



Dynamics 365 Implementation

Understanding the implementation process



Strong project management ensures positive results.

Our project-management procedures ensure the optimal delivery of results within the agreed budget and time.



Key aspects of the implementation process.

D365 Implementation is a project.

#01 Project

Implementation is a project.

#02 Management

Every project is managed.

#03 Phases

Each project follows predefined phases.

#04 Outputs

Each phase generates outputs.

#05 Acceptance

Phases and outputs are subject to approval by the client.



Diagnostics

Implementation

Two steps to the goal

Project definition



The aim of the diagnostics phase is to help customer in choosing the solution that fits its needs.

Project realization



The aim of the project realization is delivery of the benefits of a business improvement project.



Diagnostics represents the initial phase of the project.

To create a detailed proposal for the overall project implementation.

Phase **Target**

Diagnostics

Phase **Outputs**

01 Project scope. **02** High level solution architecture and design. **03** High level FIT/GAP analysis. **04** Project budget and plan.



Outputs

Diagnostics

PS



Project scope

Definition of the project scope – what areas should be covered and delivered by the project and what is out of scope.

SA



High level solution architecture

High level envisioning a future solution on a conceptual level, incorporating business processes, roles, integration with other systems, and data-migration strategies.

FG



High level Fit/Gap analysis

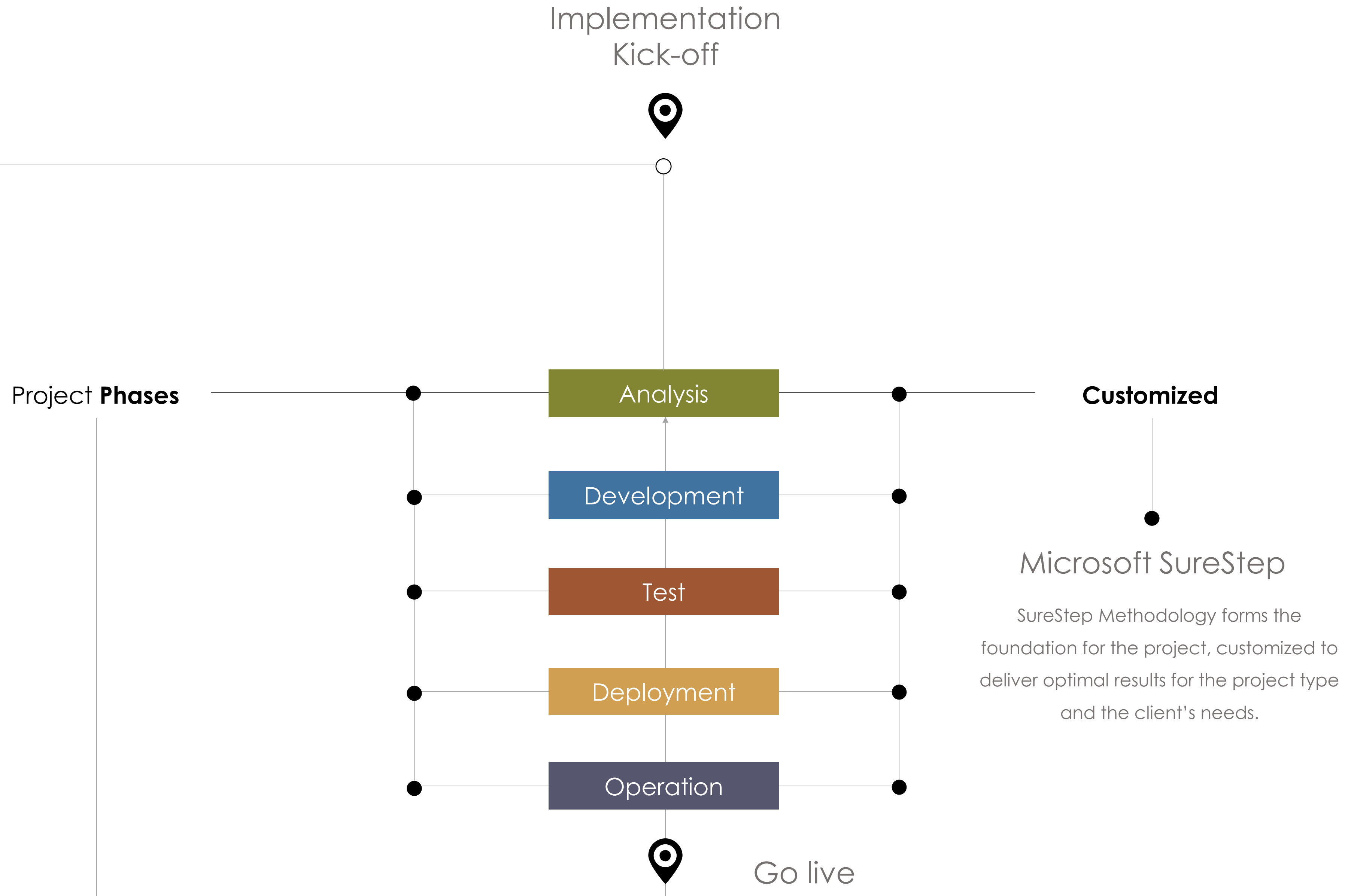
Mapping key client requirements to the system functionality and high level analyzing how will be covered –Fit or Gap.

