

Maximize Value with Microsoft Dynamics 365 Managed Services

Are you Experiencing These Challenges?

- Security gaps and compliance risks
- Rising costs and unplanned downtime
- Low user adoption and feature underuse
- Difficulty scaling with frequent updates
- Limited in-house Dynamics 365 expertise

Enterprises rely on Microsoft Dynamics 365 to unify operations and drive data-driven decisions – but managing the platform's complexity can be challenging. Frequent updates, limited in-house expertise, and rising compliance demands often lead to performance gaps, security risks, and higher costs.

Synoptek's 365 Managed Services address these challenges by providing continuous support, monitoring, and optimization of your ERP and CRM environment.

With Synoptek, organizations gain proactive management, AI-driven insights, 24 by 7 support, and structured governance that keep Dynamics 365 secure, scalable, and aligned with business goals.

Synoptek Capabilities

With years of managed services experience and deep Microsoft expertise, Synoptek helps enterprises enhance, secure, and modernize their Dynamics 365 environments through:

- **Microsoft Partnership Excellence** – Solution Partner with Catalyst, FasTrack & PAB status; 98% CSAT and long-term client success.
- **aiXops Platform** - AI-driven automation and predictive insights for faster decisions and cost savings.
- **Security Leadership** - ISO, SOC, and GDPR-aligned frameworks ensuring compliance and resilience.
- **End-to-End Expertise** - Full cycle services across ERP, CRM, Power Platform, and Copilot.



Microsoft Dynamics 365
Implementation Improves
Delivery Speed by 90% for
Global Supplier

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Dynamics 365 F&O Enhances
Performance for Candle
Manufacturer

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Synoptek Helped a
Leading Building Materials
Manufacturer Cut Operational
Costs by Over 60%

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Managed Services Model

Here is a proven model to ensure reliability, transparency, and scalable service delivery.

- **ITIL-Based Framework:** Tiered support, proactive monitoring, release management, and user enablement.
- **Global Support Coverage:** 24*7 service desks and enterprise operations centers across regions.
- **Structured Governance:** Transparent reporting and continuous improvement aligned with client KPIs.
- **Five-Stage Transition Plan:** Alignment → Transition → Stabilization → Optimization → Evolution.

Outcomes we Have Driven

Achieving tangible gains in cost, performance, and governance through intelligent managed services.

Area	Business Impact
Strategic Focus	Empower teams to focus on value creation as MxP model ensures continuous optimization
Cost Efficiency	Up to 25% lower support costs and 20% overall IT savings through proactive monitoring and optimization
Growth & Performance	15-20% faster growth and 30% stronger IT capabilities
AI-driven Decisions	3x faster decision-making with Copilot and Synoptek aiXops™ platform for predictive insights
Reliability and Governance	SLA-backed, 24*7 reliability and transparent governance ensuring business continuity
Security and Compliance	Continuous adherence to ISO, SOC, and GDPR standards for resilient and compliant operations.

The Synoptek MxP™ Advantage

Synoptek's Managed Experience Provider (MxP) framework redefines how managed services deliver value. By combining human expertise, intelligent automation, and experience-driven governance, MxP ensures every technology engagement improves both performance and user experience.

For Dynamics 365 environments, this means faster time-to-value, predictive insights, and seamless digital transformation aligned with business outcomes.