

Dynamics GP as a Service

Get to the cloud. Enjoy end-to-end application, hosting and managed service support. All from WatServ.

WatServ 

When You Need a Complete Solution for Dynamics GP, You Need WatServ

Dynamics GP as a Service (GPaaS) combines hosting, application support and free upgrades. All on Azure. All for a fixed fee.

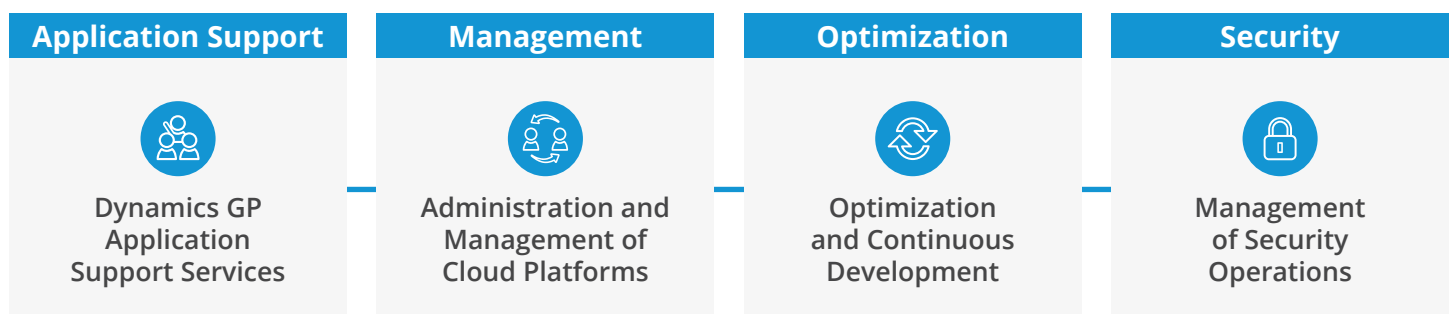
Combine your Dynamics GP on Azure with application support services to grow your business faster, scale more effectively, and provide the best end-user experience. Our team of Microsoft Dynamics experts have decades of combined experience managing infrastructure and application functionality, and our unique pricing model is designed to help manage costs.

Our Approach

WatServ begins each engagement by working collaboratively with your team to migrate your Dynamics GP to the Azure cloud. After you're up and running on Azure, our team offers premium managed services, including always-on support, configuration reviews, reporting, user management and incident resolution. Every 3 years, you will also receive a free Dynamics GP upgrade.

What's Included?

WatServ provides advanced managed services that are customized to your Microsoft Dynamics GP needs and requirements.



Why Choose Us?

- Rely on our expertise as one of the largest global providers of hosting and managed services for Microsoft Dynamics 365.
- Get enhanced 24x7x365 support, plus comprehensive services for the Azure suite.
- Benefit from proactive monitoring of applications and servers.
- Get end-to-end service, including incident, change and problem management.
- Leverage our expertise to ensure best practices and technology planning.

Get More from Dynamics GP with WatServ as Your Partner

Dynamics GP Application Support Services

- Support with “how to” questions (for existing functionalities).
- Regular reviews and adjustments to the configuration of existing modules.
- Creation and maintenance of existing reports.
- Management of user permissions and access.
- Resolution of application issues and incidents.
- Maintain existing integrations and customizations.
- Keep your current enhancement plan and ISV solutions.
- Enjoy backup and data retention policies tailored to meet your business requirements.
- Get built-in redundancy, resilience and disaster recovery, if required.
- Leverage advanced security capabilities for enhanced protection of critical business data.

Administration and Management of Cloud Platforms

- **Cloud governance and compliance.**
Achieve governance and compliance using automatic and policy-based controls for security, financial insights and capacity management.
- **Deployment and configuration.**
Get help from our CloudOps engineers when making configuration changes to your environment.
- **Identity, rights and access management.**
For your managed cloud services, let us centrally and securely manage your user provisioning, access management, enterprise single sign-on, multi-factor authentication, user activity compliance and identity governance.
- **Intelligent, proactive multi-cloud monitoring.**
Benefit from our cloud-native monitoring solution that provides in-depth insight and analytics related to your infrastructure, applications and data. Also take advantage of rich visualizations including support for distributed architectures and DevOps practices.
- **Backup and disaster recovery management.**
Rely on us to look after the backup and DR infrastructure for your applications and data.
- **Operating system management.**
Receive support for operating systems and patch management.

Optimization and Continuous Improvement

- **Modern service management.**
Benefit from continual improvements – with a strong focus on enabling speed, agility, flexibility and scale – to manage the dynamic nature of your cloud environment and requirements.
- **Management and resolution of incidents, problems and events.**
Rely on our 24x7x365 support to respond quickly to incidents that are reported by our monitoring systems or by customers. Get support fixing them through automated or manual means.
- **Spend and performance optimization.**
Leverage our proactive, ongoing optimizations to maximize your costs and enable optimal performance.
- **Automated infrastructure management.**
Automate IT processes, eliminate manual tasks and remediate service issues.
- **Analysis of infrastructure performance.**
Avoid bottlenecks by proactively identifying anomalies in your cloud infrastructure before they cause service disruptions.

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Management of Security Operations

- **Cloud security operations centre as a service (SOCaaS).**
Leverage our highly-skilled team of cybersecurity professionals to monitor, analyze and mitigate security events and handle real-time incident identification, escalation and response.
- **Security event management.**
Gain visibility into potential security-relevant events, reduce blind spots and improve security operations efforts.
- **Advanced threat detection.**
Enjoy fast and accurate detection of sophisticated attacks attempting to steal sensitive corporate data or cause damage.
- **Automated threat mitigation.**
Rely on WatServ to take corrective actions and add prevention rules or other remedies in response to identified threats. This can be achieved with or without human interactions.
- **Continuous security monitoring.**
Benefit from continuous monitoring of security posture and data points to ensure efficient tactical remediation efforts.
- **Security analytics.**
Analyze security-relevant data holistically to understand security trends and define strategic security measures.
- **Managed endpoint protection.**
Benefit from monitoring and isolation of endpoint attacks using our centrally managed endpoint protection. Stop attacks early before harm is done.
- **DDOS protection.**
Get DDOS mitigation and protection services that scrub malicious traffic at the network edge before it can impact service availability.



Project Engagement

Fixed fee migration projects with dedicated project management and delivery resources.



Fee Structure

Azure resources + fixed fee managed services + \$50 per user/per month for Dynamics GP support.



WatServ is SOC 2 certified for its CloudOps Managed Services, based on an audit of its Type II report.

Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 is an auditing procedure that ensures service organizations manage customer data using controls for security, availability, processing integrity, confidentiality and privacy. At WatServ, we are committed to achieving operational effectiveness and providing assurance to our customers.