



Microsoft

delaware

A man with a beard and short hair, wearing a grey sweater and a watch, is smiling while looking at a laptop. He has a white earbud in his ear. His hands are clasped in front of him. The background is a blurred office environment with large windows and modern decor. A large red circular graphic is overlaid on the left side of the image.

# RUN and ACCELERATE

application services done your way

we commit. we deliver.

# Our commitment to your operational excellence

“We build successful support partnerships by working closely with your people, by expertly deploying our technological expertise and by reinvesting in your solutions.”

Craig Slater,  
UK Managed Services Lead

## With system migrations and applications management, a one-size-fits all approach just won't cut it.

To ensure your systems achieve their full potential, improve efficiency and optimise your operations, we focus on your needs to invest in your solutions.

We pride ourselves on our commitment to high quality delivery management, including:

- A direct channel to our expertise when you need it.
- You shape the service you want, driven by your priorities.
- As much or as little interaction with us as you want.

We proactively engage with you to anticipate and prevent problems and get you up to speed with the latest innovations - just waiting for tickets isn't our style!

Our specialists in Microsoft Dynamics 365 work in partnership with you delivering a best in class service from implementation, throughout the lifecycle of your applications - and beyond!

## Expertise when and where you need it



For over 20 years, Delaware have earned acknowledgement as a leading and valued Microsoft Partner.

We are delighted that in 2022 Microsoft renewed our Azure Expert Managed Services Provider (MSP) certification. Also Delaware obtained all 7 Microsoft solution partner (MSP) designations.

With over 200 certified on site, local and near shore consultants, you can rely on our local technical expertise underpinned by a strong network of talent across our Global Delivery Centres.



# The difference is all in the delivery



## The delaware difference

We want to get to know you as a business partner so we invest in working closely with you, your internal IT functions and key end users.

Quality of service matters to us as much as you. So we use periodic scorecards and ticket sample reviews to gather feedback on our service, and identify and implement any improvements.

We will lead you through transition with a clearly defined plan.



## Release as a service

As much (or as little) support as you need for D365 release and monthly upgrades.

We'll offer you help with understanding the mandatory and optional changes.

You'll be supported through testing of the new release and the activation of new features.

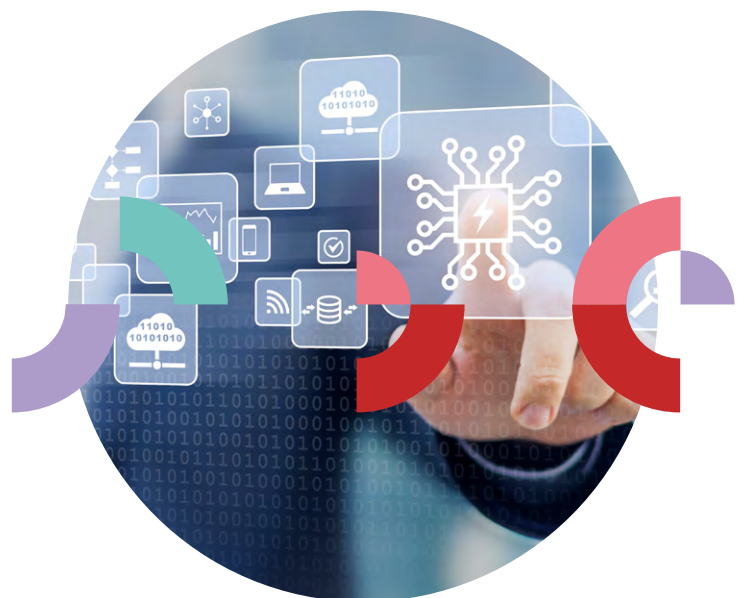
An additional much-valued resource, is our **Release Newsletter** full of tips and support to help you get the most benefit and value from your release / update.

## Continuous service improvement plan

**We are wholly invested in ensuring your solutions deliver greater efficiencies and operational improvements.**

It starts with a clearly defined, highly tailored and measurable plan and typically includes:

- Support streamlining your business operations.
- Access to the latest Microsoft enhancements and innovations.
- New feature activation.
- Assistance with compulsory changes (such as legislation).
- Real time predictive insights into your organisation and your operations.
- Regular service audits.







## Contact

### Our experts



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