

# COMPREHENSIVE GLOBAL SUPPORT

## PAY ONLY FOR WHAT YOU NEED

When you have manufacturing, distribution, and retail sites all over the world, downtime is not an option. You can trust Sunrise Technologies to help with issue resolution, maintenance, development, performance, and cloud solution monitoring. Once you're set up, you'll have access to top quality support that meets your company's requirements and budget. Plus, we put that hard to find talent within reach (just a support ticket away!) freeing up your internal team for other priorities.

**THE BEST THING ABOUT WORKING WITH SUNRISE...YOUR PROBLEM BECOMES THEIR PROBLEM, AND THEY DON'T STOP WORKING UNTIL IT'S RESOLVED.**

**TONYA REAM**  
*DIR. IT PORTFOLIO, VERA BRADLEY*

## A SAMPLE OF WHAT WE CAN DO

### ENVIRONMENT MANAGEMENT

- Diagnostics
- Health Checks
- Lifecycle Services
- Configuration
- Code Moves

### ENHANCEMENTS & SUPPORT

- Customizations
- Special Projects
- Break-fix Support
- Code Upgrade Analysis
- Platform Updates

### TRAINING & EDUCATION

- Functional
- Configuration
- Infrastructure
- Database

## ADDITIONAL SUPPORT SERVICES

Our incident-based service covers many scenarios, but we also offer separate, one-time and ongoing services that you may need.

### RELEASE VALIDATION ASSURANCE

Avoid unanticipated update failures that could interrupt operations with Dynamics 365 Release Validation Assurance Services.

### CLOUD MIGRATION SERVICES

Migrate data, servers, and more from on premise to the cloud to take advantage of all the cost saving, security, and scalability benefits of Azure, Power Platform and Office 365.

### CUSTOM DEVELOPMENT

Save money and get higher quality custom development for Dynamics 365 with offshore capabilities and onshore oversight.

### PERFORMANCE ASSESSMENT

Let us help you improve slow, poor performing legacy on-premise AX environments that may just need some fine tuning to get you by a little longer.

# LET US LEND YOU A HAND

Help is just a ticket away! No hidden costs, no lengthy commitments, and you only pay for what you need, plus round-the-clock, global coverage. If you work with Sunrise, here's what you can expect:

## MANAGED CUSTOMER SERVICE

You can expect an ongoing, proactive relationship with your support team with action planning, management services, and weekly check-ins, including incident statistics and support KPIs.

## FORMAL INCIDENT TRACKING

You'll gain access to our customer support portal so you can keep tabs on your open incidents and never wonder, "What are they doing?"

## ROUTINE SERVICES

We offer a comprehensive package of services that helps ensure your environment stays in tip-top shape, including: code moves, data refreshes, hotfix and cumulative update impact analysis, and Microsoft Lifecycle Services (LCS) system diagnostics evaluations.

## PAY-AS-YOU-GO SUPPORT

In addition to routine services, we offer ad hoc services from our experienced support analysts, functional support consultants, and technical support architects, as well as à la carte development services.

## PACKAGED SERVICE OFFERINGS

Take advantage of bundled support options for software environment, technical support and training, product environment management, vendor support management, issue resolution, and process enhancements.

## SPECIAL PROJECTS

Sunrise Support is also available for projects that need just a bit more technical know-how. From solutions integrations to custom development work, we're happy to help on these one-off projects.



## NEXT STEPS

Sunrise Technologies is a premier provider of Microsoft Azure, Dynamics 365 and Power Platform for apparel, footwear, consumer products and manufacturing companies. We deliver game-changing, global, Tier 1 supply chain solutions without the cost and complexity.

Sunrise offers a one-stop, end-to-end industry solution to deploy, enhance, and support Dynamics 365 for a lifetime. Plus, customers can hit the ground running with industry best practices, pre-built configurations, and a proven methodology. With offices and deployment capabilities in North America, Europe, and Asia, we are everywhere you do business.

