

DSE

Dynamics 365 *for Customer Engagement*

Maximize the performance and sustainability of your investment



Designated Support Engineering (DSE) helps you realize the value of your Dynamics 365 investment with comprehensive technical expertise, supported by the full resources of Microsoft.

The DSE Dynamics 365 for Customer Engagement team provides you with the expert knowledge and resources required to create a powerful and reliable sales engine. This empowers your sales teams to shift focus toward selling and sales management and away from maintenance.

A team of Microsoft experts will analyze your Dynamics 365 environment to ensure that you are leveraging best practices, aligning to existing processes, mitigating risks, and staying ahead of blockers. Combining the team approach of DSE with the power of Dynamics 365 will ensure success through your digital transformation.

Comprehensive guidance and expertise

By combining your unique environment and business goals with deep knowledge of Microsoft technologies, together we methodically operationalize an effective plan for your continued success.

Benefits of DSE Dynamics 365 Customer Engagement

DSE Dynamics 365 for Customer Engagement offers a balance between flexible and baseline services focused on education, optimization, assessment, and monitoring to accelerate the realization of business value from Dynamics 365 for Customer Engagement.



Assessing & envisioning



Capability & service needs alignment



Technology planning, implementation and operation



Attainment, adoption and quality management



Educate

Empower your IT team with Dynamics 365 skills | Align IT with rapid cloud release processes



Optimize

Identify and address Dynamics 365 dependencies | Environment-specific guidance | Integrate with existing IT processes



Assess and Monitor

Guide ongoing assessment | Performance monitoring | Efficient blocker mitigation

Why DSE?

For more information about Support solutions from Microsoft, contact your Microsoft representative or visit the [Unified Support website](#)

A proven outcome-based framework to achieve your organizational and IT objectives

Integration with your team to ensure a deep technical relationship and ongoing awareness of your organization and IT environment

Knowledge transfer to help your IT staff increase skills for stabilization, optimization, and innovation