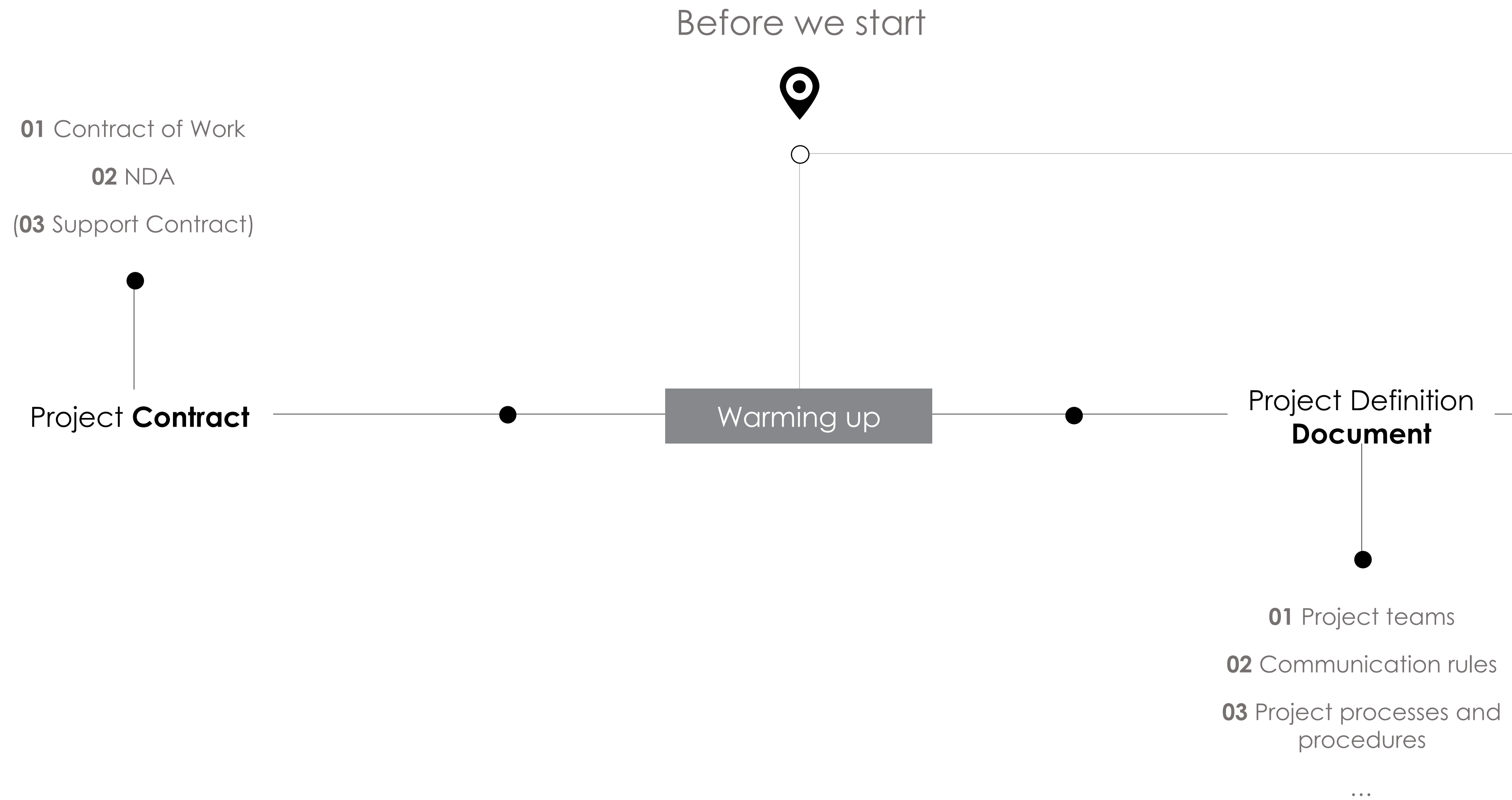
BP



Project budget and plan

Definition of the project using structured project plan and calculation of project costs.







To understand the client's needs and create a vision of the future solution.

Phase **Target**

Analysis



(Diagnostics)

Demo

Education

Analysis

Offer

Phase **Outputs**

01 Requirements list. **02** Solution architecture. **03** Demo D365 environment. **04** Key user education. **05** Fit/Gap list. **06** Fit/Gap solution description. **07** Implementation project budget and plan.



Outputs

Analysis

REL



Requirements list

Functional and non-functional requirements and customer's business needs; project scope definition.

SAR



Solution architecture

Envisioning a future solution on a conceptual level, incorporating business processes, roles, integration with other systems, and data-migration strategies.

