

# Unlock Efficiency, Maximize ROI with Expert D365 Managed Services

Our D365 Managed Services are designed to streamline and enhance business operations by seamlessly integrating Dynamics 365 ERP with your existing processes. Highlights of our expert managed services include providing proactive support & maintenance, reducing costs, and helping your business achieve peak performance & reliability.

## OUR OPERATING MODELS

### DEDICATED SERVICE MODEL

- Dedicated resource allocation through out contract
- Fixed resource hours for every month
- Fixed contract price

### SHARED SUPPORT MODEL

- Resource pooling across multiple projects
- Dynamic resource allocation and scheduling
- Actual resolution hours billed to client

**A Service Level Agreement (SLA) is an agreement between a client and Godrej Infotech (GITL) that agrees on a minimum response time based on issue recorded time and when the issue is resolved.**

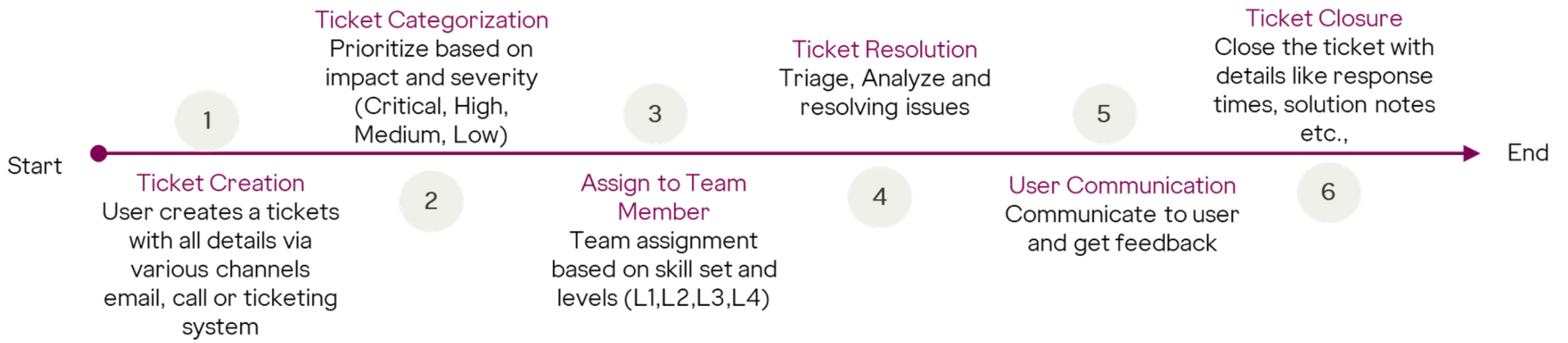
## PROPOSAL WITH SLA

GITL will charge for PM efforts and will be responsible for SLA, warranty and managing the activities of the deployed resources. The SLA for such services will be as per the support SLA defined, and the man-day utilisation would be based on criticality of the issues registered by the customer.

## PROPOSAL WITHOUT SLA

GITL will not be responsible for the deliverables, SLA and warranty of the delivered solution. Here, the customer will manage the activities of the assigned resources. GITL will charge for FTE resources as per the working hours/days and rates for working within normal working hours, outside normal working hours, weekends and holidays.

# TICKET MODEL PROCESS



## KEY FEATURES OF TICKETING MODEL

### SLA Management

Every ticket is governed by an SLA, ensuring timely resolution based on the ticket's priority.

### Escalation Matrix

Predefined escalation paths ensure that critical issues are promptly addressed.

### Centralized System

A central ticketing system ensures that all issues are tracked, managed, and reported on.

