

# Microsoft Dynamics 365 Services

Powered by Massive **IT**

## Benefits

 **24x7 Monitoring and Proactive Maintenance**  
Ensuring high availability and security

 **Expert Network Administration and Support**  
Certified professionals managing your IT infrastructure

 **Customizable and Scalable Solutions**  
Designed to grow with your business needs

 **Compliance and Regulatory Assistance**  
Keep your network in line with industry regulations

Let us help you empower your business with comprehensive Microsoft Dynamics 365 solutions tailored to meet your unique requirements.

We can provide expertise in delivering seamless integration, effective implementations, and continuous support to optimize your ERP systems and drive your business forward with confidence.

Connection can help you develop comprehensive Microsoft solutions, from procurement and renewal strategy through wrap-around services, to ensure the products meet your business objectives.

## Why Partner with Connection?

- ✔ **Seamless Integrations**  
Integrating Dynamics 365 with Microsoft 365, Power BI, Power Apps, and third-party platforms
- ✔ **Expert Implementation**  
Installation, setup, optimized performance, and hassle-free deployment
- ✔ **Customized Solutions**  
Tailored configurations and migrations to align Dynamics 365 with your unique business needs
- ✔ **Dynamics 365 Help Desk Support**  
Immediate assistance for technical issues, system errors, and user inquiries
- ✔ **Certified Dynamics 365 Experts**  
Experienced professionals skilled in managing and optimizing Dynamics 365
- ✔ **Ongoing System Maintenance**  
Regular updates, performance tuning, and proactive issue prevention

## Dynamics 365 Help Desk Services

### 1. User Support and Troubleshooting

- Fast resolution of system errors, login issues, and user access problems
- Assistance navigating modules, generating reports, and managing data
- Personalized support for finance, inventory, supply chain, sales, and HR modules

### 2. System Customization and Optimization

- Tailor Dynamics 365 to match your operational workflows
- Configure fields, forms, and reports to meet specific business needs
- Implement best practices for data entry, reporting, and automation

### 3. Integration and Third-party Application Support

- Seamless integration with Microsoft 365, Power BI, Power Automate, Teams, and SharePoint
- Connect Dynamics 365 with third-party systems, eCommerce platforms, and payment gateways
- Ongoing support for API and custom connector configurations

### 4. Security, Compliance, and Data Backup

- Manage user permissions, roles, and access controls
- Ensure compliance with industry regulations like HIPAA, SOC 2, and GDPR
- Implement data backup and disaster recovery solutions for business continuity

#### ✔ Certified Microsoft Dynamics 365 Specialists

Deep expertise in ERP deployment and management

#### ✔ End-to-End Support

From initial setup to ongoing optimization and troubleshooting

#### ✔ Customizable Service Plans

Flexible support plans tailored to your unique needs

#### ✔ Security and Compliance Focused

Ensuring your data stays protected and compliant

#### ✔ Dedicated Help Desk

Always-on support for mission-critical operations

### Save Time, Money, and Resources

The Connection Channel Partner Services team takes the complexity out of navigating hundreds of third-party partners offering hosted and managed services. We connect you with our trusted ecosystem of market-leading service providers.

### Change Happens. EXPERTISE WINS.™

As a leading services and solutions partner, Connection provides a range of products, services, and solutions—along with technical expertise—to help your business navigate the constantly evolving technology landscape. We fuel innovation by focusing on effective delivery and deployment. Our deep knowledge ensures that you maximize the return on your investments.

**Connection**  
we solve IT®

Contact your  
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