FGL



Fit/Gap list

Mapping customer requirements to the system functionality, analyzing how each requirement will be covered, and clearly defining each category (Fit/Gap).

SYS



D365 Basic setup

Setting up the basic D365 system components required for the analysis phase.

SSD



Solution description

Describing and defining the solution in detail based on business processes and requirements.

EDU



Key user education

Training key users in the system, including the system's core operational principles, the glossary, and the user interface.

FDD



Fit/Gap Solution description

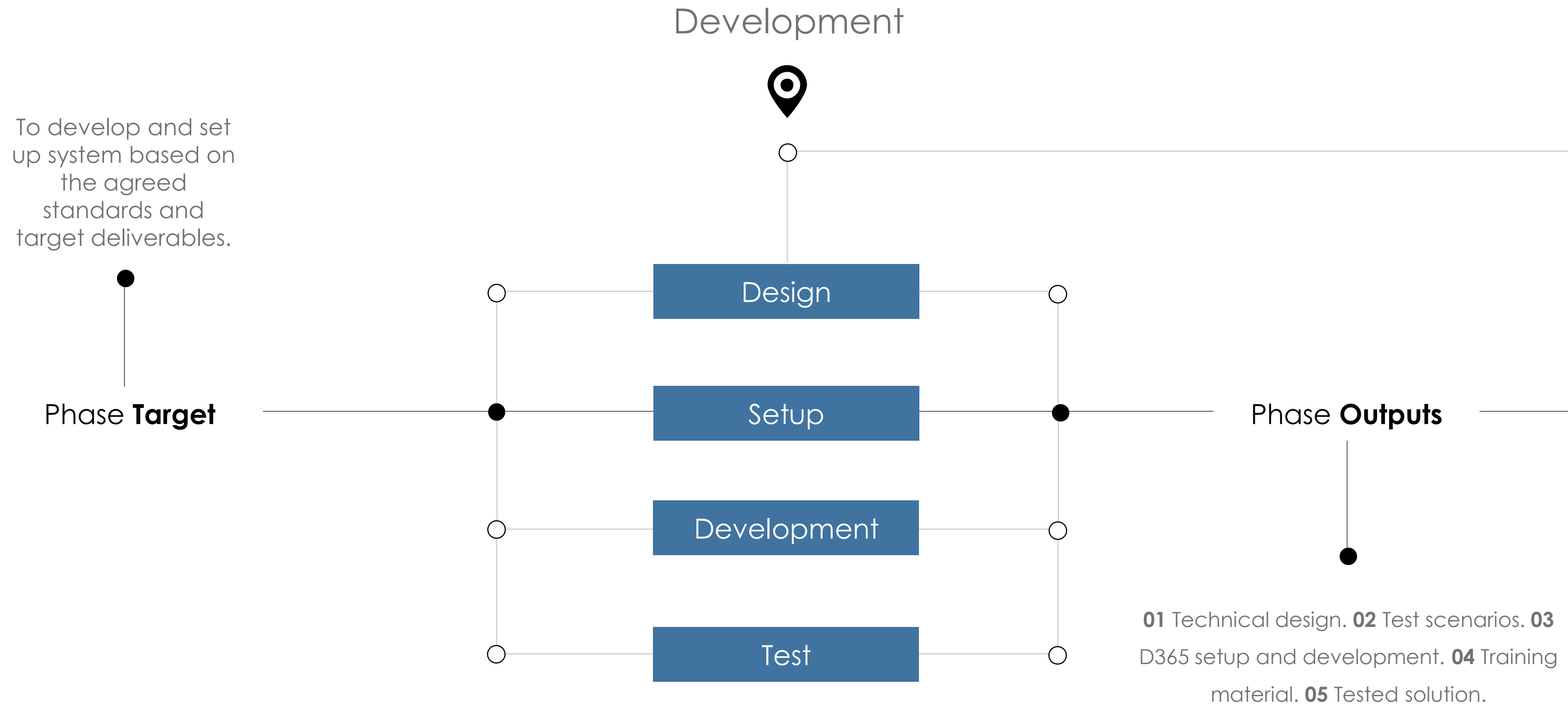
Defining all requirements for a functional solution in detail, clearly setting out the business needs and how these will be met using the system.

