



MANAGED APPLICATIONS

**SURA:
SERVICE UPDATE
RELEASE ASSISTANCE**

The worry-free way to carry out Microsoft service updates



MICROSOFT SERVICE UPDATES

Microsoft continually releases service updates for your Dynamics 365 Finance & Supply Chain Management environment. These service updates include new and essential improvements for your environment –such as application and platform changes, but also updates which are related to regulations.

But that isn't always as simple as it sounds... What impact will each service update actually have? And do you have sufficient resources available for testing and rolling out the updates? Thanks to SURA (Service Update Release Assistance), the Managed Applications department at Focus Enterprise Solutions can help you to update your environment in a structured way and ensure that you can take full advantage of new releases without disrupting your processes.

In this brochure we tell you more about how we can help you to update your environment in a structured way, to ensure that you can take full advantage of new releases without disrupting your process.





SO, WHAT IS SURA EXACTLY?

With SURA, you can benefit from the controlled roll-out of every Dynamics 365 Finance & Supply Chain Management service update. We support your organization through every step of the update process.

By rolling out the service updates for Dynamics 365 Finance & Supply Chain Management in a predictable way and in close cooperation with you and Microsoft, it is possible to anticipate the impact of each service update. We take care of this for your organization, and we give you advice if we expect that a service update will affect your software landscape or processes.

How often should you update?

Your organization can perform up to seven service updates per year, but it's not compulsory. You are, however, required to perform at least two service updates a year. Here it is important to remember that you may skip a maximum of three service updates in a row; otherwise, Microsoft will automatically install the latest update.

However, service updates can trigger changes in your ERP environment. By responding to the roll-out of a service update in good time, you can see whether this will actually be the case and,

if necessary, take action. And that is exactly why the Managed Applications department at Focus Enterprise Solutions has developed SURA.

SURA in practice

If you decide to use SURA, we start by identify your primary business processes on a one-off basis and specify which environments are to be included in the Service Update policy. We also agree on how often – and when – we will roll out service updates.

We then closely monitor the service updates that Microsoft releases as well as the updates from your other suppliers. We then work with you to draw up a schedule, taking into account the specified release frequency and available resources.

We also perform a high-level analysis of the service update release notes for you and share a summary of the highlights for



SO, WHAT IS SURA EXACTLY? - continue

As every organization not only has a different ERP landscape, but also different update requirements, it is not possible to make a one-size-fits-all estimation of the number of hours required. So, feel free to request our SURA Estimator. This will enable us to make a realistic estimate as to the number of hours required, which is entirely attuned to your organization and requirements.

your environment. This might include information about new functionalities and enhancements that we think are relevant to your organization or might have an impact on your environment. Once that's done, we make sure that the service updates are available on your sandbox environment so you can test them. We can also provide support for automated testing via RSAT (Regression Suite Automation Tool). We also do an impact analysis on your test environment and inform you how the service update will affect your environment.

Finally, we work with you to plan the resources required to implement all the changes.

By performing a review after every service update, we are able to continually improve the procedure. Continuous improvement is the name of the game!



THE BENEFITS OF SURA AT A GLANCE

Focus Enterprise Solutions makes life easier for your organization with regard to the service updates of your Microsoft Dynamics 365 Finance & Supply Chain Management environment by offering the following benefits:

- ✓ **Clear planning**
So you never miss any service updates and, if necessary, intermediate quality updates.
- ✓ **Clear communication about the content of the service update**
So that you know in advance whether and which actions are required in your organization.
- ✓ **Technical implementation**
All your environments are kept up to date according to the agreed schedule
- ✓ **ISV products up to date**
Collect and install new versions of ISV products so that your business can benefit from all the latest developments.
- ✓ **Up-to-date licences**
We'll renew the licences in time to ensure the continued operation of ISV products.
- ✓ **Assistance with testing, if required**
Following a service update via RSAT.
- ✓ **Customized pricing**
Thanks to the Estimator, costs are aligned with your ERP landscape, which means you can rest assured that you are not paying over the odds.

WANT TO KNOW MORE ABOUT SURA?

Interested to find out more about how we can support your organization during the Microsoft Dynamics 365 Finance & Supply Chain service update process? Or would you like one of our consultants to help you fill in the SURA Estimator? Complete the form below and we will get back to you as soon as possible.

Focus Enterprise Solutions is your strategic partner for everything to do with Microsoft Dynamics 365 Finance & Supply Chain Management, plus Extended Banking – our own solution for processing bank statements. From deployment to management, we help SMEs across different industries get the most out of their ERP. As your proactive partner, we can help your organization move forward – both now and in the years to come. And our personal approach is central to this.

Want to find out more about our services? Please get in touch by e-mail to info@focus-solutions.nl or use the [contact form](#) on our website.



Kosterijland 40
3981 AJ Bunnik
focus-solutions.nl