

Upgrade for Microsoft Dynamics CRM

Maximizing your investment through systematic technology updates

Achieve faster, smoother upgrades of your Microsoft Dynamics CRM Solution.

Discover the advantages of a smooth technology upgrade

- Deploy the latest technologies to benefit from increased functionality and support for new business requirements.
- Identify the enhancements, impacts, risks, and complexities associated with your system upgrade prior to deployment.
- Reduce customization or integration risks with other applications through analysis of the functional differences between current and upgrade versions.

Overview

Maintaining and upgrading your Microsoft Dynamics CRM Solution for enterprise resource planning is an essential part of IT management and helps you keep pace in a changing business environment. With improved functionality, enhanced user experience features, simplified access to information, and enhanced capabilities of the latest version of Microsoft Dynamics CRM, you can boost productivity, reduce costs, increase organizational agility, and maximize your investment in Microsoft products and technologies.

Delivered by Microsoft Services, Upgrade for Microsoft Dynamics CRM can help you achieve faster, smoother upgrades of your Microsoft Dynamics CRM Solution. An efficient, well-managed upgrade process will help you get the most out of your system enhancements, increasing organizational agility and more rapidly returning value on your investment.

How the Offering Works

Upgrade for Microsoft Dynamics CRM can guide you through all the aspects of a Microsoft Dynamics CRM upgrade process. Senior consultants with deep knowledge of Microsoft Dynamics CRM will help you evaluate and prepare for your system upgrade, assist you in its delivery, and guide the transition to ongoing support. Your organization will benefit from a disciplined approach to project execution which adds value to your solution and helps your business grow.

As part of **Microsoft Dynamics Sure Step**, a comprehensive methodology that provides a consistent approach and tools for deployment of Microsoft Dynamics CRM, this offering includes a standardized approach for successfully implementing the upgrade process.



About Microsoft Services

Leverage Microsoft Services to successfully implement your Microsoft Dynamics solution. We provide:

- Experience and commitment
- Expertise and product knowledge
- Return on business value

Microsoft Services uses a standardized, proven implementation methodology called Sure Step to deliver four core offerings for envisioning, implementing, upgrading, and optimizing your solution.



The following table details the services of the Upgrade Offering by implementation phase:

Analysis	<ul style="list-style-type: none"> • Identifies new business requirements and evaluates them with respect to the upgrade version. • Determines the technical and functional approaches to the upgrade.
Design	<ul style="list-style-type: none"> • Defines how the technical upgrade will be implemented and establishes the required steps for the upgrade. • Reviews the existing integrations, customizations, and interfaces to determine any potential design impact.
Development	<ul style="list-style-type: none"> • Executes the application upgrade process, including customizations, integrations and interfaces, and data. • Tests the system to promote a successful upgrade of the application and data to the new version of the solution.
Deployment	<ul style="list-style-type: none"> • Delivers user training, user acceptance testing, and the actual cutover to the upgraded production environment.
Operation	<ul style="list-style-type: none"> • Provides post-production support. • Transitions the solution to your organization and transferring knowledge to your team.

Reduce Time to Value

By using a programmatic approach to updating your enterprise resource planning solution, your organization will be able to implement an upgraded Microsoft Dynamics CRM Solution smoothly and efficiently, allowing you to apply the benefits of enhanced functionality sooner.

Minimize Risk

Through analysis of custom extensions and enhancements, and review of the technical dependencies in integrating your upgraded solution with existing applications, you will be able to reduce risk and drive optimal outcomes.

Maximize Return on Investment

Get the most out of your technology investment and lower your total cost of ownership through cost-effective upgrades that deliver the increased operational efficiency and agility of the latest Microsoft Dynamics CRM functionality and capabilities.