IOF



Implementation budget & plan

Delivering a comprehensive project budget and plan based on the in-depth knowledge of client needs and all the data collated during the analysis phases.





Outputs

Development

TDD



Gap technical description

Developing a clear and complete technical description of each gap with all the information needed for the customization of the developed system.

TSS



Test scenarios

Defining the test scenarios that will verify that the system delivers on all business requirements.

SYS



D365 customized

Customizing D365 based on FDD and TDD documentation; developing the appropriate system customization, interfaces and data migration.

SYS



D365 tested

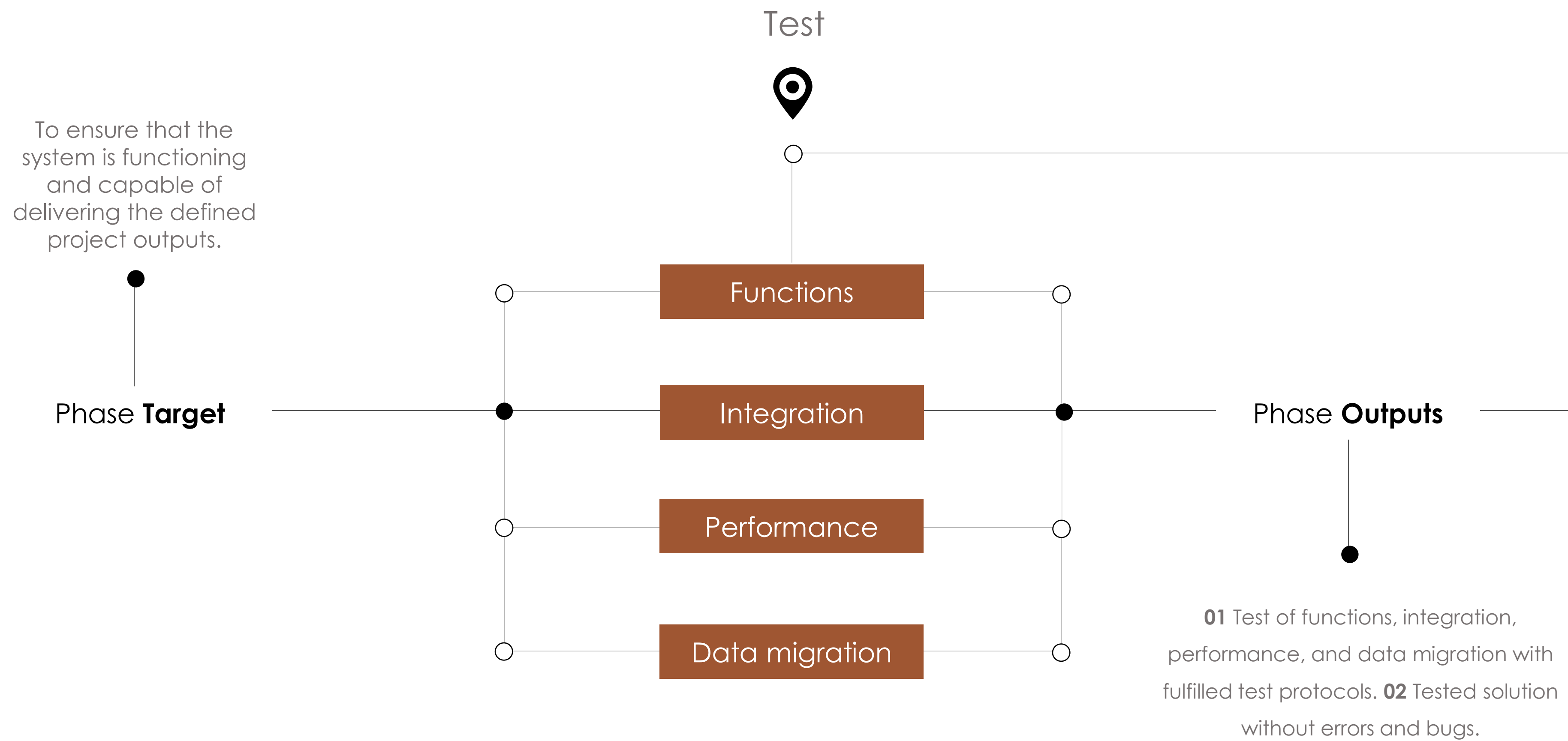
Independent FAT testing of the project environment, repeated as necessary until all identified issues are resolved.

