

CloudOps for Microsoft Dynamics AX

Hosting and managed services to take your business applications to the cloud.



Next-Gen Business Applications. Made Better by the Cloud.

WatServ is the largest global provider of hosting and advanced managed services for Microsoft Dynamics AX.

For over a decade, WatServ has been providing end-to-end services to enable businesses to take their Dynamics applications to the cloud. Enjoy all-inclusive pricing, worry-free upgrades and superior 24x7x365 support.

Features

Leveraging Microsoft's Azure cloud platform, your business will benefit from:



Auto-Scaling

- Auto-scaling up and down as needs change



Recovery & Backup

- Built-in high-availability redundancy, resiliency, disaster recovery and backup



Analytics

- Relevant insights from real-time analytics and reports



Logging Processes

- Enhanced logging and auditing



Software Freedom

- No need to upgrade to Dynamics 365 (SaaS)



Cloud-Native Tools

- Cloud-native tools that promote compliance with corporate policies, local data storage requirements and other regulatory requirements



Advanced Security

- Advanced security capabilities for added protection of your critical business data.



Licensing

- Zero impacts to existing licensing



Maintenance of Existing Preferences

- Ability to maintain existing integrations and customizations

Why Choose Us?

- Rely on our expertise as a leading global provider of hosting and managed services for Microsoft Dynamics AX.
- Get enhanced 24x7x365 support, plus comprehensive services for the Azure suite.
- Benefit from proactive monitoring of applications and servers.
- Get end-to-end service, including incident, change and problem management.
- Leverage our expertise to ensure best practices and technology planning.

Advanced Managed Services to Get More from Microsoft Dynamics AX

What's Included?

WatServ provides advanced managed services that are customized to your Microsoft Dynamics AX needs and requirements.

Cloud Management

Security Operations

Cost & Performance Optimization

Administration and Management of Cloud Platforms

- **Cloud governance and compliance.**
Achieve governance and compliance using automatic and policy-based controls for security, financial insights and capacity management.
- **Operating system management.**
Receive support for operating systems and patch management.
- **Deployment and configuration.**
Get help from our CloudOps engineers when making configuration changes to your environment.
- **Intelligent, proactive multi cloud monitoring.**
Benefit from our cloud-native monitoring solution that provides in-depth insight and analytics related to your infrastructure, applications and data. Also take advantage of rich visualizations including support for distributed architectures and DevOps practices.
- **Backup and disaster recovery management.**
Rely on us to look after the backup and DR infrastructure for your applications and data. WatServ can provide DR solutions with RPO and RTO targets to meet your needs.

Management of Security Operations

- **Cloud security operations centre as a service (SOCaaS).**
Leverage our highly-skilled team of cybersecurity professionals to monitor, analyze and mitigate security events and handle real-time incident identification, escalation and response.
- **Security event management.**
Gain visibility into potential security-relevant events, reduce blind spots and improve security operations efforts.
- **Advanced threat detection.**
Enjoy fast and accurate detection of sophisticated attacks attempting to steal sensitive corporate data or cause damage.
- **Automated threat mitigation.**
Rely on WatServ to take corrective actions and add prevention rules or other remedies in response to identified threats. This can be achieved with or without human interactions.
- **Continuous security monitoring.**
Benefit from continuous monitoring of security posture and data points to ensure efficient tactical remediation efforts.
- **Security analytics.**
Analyze security-relevant data holistically to understand security trends and define strategic security measures.
- **Managed endpoint protection.**
Benefit from monitoring and isolation of endpoint attacks using our centrally managed endpoint protection. Stop attacks early before harm is done.
- **DDOS protection.**
Get DDOS mitigation and protection services that scrub malicious traffic at the network edge before it can impact service availability.

Advanced Managed Services to Get More from Microsoft Dynamics AX

Optimization and Continuous Improvement

- **Modern service management.**
Benefit from continual improvements – with a strong focus on enabling speed, agility, flexibility and scale – to manage the dynamic nature of your cloud environment and requirements.
- **Management and resolution of incidents, problems and events.**
Rely on our 24x7x365 support to respond quickly to incidents that are reported by our monitoring systems or by customers. Get support fixing them through automated or manual means.
- **Spend and performance optimization.**
Leverage our proactive, ongoing optimizations to maximize your costs and enable optimal performance.
- **Automated infrastructure management.**
Automate IT processes, eliminate manual tasks and remediate service issues.
- **Analysis of infrastructure performance.**
Avoid bottlenecks by proactively identifying anomalies in your cloud infrastructure before they cause service disruptions.

Dynamics AX Managed Services

- **Administration of Microsoft Active Directory Services.**
Get user and group administration assistance in support of application and remote access policies.
- **Administration of Dynamics AX System.**
Rely on our team of AX experts to ensure application availability; assist with application updates through change management processes, application incident triage, troubleshooting; and support your application patching and upgrade processes.
- **Microsoft Management Reporter support.**
Let our team handle access control, perform application patching and triage reporting incidents.
- **Administration of application virtualization.**
Benefit from complete management of the infrastructure required to access your environment using tools like Citrix or Remote Desktop Services. This includes policy management, application access and infrastructure management.
- **Microsoft SQL Services for Dynamics AX.**
Trust WatServ to provide SQL services and availability monitoring, database administration including locking/blocking queries, performance troubleshooting on poor performing queries and backup/maintenance job monitoring.



Project Engagement

Fixed price for the consultation and implementation services. Monthly fees for ongoing managed services.



Fee Structure

Fixed price for the consultation and implementation services. Monthly fees for the ongoing managed services.



WatServ is SOC 2 certified for its CloudOps Managed Services, based on an audit of its Type II report.

Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 is an auditing procedure that ensures service organizations manage customer data using controls for security, availability, processing integrity, confidentiality and privacy. At WatServ, we are committed to achieving operational effectiveness and providing assurance to our customers.



WatServ is an IT solutions provider helping clients digitally transform their businesses through cloud technologies and services.

For more information, visit www.watserv.com