



## MICROSOFT D365 FINANCE & OPERATIONS | AX Solutions & Services

### One Stop Solution for Your Implementation, Support, Maintenance & Enhancement Needs

- Is your Microsoft Dynamics AX solution delivering the expected ROI?
- Is it scalable & robust to match your projected business growth?
- Are you leveraging all the business functionalities of AX that are currently being offered?
- Is insufficient training of your workforce resulting in ineffective AX utilization?
- Are high service costs dissuading you from upgrading to the latest version of AX?
- Are you facing challenges in retaining the kind of IT talent it takes to run your AX environment?
- Are your data center costs going out of hand in supporting your AX environment?
- Has your business changed so significantly that you need to enable your ERP for ubiquitous and mobile access?

As a provider of end-to-end business solutions, All e Technologies (Alletec) helps you override these challenges & accomplish mid to long term business objectives.

Alletec Solutions and Services provide cover for Microsoft Dynamics 365 FinOps, AX, NAV and CRM systems, besides SharePoint and Mobility applications. Alletec services leveraged for new as well as live and running Dynamics AX / FinOps applications include:

- Solution Building & Implementation Services
- Helpdesk and Support Services for ongoing application maintenance
- Version Upgrades
- Vertical Solution Development & Functionality Extensions
- System Integration
- Developing Add-ons, mobile extensions, line of business apps
- Specialized Services – ERP audits, best practice check, technical audit etc.



## Functional Expertise

With over 50 successful implementations, Alletec has a track record of delivering a line of complex multi-country & global AX / FinOps projects across countries including Switzerland, Germany, Netherlands, Denmark, Belgium, Austria, UK, Singapore, Oman, Dubai, Mauritius, Egypt, Greece & USA. It has demonstrated work process know-how in addition to functional & technical expertise across Discrete Manufacturing, Process Manufacturing, Trade & Distribution, Projects, Services Industries; and is also proficient in multi country localizations of AX, particularly for the Indian subcontinent.

In addition, Alletec has an impressive track record in the implementation of the Dynamics 365 suite of solutions comprising sales, service, customer support, project service automation and talent. Alletec integrates these line of business solutions with FinOps / AX as the back end ERP system to ensure seamless execution of business processes and consistency in business information

Besides operating as a standalone business solutions provider, Alletec also provides services to Dynamics Partners across the world enabling them to successfully develop & deploy solutions for end customers – adding significant value in the process. Solutions for various industry domains and horizontal applications – commodity trading, currency management etc. have also been custom built by Alletec for partner ISVs.

## Alletec Support Advantage

To realize true business benefits – you must adapt, enhance, maintain & support your enterprise solutions constantly. Alletec helps you derive maximum value out of the solution and enable you realize your business strategy.

In-depth engagement with Microsoft in Sustained Engineering, Content Development, Testing and Test Automation of FinOps / AX has given Alletec a lead in meeting your FinOps / AX related needs. You can also gain access to Alletec 24x7 online helpdesk support portal. The Alletec team aligns with different time zones for project discussions. Domain experts are assigned as needs arise – saving you cost and time, especially in the offshore model.



