



the results company

[HSO.COM](https://www.hso.com)

A man with glasses, wearing a black blazer over a light blue shirt and dark jeans, is sitting in a black office chair in a meditative pose. His eyes are closed, and his hands are held in a mudra. The background is a plain, light grey wall.

# HSO Managed Services

24/7 business availability that works the way you do



<b>Stay Competitive With 24/7 Access to Business Applications</b>	4
<b>Disruption Causes Deep Damage</b>	6
<b>One World, One Team, One Point of Contact</b>	8
<b>Three Lines of Defence</b>	11

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# Stay Competitive With 24/7 Access to Business Applications

**Today's global, mobile business world means that organizations must always be available. Digital and technology innovation creates an unprecedented opportunities, a more competitive commercial and customer environment.**

The days of 'nine to five' office hours are long gone: the most successful companies are ready to fulfill demand around the clock. Businesses themselves must evolve their service models while maintaining profitability. It's a delicate balance. Operations must be online 24/7; employees are disparately located and difficult to

manage; and customers expect immediate service and uncompromising quality from every interaction. This presents complex challenges for IT.

Business applications are vital to ensure 24/7 operations. They underpin core business processes and contain the invaluable data required to run them effectively.

If they're compromised, revenues and reputation will suffer, so the need for a

bulletproof business continuity strategy is greater than ever. Services must be flexible, tailored, and when a problem does arise, reliable support must be on hand immediately to solve it.

These are difficult objectives to deliver on. What's more, customers and users are observant and swift to judge - any disruption will be noticed. To stay competitive, organizations must succeed: with solutions which are reliable, secure and available while also being cost-effective.





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# Disruption Caused Deep Damage

Typically, CIOs and IT managers within organizations spend their time constantly juggling resources, to 'keep the lights on' and ensure operations are running as best they can. Their capacity to add value to the business depends on systems working optimally, and the nightmares begin when this is disrupted.

## 1 Users quickly become frustrated

Today's customers and employees expect to receive up-to-date information wherever they are in the world, anytime, on any device. In a global situation, it is a challenge to distribute technical and functional (process) knowledge and support around the globe. Even when it isn't possible, customers still expect to receive help to rectify the issue immediately.

## 2 Operational performance suffers

As resources are redirected reactively to identify, manage and rectify damage to the business, other business critical tasks are left under-resourced, which will impact performance and revenues. Potential emergencies will go undetected and incur non-rectifiable costs.

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These various issues are common, recurring, and usually caused by a lack of suitable IT support infrastructure. This is because IT support is often locally based, and only available during standard working hours in the relevant time zone. When the team logs off, the support drops... and there is no 24/7 service.

with the myriad of technical and product issues that arise from an organization's various departments. The burden therefore becomes too heavy to handle. Cloud solutions can alleviate this to some extent, but again require a deep understanding on the part of the support team.

The other hindrance of local support is that there is simply not a broad enough range of resource, knowledge and skills to deal

### 3 Innovation doesn't happen

The need to keep existing applications and systems running eats up 80% of IT management time, leaving little left to focus on vital innovative business programs and digital transformation projects that will shape the future of the organization.

### 4 Management becomes too much

This lack of capacity to plan ahead, coupled with growing user numbers and applications, creates an ever more complicated IT landscape which is poorly integrated, reactively purchased and ultimately compromises user experience. Plus, with so much going on and evolving so fast, it's increasingly difficult to stay compliant.

### 5 Costs are harder to predict

Because IT solutions are reactive, and brought on board to solve specific, short-term issues, they don't necessarily deliver the best value for money compared with a more long-term, strategic investment approach.

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# One World - One Team - One Point of Contact

**HSO Managed Services provides a comprehensive and credible solution to these critical issues. By offering dedicated support and application management services for HSO's entire portfolio of Microsoft business applications - including Microsoft Dynamics 365, Dynamics AX, Dynamics CRM, BI, Office 365, and Azure - it gives you peace of mind that your solutions are looked after from the moment they're deployed.**

These services are provided by a team of employees located both locally and around the world. The result is 24/7, seamless service that never sleeps. One world – one team, and your single point of contact for effective, always-on management and swift issue resolution.

This team includes a broad range of industry specialists, covering every professional discipline from product and technical support to administration and finance. In short, all the skills you need

to keep your business up and running, compliant and cost-efficient, irrespective of the circumstances.

From the moment you start using HSO Managed Services, you're in safe hands. A structured transition process includes a full assessment and evaluation of your existing applications, to determine the best way of supporting you from day one as well as ensuring minimal disruption during your switch-over.

A HSO Service Manager acts as a single, central point of contact for all operational management. Because they know HSO in detail, they're an ideal focal point for collaboration in both existing operations and Change, Release and Call Management. Together, they can help you scope and plan necessary new solution releases, implement budget and scheduling changes, and monitor progress regarding deployment, build and reporting relating to those releases.