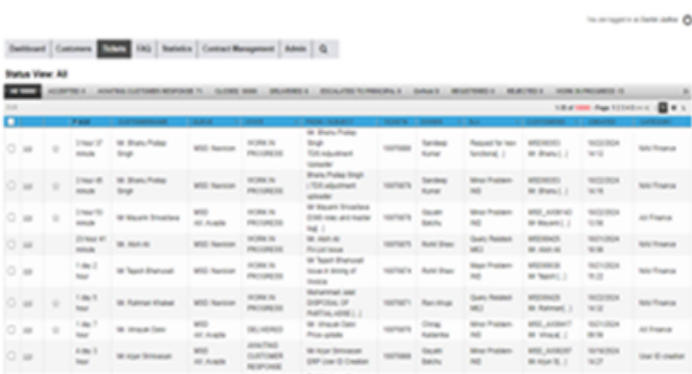
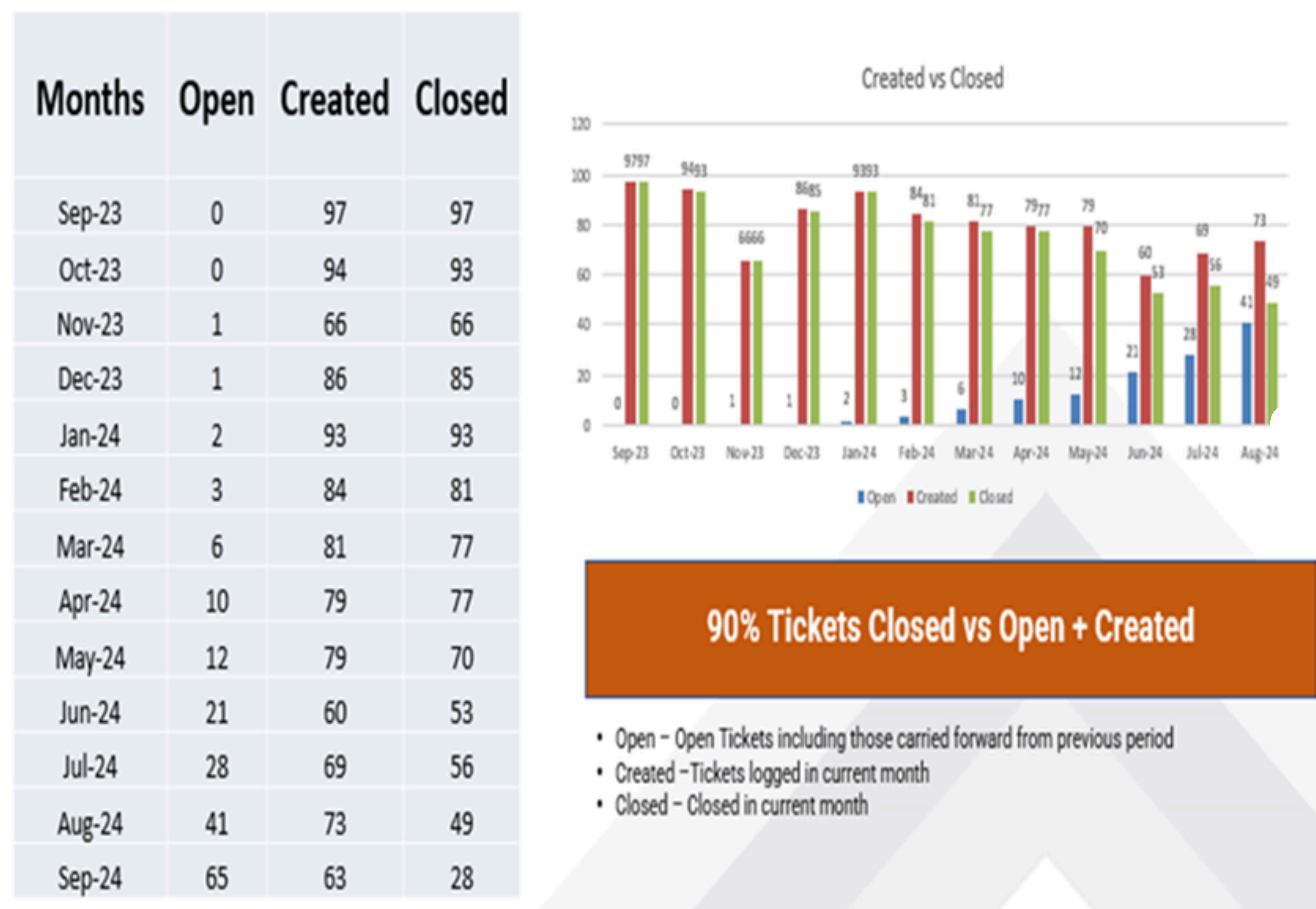
### Knowledge Base Integration

Common issues or solutions are stored in a knowledge base to speed up resolution for similar issues in the future.

## ARTIFACTS

### TICKET AGING ANALYSIS

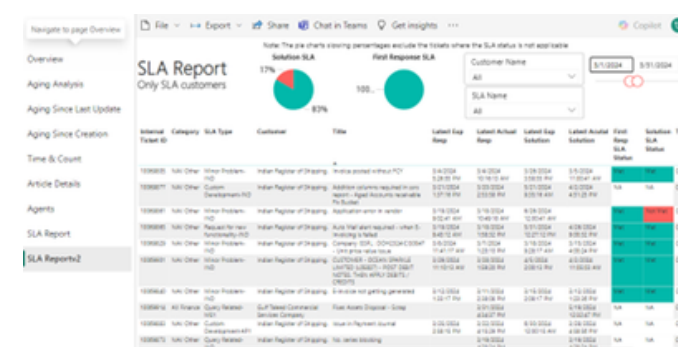
#### Tickets Created vs Closed : Sept 23 – Sept 24



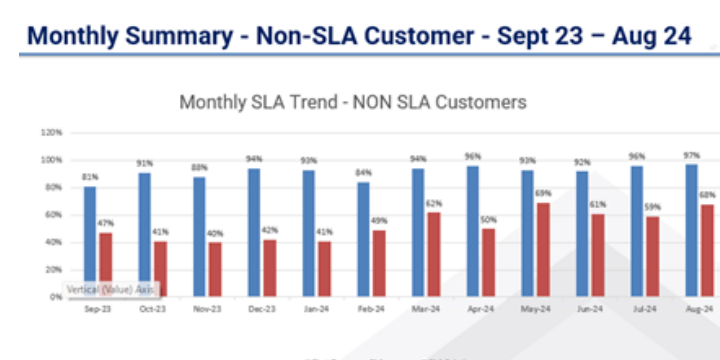
OTRS Ticketing System



Ticket Aging



SLA Report



Monthly Sales Summary