

The MCA Advantage™

Gain a competitive advantage with MCA Connect



MCA Advantage™ is a Strategic Support Offering for Microsoft Dynamics 365

We designed MCA Advantage™ for companies that want a step up from traditional managed services but aren't willing to settle for reactive email and call center support.

Our customers want a proactive Dynamics Partner who will:

- Execute the company's business strategy efficiently
- Optimize the Microsoft environment
- Prioritize IT initiatives
- Provide ongoing guidance and support

Key Benefits

- Fixed cost for ongoing, unlimited access to a dedicated team of industry and application experts
- Reduced risk of security breaches and errors due to out-of-date software
- Better business performance
- All-in-one support for the Microsoft Dynamics environment

Solution Highlights

Application Management

Unlimited Dynamics Support | Advanced Service Desk Offerings | Virtual D365 Administrative Services | Security Maintenance and Reviews

Application Optimization

Includes Application Management | Business Transformation Strategy | Application Analysis & Implementation | Strategic IT Services

Advanced Analytics

KPI Metrics/Monitoring | BI Reporting Center of Excellence | ROI/Savings IoT Analytics

Specialty Offerings

Project Services - Small Project Work Environment | Staff Augmentation | Rescue/Recovery | Upgrades

Optimizing the Microsoft Environment

MCA Advantage™ ends the confusion of deciding which service provider or software vendor to choose. We guide and support your entire Microsoft environment including:

- IoT / RFID Sensors
- ISV Solution Support
- Microsoft Cloud & On-premise Software Solutions
- Microsoft Dynamics 365 (and all prior AX & CRM releases)
- Business Intelligence (Predictive Analytics, Machine Learning)

Tailored to Maximize Your Technology Investment

Acting as a natural extension of your team, you get a dedicated pool of resources with diverse skill sets. When you first evaluate MCA Advantage™, we'll go through a series of questions to determine:

- How technically innovative you want to be
- Where you are today with your business strategy
- How your technology implementation plan aligns with your business strategy
- What resources are already in place
- How our industry and technical experts can add value
- What industry expertise is needed
- Your desired response times and hours of operations

The result is a customized service-level agreement that provides the ideal blend of application management, optimization, and ongoing analytics.

ABOUT MCA CONNECT

MCA Connect is a global systems integrator focused on manufacturing, energy and service verticals. We deliver and support operational transformation to help clients achieve a competitive advantage. By combining product and industry expertise with proven strategic methods, MCA Connect consistently delivers innovative solutions that help clients realize their vision.

