

Microsoft Dynamics® Health Check

Designed to uncover performance and application configuration risks, saving you valuable time and money in the future

A scheduled, proactive, inspection to review your existing Microsoft Dynamics Customer Relationship Management (CRM) and Enterprise Resource Planning (ERP) environments allowing you to receive prescriptive problem identification and suggested resolution guidance.

Overview

The Microsoft Dynamics® Health Check is a comprehensive review of your Microsoft Dynamics environment. The Health Check service will provide you with a detailed analysis of the overall system health, including the Microsoft Dynamics application servers and the Microsoft SQL Server® database configuration. In addition, the Premier Field Engineer will review the hardware, infrastructure, and application configuration for identification of potential risk areas. The Health Check offers formal recommendations in a scorecard deliverable that covers each reviewed component of the Microsoft Dynamics implementation.

You can schedule a Health Check any time during your implementation; however, it is recommended in the user acceptance phase to validate the configuration before go-live and on an annual basis post go-live. It is also recommended to perform a Health Check prior to a busy cycle in your business or if you anticipate growth in the volume of data going through your Microsoft Dynamics system.



Health Check for Microsoft Dynamics is designed to

- **Proactively uncover risk areas** – Annually review performance and existing product configuration to identify potential risks.
- **Improve quality** – Ensure all applicable setup and configuration best practices are identified and documented
- **Save time and money** – Obtain proactive, sound advice to help avoid expensive downtime
- **Provide post-implementation recommendations** – Deliver a scorecard detailing overall system health with formal recommendations.

For more information about Premier services from Microsoft, contact your Microsoft Services representative or visit

http://www.microsoft.com/microsoftservices/en/us/support_premier.aspx

Here is what a Health Check can do for you

- Uncover potential performance and business processing or operational risks before they happen.
- Prepare your business for (1) a busy cycle, (2) growth in the volume of data, or (3) accurate processing of your business needs.
- Provide additional perspective on the health of your Microsoft Dynamics implementation.
- Offer clear recommendations in a scorecard format detailing each reviewed component of your Microsoft Dynamics implementation.

How the Offering Works

We will set up a call to discuss your environment and any areas of concern. From there we will review your systems with our diagnostic toolset, asking any pertinent questions along the way. The result will be recommendations and remediation steps, a scorecard, and details explaining how recommendations are achieved.

Microsoft Dynamics Health Check Deliverables

1. **Detailed Implementation Information:** A report is provided detailing diagnostic information and application configuration settings. This report will offer significant detail about your implementation and its underlying infrastructure. It focuses on the Microsoft Dynamics business system and supporting infrastructure only.
2. **Component Scorecard:** A user-friendly scorecard is delivered, detailing the health of each component reviewed, including a rating of Good, Fair, or Poor to help determine next steps in resolution. The scorecard focuses on the Microsoft Dynamics business system and support infrastructure.
3. **Recommendations and Conclusions:** An analysis is completed of performance and preferred practices with Microsoft recommendations.

Maximize the Value of Your IT Investments

The mission of Microsoft Services is to help ensure that you get the most out of your IT investments. Whether you are looking to improve your bottom line, enhance productivity, or use technology to realize new business opportunities, Microsoft is ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for any stage in your IT lifecycle.

The availability of the Microsoft Dynamics Health Check may vary by product per region. For more information about proactive Microsoft Dynamics services, contact your local Premier Services lead.