**You don't have to worry about your business suffering from changing providers. Everything is overseen by your own dedicated transition manager for complete continuity.**

- Technical platforms, functional processes, data quality, applications and resource usage are monitored continuously
- Functional expertise of your business activities are always available
- 90% of business issues are resolved within one hour
- Support is tailored to suit you
- ISO 27001-certified and secure

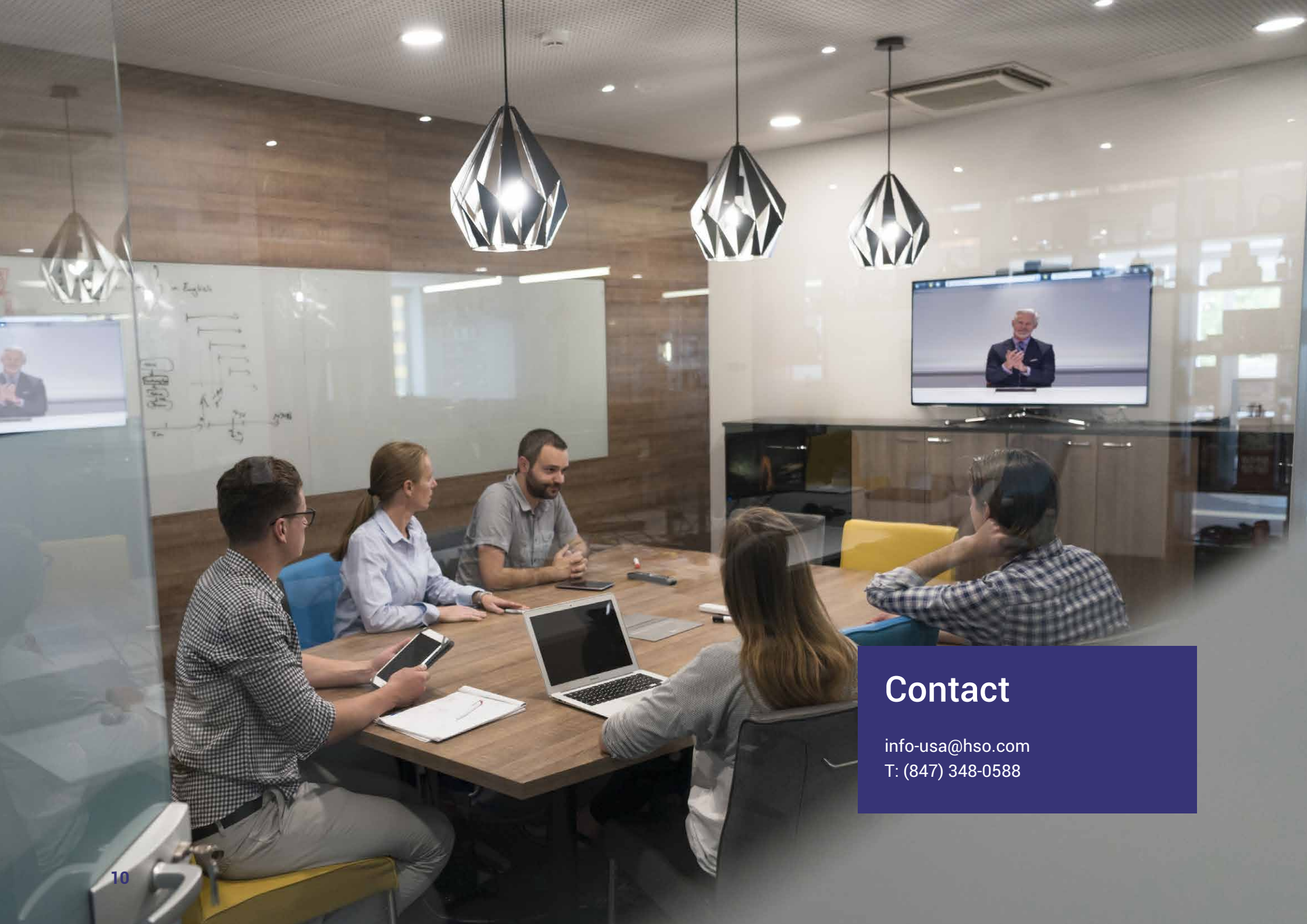




This single point of contact takes responsibility for all elements of your managed solutions and processes: not only for Microsoft and HSO solutions, but also for select and agreed third party solutions where required. This is a real point of difference within the managed services market, and it's available 24/7 without fail.

