

# Microsoft Dynamics ERP Support

**We specialise in the following industries:**

Mining

Industrial Manufacturing

Supply Chain

Industrial Services

**Benefits we can offer your business:**

Cost effective services

Reliable professionals

Certified consultants with years of industry experience

High availability

Hands-on support

Remote support model

Software development and project management

## What is ERP Managed Services?

Our approach enables us to assist our clients to access the right skill set at the right time to improve day-to-day operations, reduce unnecessary expenses and assist with the management of ERP related risk. Our approach further serves as a mechanism to stay up to date with the latest application versions and product features. Our extensive offering also ensures that our clients no longer need to manage multiple suppliers to achieve the same goal.

## How does support work?

We assist our clients by employing a combination of the approaches listed below:

- Create a project to meet the requirement
- Engage proactively to meet the requirement with a clear goal in mind
- Engage reactively to address operational and system issues as and when they occur



## Why Decision Inc.?

Decision Inc. Immix is a leading provider of ERP solutions in Southern Africa. We have extensive experience in implementing Microsoft Dynamics ERP products (AX, GP, NAV and SL). Immix is a Gold certified Microsoft ERP Partner with relevant certifications and experience ensuring successful project delivery. We pride ourselves in offering our clients the best possible technical and application support through our Certified Dynamics experts, making use of advanced support tools and technology to deliver what is expected of a world class solutions provider. These services exist to assist our clients with the necessary expertise or technical support usually not obtained 'in-house'. Please contact us for more information: [sales@immix.co.za](mailto:sales@immix.co.za).

### What we do



Analysis



Implementation



Integration



Support










Training



Upgrades

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## Our Managed Services Include

<p>Infrastructure Service</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• System audits</li> <li>• Disaster recovery design</li> <li>• Ongoing monitoring and maintenance</li> </ul>
<p>Business Applications Support Service</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Ongoing support and maintenance</li> <li>• Remote service available</li> <li>• Month-end procedures</li> </ul>
<p>Application Development Services</p>	 <p><b>Includes customisation to:</b></p> <ul style="list-style-type: none"> <li>• Workflows</li> <li>• Reports</li> <li>• Data analytics (BI)</li> </ul>
<p>Training Services</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Customised to meet the requirement that could include standard end-user training, customised end-user training and Microsoft Certification training.</li> </ul>
<p>Upgrade Service</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Assessment service</li> <li>• Migration service</li> <li>• Minor updates and major upgrades</li> </ul>
<p>Business Applications Services</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Ongoing support and maintenance</li> <li>• Remote service available</li> <li>• Month-end procedures</li> </ul>
<p>Administration Services</p>	 <p><b>Includes:</b></p> <ul style="list-style-type: none"> <li>• Weekly time consumption reconciliations &amp; incident progress reporting</li> <li>• Regular face-to-face progress meetings</li> <li>• Utilisation of Microsoft Lifecycle Services</li> </ul>