



# Dynamics 365 Business Central Managed Services

Your ERP should work as hard as your business does.

Less Downtime

Faster Issue Resolution

Better User Adoption

Stronger Controls

Safer Updates

Clearer Roadmap



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

## THE CHALLENGE

# The Business Cost of Unmanaged ERP

For business leaders, an underperforming ERP is a business risk and not just an IT problem. Reporting inaccuracies affect decisions. Control gaps surface in audits. Month-end delays cascade into forecasting problems.

As complexity grows, the pressure compounds. Without structured support, small issues become workarounds, workarounds become process, and Business Central drifts further from where your business needs it.

Korcomptenz Managed Services keeps Business Central stable, current, and continuously improving — so your investment performs and your leadership has visibility to decide with confidence.

## What Good Managed Services Changes

Eliminate the cost of reactive support

Give finance the close process it deserves

Make leadership decisions on data you can trust

Turn every Microsoft update into a non-event

Make your ERP smarter every quarter

## Choose the Right Support Model

### Foundation

**\$25,000** / year

Stable, dependable support for smaller BC environments

25 hrs / Year | 2 Contacts

2-hr critical issue response  
8-hr standard issue response

- Functional & technical support
- Break-fix within plan hours
- Month-end close support (Limited)
- Reporting support (Limited)
- Year-end support (Add-on)
- MS update planning & testing (Add-on)
- Workflow & integration support (Add-on)
- ISV coordination (Add-on)

### Momentum

**\$75,000** / year

Growing businesses needing continuous improvement

75 hrs / Year | 4 Contacts

1-hr critical issue response  
4-hr standard issue response

- Full month-end & year-end
- Security & role administration
- MS update planning & testing
- Workflow & report support
- Integration & ISV support
- End-user training & enablement
- Quarterly service review
- Annual BC Health Report
- Dedicated customer success lead

### Advantage

**\$115,000** / year

Complex environments needing proactive advisory

150 hrs / Year | 6 Contacts

1-hr critical issue response  
2-hr standard issue response

- All Momentum features
- Continuous improvement roadmap
- Monthly senior architect review
- Proactive roadmap alignment
- Advanced advisory oversight
- Dedicated customer success lead
- Priority escalation path
- Fastest standard response (2-hr)

\* Authorized contacts are named users who can submit and coordinate support requests. Response targets indicate when Korcomptenz begins engagement; resolution time depends on issue severity, customer availability, and environment complexity.

† Final pricing may vary based on number of entities, users, locations, integrations, ISV solutions, reporting needs, support coverage, after-hours requirements, and overall environment complexity. 24/7 support, dedicated offshore pods, onsite support, development projects, and large integration work can be added as separate managed services extensions.

# The Annual Business Central Health Report

Once a year, your Korcomptenz team delivers a Business Central Health Report:



System stability and recurring support trends



Integration and ISV stability



Month-end and year-end pain points



Microsoft update readiness



Reporting and dashboard gaps



User adoption and training needs



Security roles, access, and control risks



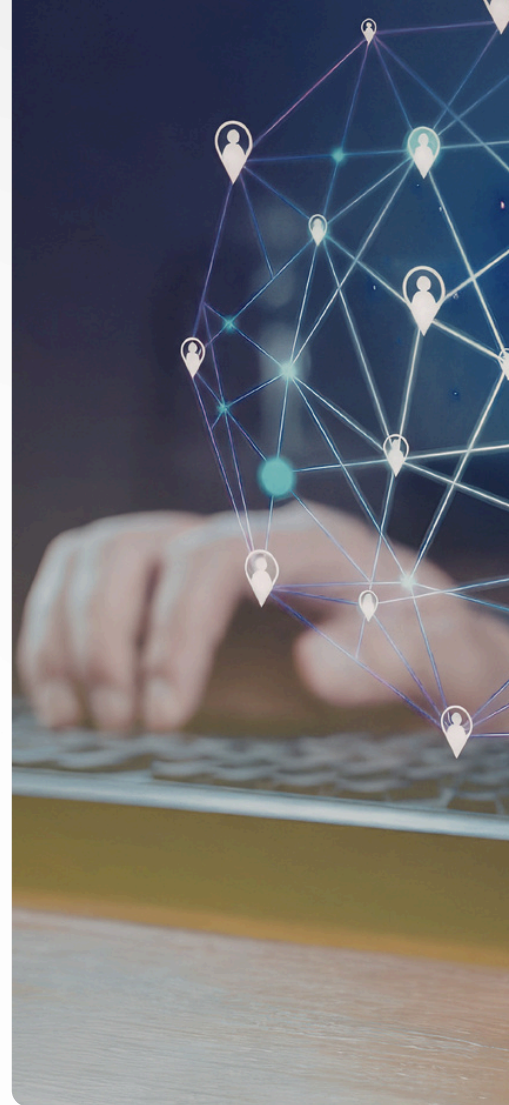
Automation and Power Platform opportunities



Workflow and approval effectiveness



Recommended 90-to-180-day improvement roadmap



## What Your Plan Covers

### Business Central Application Support

Finance, purchasing, sales, inventory, warehouse, jobs, approvals, dimensions, posting groups, bank reconciliation, fixed assets, workflows, and related operational processes.

### Integration & ISV Support

Business Central integrations, approved ISV solutions, error triage, coordination with third-party vendors, and enhancement planning.

### Training and adoption:

Role-based refresher training, how-to support, process walkthroughs, and guidance to reduce spreadsheet dependency and manual workarounds.

### Technical & Environment Support

Environments, extensions, user access, security roles, configurations, sandbox refreshes, Microsoft updates, regression testing, and issue triage.

### Reporting & Analytics Support

Financial reports, standard reports, Power BI dashboards, KPI visibility, data extracts, report gaps, and management reporting needs.

### Optimization and advisory

Recurring reviews to identify recurring issues, control gaps, process improvements, automation opportunities, Power Platform use cases, and roadmap priorities.

# Why Korcomptenz

Most support partners close tickets. Korcomptenz closes the gap between where your Business Central environment is today and where your business needs it to be.

Our team brings functional depth, technical expertise, and advisory capability across the full Microsoft ecosystem — so your managed services investment doesn't just keep the lights on. It builds toward something.

## What Client Gains

**Experienced Business Central functional** and technical consultants with deep ERP and business knowledge.

**Support across** the full Microsoft stack — Business Central, Power Platform, Power BI, Fabric, Azure, and Microsoft 365

**Industry experience across** distribution, manufacturing, food and beverage, professional services, retail, and project-based businesses

**Flexible global delivery** with structured escalation, defined SLAs, and full service visibility

**24/7 support** options for critical business needs

**Advisory-led** recommendations — not just ticket closure

**A partner who supports** today's system and shapes tomorrow's roadmap

## This Is the Right Fit If Your Organization Is

Running Business Central but still relying on manual workarounds to fill system gaps

Struggling with month-end close, reporting delays, or recurring user questions

Managing multiple entities, locations, warehouses, or complex approval processes

Using integrations or ISV solutions that need ongoing monitoring and support

Uncertain how to safely manage Microsoft updates without disrupting operations

Looking to improve controls, adoption, reporting, or automation without a large project

Wanting one trusted partner across Business Central, Power Platform, data, cloud, and AI

### Not sure which plan fits your environment?

**In 30 minutes**, we can give you a clear picture of where your Business Central environment stands today, what it may be costing you to leave it unmanaged, and what a structured support model would look like for your business.

**No obligation. No proposal. Just clarity.**

[Book your 30-minute Business Central review →](#)