

Global Support Coverage and Lifetime Value

Microsoft Dynamics 365 & Power BI



Optimize your investment for
a lifetime after deployment

Leverage a cost-effective support umbrella with pay-as-you-go services

Long after your Dynamics 365 implementation reaches production status, our team will be by your side to help ensure your investment continues to deliver value for a lifetime.

With Sunrise Global Support, you can:

- Tailor support to fit your needs and budget and pay only for what you use to support on-premise and cloud deployments
- Extend your IT team with a cost effective approach that frees up internal resources for other initiatives
- Count on 24x7x365 global coverage across North America, Europe, and Asia

Tailored global support to delight any budget

Our customers demand varying levels of global support coverage after a successful deployment of Microsoft Dynamics 365. They know that having manufacturing, distribution, and retail sites all over the world and real-time financial and supply chain visibility in action means downtime is not an option.

For our customers, it's critical that the production environment of their globally integrated Dynamics 365 system maintains optimum performance and continues to deliver value over its life cycle. The most cost effective option for our clients is the Sunrise Global Support solution with pay-as-you-go offerings that cover development, maintenance, and monitoring services at all levels of budget and requirements. We also support organizations running Dynamics AX 2009/2012.

Our service offerings can be tailored to fit your needs with an extensive menu of options. From hotfixes to enhancements, to development and production environment optimization, and even to training, you can let us extend your IT team to ensure your investment continues to deliver value for a lifetime.



Tailored Offerings



Cost Effective



24x7 Global Support

*"It is great having a **dedicated partner** like Sunrise that doesn't rest until all is well!"*

Chuck Moore
VP of Operations
James M. Pleasants Company

Save time and monitor service from anywhere

With Sunrise Global Support, you'll enjoy quick and efficient communications the way you want with 24x7 global access by phone or web. Submit tickets, see status updates, and report on weekly open and closed tasks and always know exactly what is in progress.

Tailored Offerings

- Flexible approach covers anything from hotfixes to development and training
- Pay-as-you-go for incident-based support
- Proactively optimize your investment with an extension of your IT team

Cost-Effective

- Grow your capabilities with a cost-effective approach
- Know what to expect with predictable billing and consistent communications
- Deliver a reliable support umbrella across the world at a tremendous value

Global 24x7 Support

- Count on global resolutions and enhancements everywhere you do business
- Rest easy with a partner you can call 24 hours a day, 7 days a week
- Save time and monitor tickets through an exclusive Sunrise web support tool

Tailor support coverage to fit your needs

With a flexible pay-as-you-go global support model that fits any budget, you can manage first level support internally and leverage Sunrise experts as needed for ongoing maintenance and enhancements. We'll even touch base with you regularly to make sure you are happy. This approach means you'll be delighted by our service and together we can ensure your investment in Dynamics 365 delivers value for a lifetime.

No surprises with a cost-effective support umbrella

Regardless of how often you need Sunrise Global Support services, you'll always enjoy a predictable billing structure. This cost-effective support umbrella acts as an extension of your IT team, freeing internal resources to work on other priorities. You will have consistent touch points with our team and access to a global team of consultants, analysts, and engineers who can handle hotfixes, troubleshooting, development, and even training. Whatever you need, we exist to implement great ideas and ensure that you are delighted with the results.

Rest easy with 24x7 global coverage

You can engage a global support network of friendly team members from offices in North America, Europe, and Asia—24 hours a day, 7 days a week. You'll have peace of mind everywhere you do business with a reliable and experienced team. You can count on us to proactively manage your issue resolution and add new value to your solution as needed.

About Sunrise Technologies

Sunrise Technologies is the premier provider of Microsoft Dynamics 365 and Power BI for apparel, footwear, home furnishings, textiles, consumer products, manufacturing, and retail companies. We deliver game changing, omni-channel, global, Tier 1 supply chain solutions without all the cost and complexity.

From wholesale to retail, and from ERP to business intelligence, Sunrise offers a one-stop, end-to-end industry solution to deploy, enhance, and support Microsoft Dynamics 365 for a lifetime. Plus, you'll be able to hit the ground running with industry best practices, preset configurations, and a proven methodology.

The roadmap for Microsoft cloud solutions is extensive and our industry experts will work with you to implement the capabilities that best fit your needs. As a global systems integrator operating out of North America, Europe, and Asia, we are everywhere you do business.



For more information visit sunrise.co