**Your Service Manager can help you:**

- Maintain control, continuity and quality while implementing improvements and innovations across your managed environment(s)
- Ensure compliance, including agreed procedures and deliverables
- Align with relevant stakeholders on key decisions and priorities
- Action and validate critical changes, and report on progress and performance



## Contact

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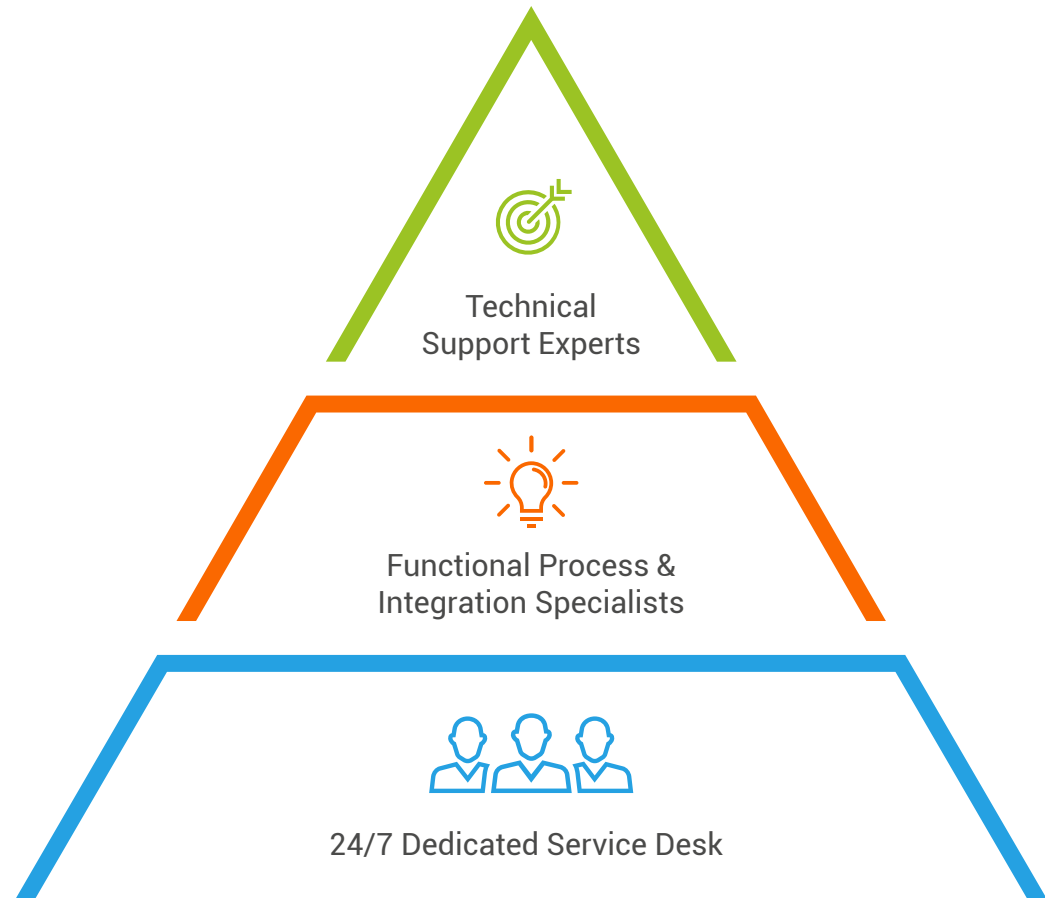
T: (847) 348-0588

# Three lines of defense

This consistent availability and unerring focus is delivered via a three-line support strategy. The first line is your 24/7 dedicated service desk, working in shifts to provide an always-on, highly responsive resource. Behind them, the second line is made up of functional process and integration specialists, the experts that deal with the issues in detail, wherever they arise.

Finally, the third line comprises technical support, which actions necessary changes and ensures a comprehensive skillset. In this way, your HSO contact center owns every problem from start to finish - giving you reassurance that your business continuity strategy is sound while saving a considerable amount of time and hassle along the way.

Our customers that currently benefit from using HSO's Managed Service include:





INTERESTED IN A FREE ASSESSMENT OF  
YOUR MICROSOFT DYNAMICS  
ENVIRONMENT?

VISIT US ON APPSOURCE TO GET STARTED

1500  
Projects

13  
Offices

550  
Employees



the results company

[www.hso.com](http://www.hso.com)

**Who is HSO?** HSO is a Microsoft Gold Partner with over 25 years of experience in implementing ERP solutions. We've been named a member of the Inner Circle for Microsoft Dynamics partners for eleven consecutive years.

**About Microsoft Dynamics 365** Microsoft Dynamics 365 makes it easy to operate across multiple locations and countries by standardising processes, providing visibility across the organisation, and helping to simplify compliance. HSO has the specialist expertise to deliver industry-focused Microsoft Dynamics 365 implementations for customers in retail, distribution, and manufacturing. Learn more at [www.hso.com](http://www.hso.com)