



## SOLUTION BRIEF

### Our Industries

- Government
- Justice and Public Safety
- Health
- Energy
- Commercial

### Features

- Focused AX support and maintenance
- Aligned IT and business objectives
- Focus business resources on strategic initiatives
- Responsive to business needs
- Application stability and reliability
- Managed services and service levels

## Microsoft Partner

- Gold Collaboration and Content
- Gold Customer Relationship Management
- Gold Enterprise Resource Planning
- Gold Hosting
- Silver Application Development
- Silver Application Integration
- Silver Data Analytics
- Silver Data Platform
- Silver Datacenter
- Silver Intelligent Systems
- Silver Midmarket Solution Provider

# MANAGED SERVICES FOR MICROSOFT DYNAMICS® AX

Microsoft Dynamics® AX helps companies respond more rapidly to the changing business climate, with solutions that deliver integrated financial, supply chain, human resources, and project management capabilities. With an increasing focus on project delivery and budget performance, IT departments are challenged with finding resources with combined industry-specific and Microsoft Dynamics AX experience for the ongoing support, operations, maintenance, and enhancement services of their enterprise reporting solution.

## OUR EXPERIENCE

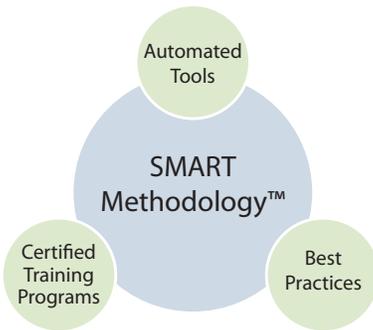
From scoping and implementing to supporting Microsoft Dynamics AX solutions, since 2004 Sierra Systems has accumulated years of experience working with organizations of all sizes in the forestry, oil and gas, manufacturing, retail, and public sector industries. Backed by over 30 years of experience in Managed Services, Sierra Systems is a trusted business partner providing long-term IT services and application management services (AMS). We have Microsoft certified experienced people, proven processes, and leading technology skills to support your Microsoft Dynamics AX investment.

## OUR APPROACH

Our approach to AMS includes published best practices and our proprietary SMART Methodology™ to help clients take control of their application environments. The SMART Methodology is the only published authoritative guide to creating a successful application support and maintenance environment.

Our tools, skilled resources and methodology enables clients to better support, maintain and enhance applications – resulting in decreased costs, increased productivity and streamlined operations. Further, our process provides complete transparency as well as a mechanism to drive continuous improvement – to ensure that cost savings do not stop once the initial implementation has been completed.

### Sierra's SMART Methodology™



#### Learn More

To learn more about how Sierra's Managed Services for Microsoft Dynamics AX can assist your organization, contact us:

contact@sierrasystems.com  
1-877-688-1371  
sierrasystems.com

## OUR DELIVERY TEAMS

Sierra Systems' delivery teams represent the full spectrum of expertise in technology and industry necessary to meet your organization's goals and objectives. From delivery managers and functional analysts and developers to change management experts, our qualified AX team has the skills and experience to support your environment.

## OUR SERVICES

Sierra Systems focuses on project transition, stabilization and ongoing support, operations, maintenance and enhancement services.

We provide comprehensive service offerings, flexible delivery options and pricing to meet your changing business needs. A sample of our services includes:

- Transition from implementation project, other vendors or internal delivery
- Delivery management, service management, and reporting
- Central email and phone point of contact
- Application user, role and security administration
- End-user functional support and incident management
- System configuration, administration and security
- Bug fixes, system enhancements and reports
- Proactive maintenance including service packs, patches, hot-fixes
- Production and non-production environment monitoring and management
- Environment release and deployment management
- Non-production environment provision
- Support integration with other business systems
- End-user training
- Liaison to Microsoft or other Vendor of Record