TRM



Training material

Developing end-user training materials to ensure all system users can be reliably and effectively trained in the system's use.





Outputs



MIG



Data migration

Migrating all relevant data based on agreed analysis.

UAT



UAT test protocols

Testing system functions, integrations, and performance; recording and analyzing the results of these tests.

BUG



Issue resolution

Fixing and resolving all issues found during all tests and a final re-test of all fixed areas.

SYS



D365 UAT approval

Approving the final clean-tested solution for the next phase of the project – deployment.



To develop and set up system based on the agreed standards and target deliverables.

Phase **Target**

Deployment



Installation

Data migration

Cut-over

Go live

Phase **Outputs**

01 Cut-over plan. **02** Final data migration.
03 New system in live operation.



Outputs

Deployment

SYS



D365 production

Deploying the production version of system; verifying that all processes and customizations have been installed and implemented correctly.

MIG



Data migration

Completing the final data-migration process in line with the migration protocol.

CUT



Cut-over plan

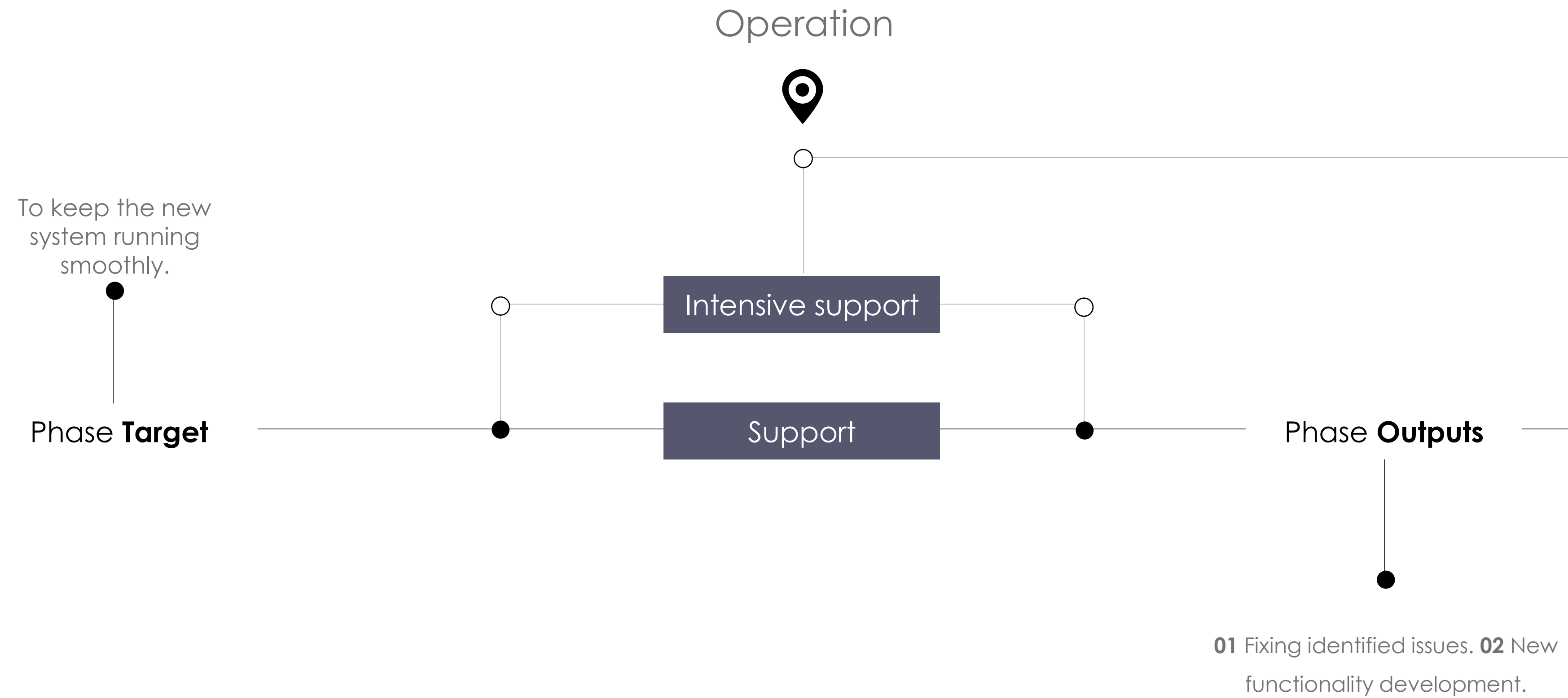
Providing step-by-step documentation for the process of moving from the old to the new system.

SYS



D365 live

Going live with the new system.





Outputs

Operation

SUP



Intensive support

Providing intensive on-site support and issue resolution.