# Improved Business Efficiency Through Helpdesk Services & Quick Remediation

Category	Services	Description
D365 FINANCE & OPERATIONS OFFERINGS	Solution Building and Implementation Services	<ul style="list-style-type: none"> <li>• Dynamics 365 FinOps end-to-end solution building, mapping and implementation (Requirement study, System design/development, Technical &amp; functional training, Deployment)</li> <li>• Implementation of vertical solutions - Discrete Manufacturing, Process Manufacturing, Trade &amp; Distribution, Hi-Tech, Projects, Services</li> <li>• Reimplementation of troubled implementations</li> <li>• Implementation of BI and Cubes</li> </ul>
	Helpdesk and Support Services	<ul style="list-style-type: none"> <li>• Helpdesk service through support portal, e-mail, chat or phone</li> <li>• Dedicated offshore support - team of technical and functional consultants providing centralized support to globally distributed customers</li> <li>• Dedicated onsite support - technical / functional consultants deployed at customer site - when needed</li> <li>• Need based onsite and offsite support (T&amp;M basis)</li> <li>• L1 &amp; L2 support</li> <li>• Data Archiving and optimizations</li> <li>• Regular reporting on system management and performance</li> <li>• Functional &amp; Technical System Health Audit</li> <li>• Access to Alletec 24X7 online helpdesk support portal</li> <li>• Remote Assistance (via VPN, Remote Desktop)</li> </ul>
	Vertical Solution Development & Functionality Extensions	<ul style="list-style-type: none"> <li>• Development of vertical solutions for partners</li> <li>• Version upgrade of vertical solutions</li> <li>• Enhancements</li> <li>• Localization of verticals for countries</li> </ul>
	System Integration	<ul style="list-style-type: none"> <li>• Integration of FinOps with other 3rd Party Solutions via database, web services, API as needed</li> </ul>
	Developing Add-ons	<ul style="list-style-type: none"> <li>• Web access interface</li> <li>• Customer/Dealer portals</li> <li>• Custom Workflow development using Microsoft Flow</li> <li>• PowerApps development</li> </ul>
SPECIALIZED SERVICES		<ul style="list-style-type: none"> <li>• Specialized Trainings</li> <li>• Integration with Customer Engagement</li> <li>• India partner/subsidiary roll-out for companies with Global Templates and</li> <li>• customized Indian localization</li> <li>• Bespoke integration solutions</li> <li>• Reporting solutions based on SSRS</li> <li>• ERP Change Management</li> <li>• Test automation</li> <li>• Staff augmentation</li> </ul>

# Need Based 'Best-Shore' Engagement Model - Combining On-Site & Offshore

## Engagement Models

Alletec focuses on delivering solutions and services customers with the 'best-shore' model - driven by specific customer needs.

- **Onsite** - All engagements that require face time with customers, e.g. - diagnostic study, business process study, training, user acceptance testing, handholding support are done onsite.
- **Offshore** - All tasks that can be effectively executed from a distant location, by leveraging the available communication technologies for video or voice conferencing and text communication- Skype, Lync, support portal, email - are candidates to be moved offshore - both for cost optimization and speeding up time of delivery. Robust and mature delivery processes enable us to routinely undertake from India activities like - prototyping, design and development/ customization, help desk support, upgrades, and documentation. A Help Desk Support portal and a Bug Tracking system is available to all customers to effectively manage work and communications.

## Additional Offerings

Alletec provides industry-specific applications and custom extensions to help businesses accelerate and extend their ERP solutions.

- **Collaboration Solutions** - Microsoft SharePoint makes it easier for people to work together by providing a common collaboration platform. It simplifies Enterprise Content Management, streamlines Project Management and improves Report Sharing by giving need based access to databases, reports, and business applications.
- **Mobile Solutions** - Alletec meet the needs of extended enterprises by offering both Web and Mobile enabled solutions to help boost productivity & maintain tight control over business processes. It has also custom-built a mobile dashboard application that can be seamlessly integrated with an ERP application. Besides, it also provides mobility enhancement for any standalone application.
- **Custom Development** - The technical team makes Alletec adept in performing customizations with .NET platform and other prevalent technologies - delivering custom needed solutions and integration of multiple solutions.

## Dynamics 365 for FinOps Feature Highlights

- ✓ Purpose-built industry capabilities
- ✓ Role Tailored User Experience Workspaces
- ✓ Audit Workbench
- ✓ Common Data model for connectivity across the Dynamics 365 suite
- ✓ Graphical Workflow Editor
- ✓ Role Based Security
- ✓ Time Zone Enhancements
- ✓ Data Upgrade Framework Enhancements
- ✓ Improved Expense Management
- ✓ Enhanced interoperability with Microsoft Project Server 2010

## Alletec

Alletec blends deep Microsoft technology expertise with industry insight and 25+ years of best practice experience to catalyse digital transformation success and amplify business outcomes for enterprises, globally.

### Brand Promise

#### Agile

**Quick on our feet**  
**Responsive and Flexible**  
**Hybrid-Agile methodology**

#### Affordable

**Optimized ROI**  
**Sustainable Pricing Models**  
**Value Without Compromise**

#### Accountable

**Commitment to Outcomes**  
**Transparent and Reliable**  
**Partner Beyond Projects**

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