

# Microsoft Dynamics 365:

## Managed Services vs. MCA Advantage™



When your organization needs more than emergency break-fix support for Microsoft Dynamics 365 (D365), MCA Connect offers both traditional Managed Services and MCA Advantage™ support services.

For a set recurring fee, both MCA Managed Services and MCA Advantage™ include:



A Dedicated  
Support Team



Unlimited Service Desk  
Email/Phone Support



Ongoing  
Monitoring

## MANAGED SERVICES

Combination of proactive and reactive support

### NO/MAYBE

Fits when you want Microsoft Dynamics 365 to run efficiently, but your organization doesn't really think about D365 as providing a strategic advantage.

### NO/A FEW

Fits when your system has been stable for a while, and you don't have many new initiatives on the horizon.

### NO/FEW

Fits companies whose business processes mostly follow industry standard best practices.

### NO/MAYBE

If your company is cautious about change, our managed services team can help you assess technology solutions that seem like a fit for your needs.

### NO/MAYBE

Fits companies who need standard reporting, Power BI dashboards, and KPI metrics.

## QUESTION

DO YOU WANT TO USE D365 AS A STRATEGIC BUSINESS ASSET?

DO YOU HAVE A BACKLOG OF D365 PROJECTS?

DO YOU HAVE A LOT OF UNIQUE PROCESSES OR CUSTOMIZATIONS?

DO YOU WANT TO BE FIRST TO CAPITALIZE ON NEW TECHNOLOGY?

ARE ADVANCED ANALYTICS CRITICAL TO YOUR BUSINESS?

## MCA ADVANTAGE™

Managed services plus strategic consulting

### YES

Fits when your team wants to maximize its strategic advantage by continually optimizing D365 and your business processes.

### YES

Fits companies who want help strategizing, prioritizing, and managing the backlog of new requirements.

### YES

Fits companies who want to create competitive advantage with their business processes.

### YES

MCA Advantage™ takes a very proactive stance about recommending new technologies that would give you greater insight and efficiency.

### YES

Can optionally include solutions like predictive analytics, machine learning, big data, and IoT analytics.

## WHY MCA CONNECT?

- Large, dedicated, knowledgeable support team
- Customized support plans that fit your needs
- Comprehensive support, including ISV solutions, custom code, and non-production environments
- Award-winning, trusted Microsoft Dynamics Partner