SUP



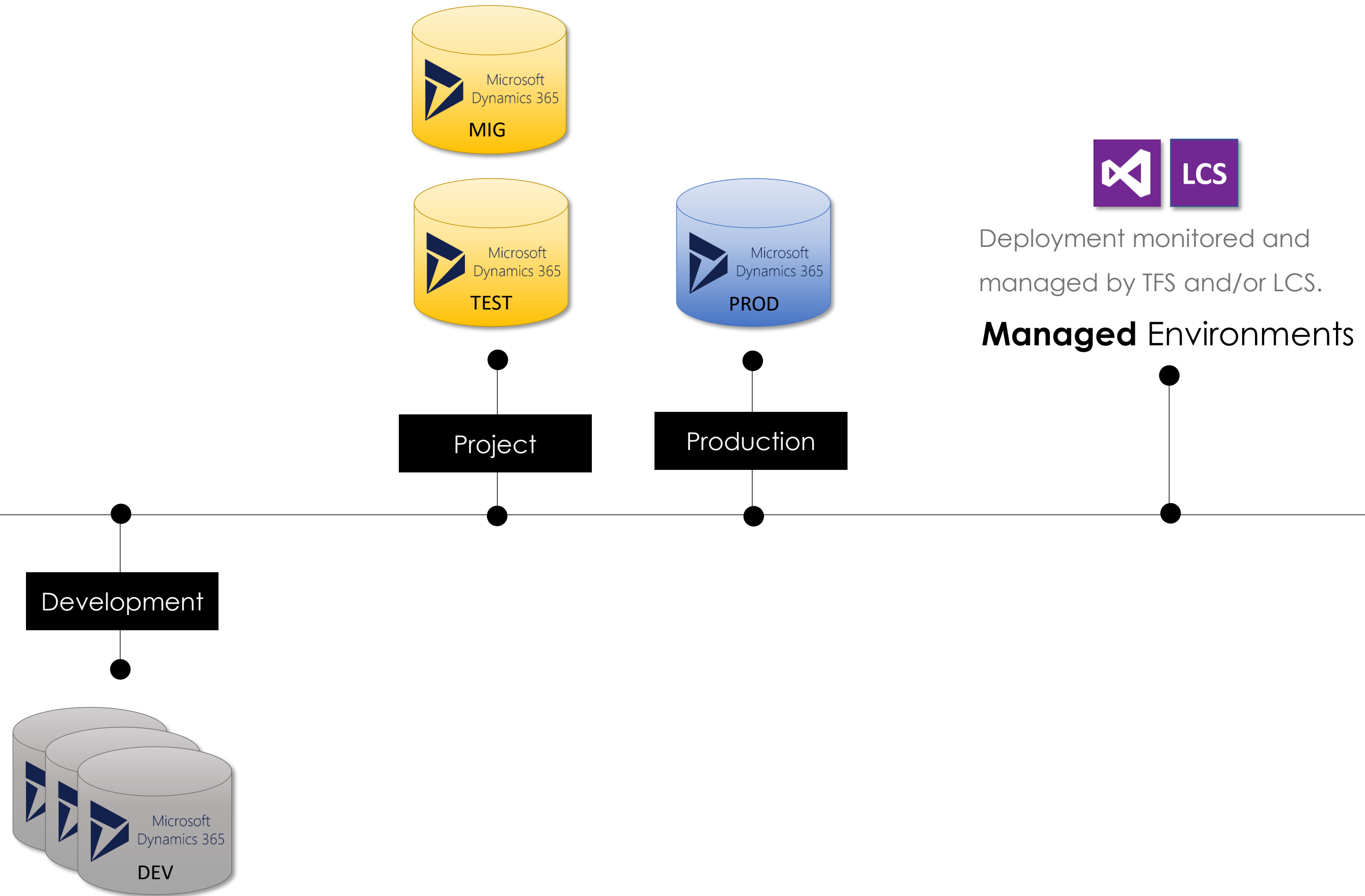
Support

Delivering ongoing standard support services, including issue resolution and new functionality development.



