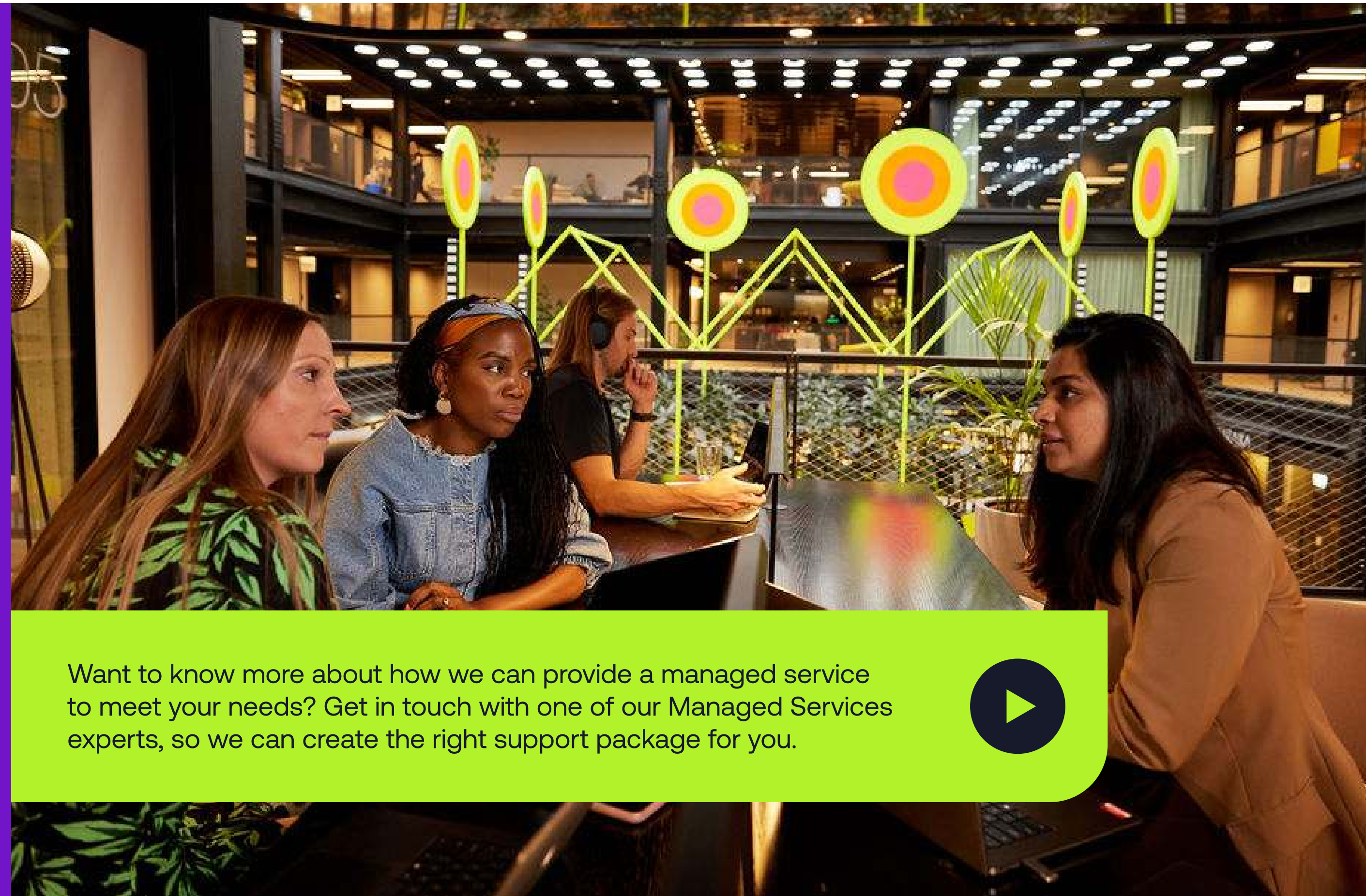
Our service management includes:

- 
Flexible service catalogue approach
- 
Structured service transition approach
- 
ITIL based processes
- 
Named service delivery managers
- 
Regular reporting and reviews
- 
Scorecards / continuous service improvement

Why kerv

At Kerv, we don't believe that a managed services offering for Microsoft solutions is a one-size-fits-all offering, and we go beyond standard reactive support services to offer you a comprehensive managed service package that meets your needs exactly.

Kerv was set up to do things differently from other Microsoft partners. We specialise in the mid-market, which means that we don't have outsize clients overshadowing the rest of our customer base. We don't shy away from getting involved with your business requirements - we genuinely care about the success of your organisation, and our clients consistently receive added value to their business as a result of our managed service.



Want to know more about how we can provide a managed service to meet your needs? Get in touch with one of our Managed Services experts, so we can create the right support package for you.