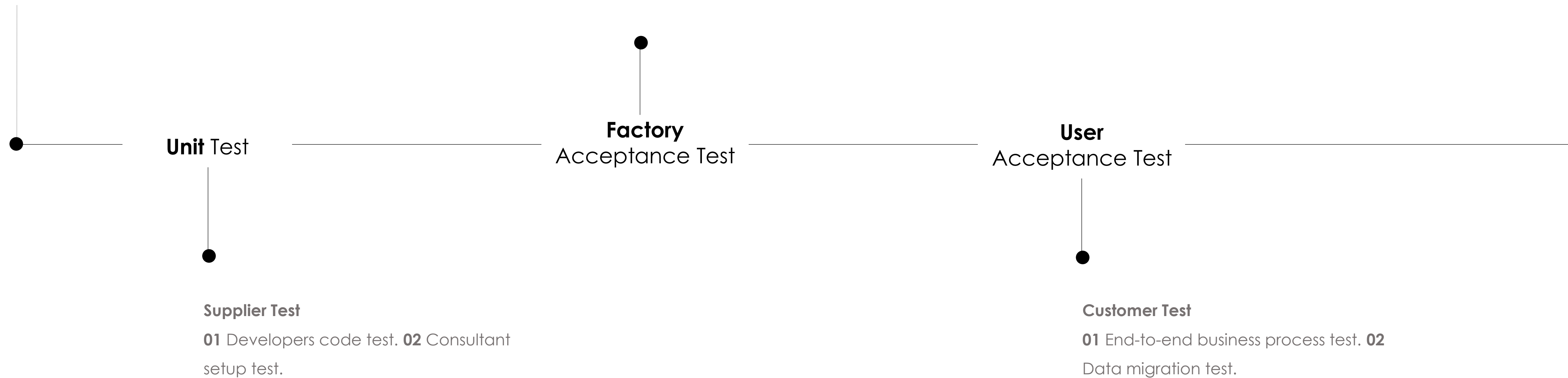
Deployment Process

Unmanaged Environment



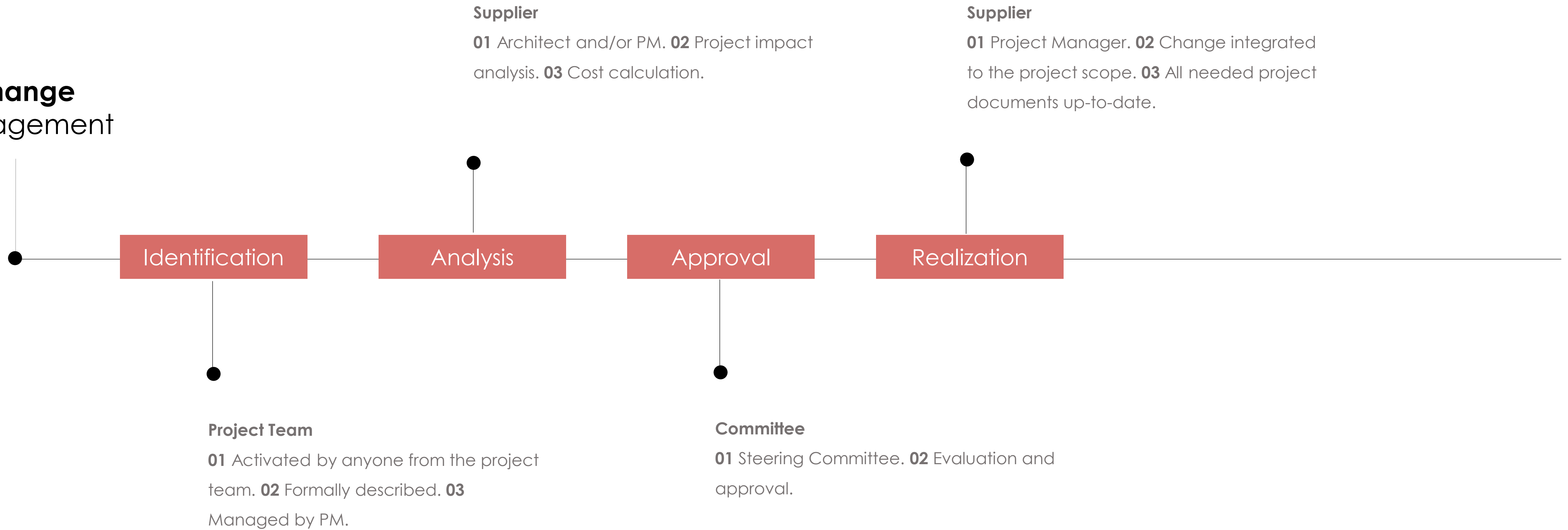


Test Process



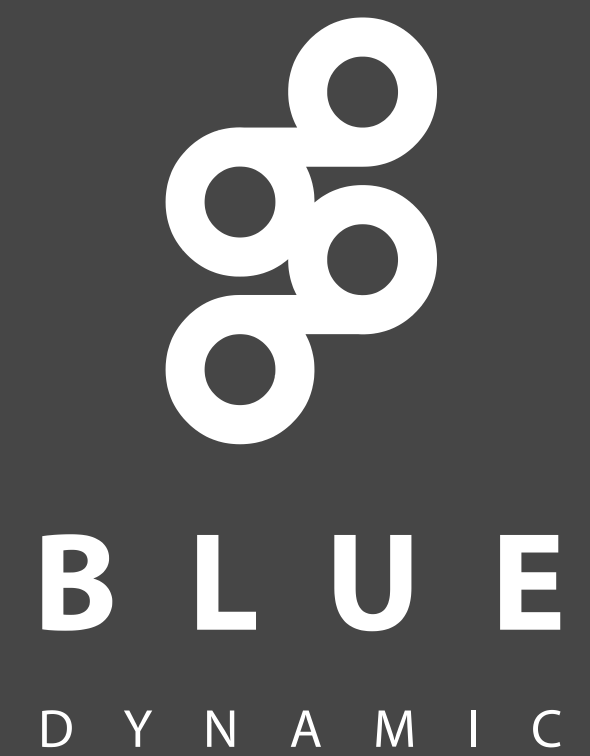


Change Management





Effective **project management** and a tightly defined methodology result in successful solutions.



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