



Hosted/Managed Microsoft Dynamics

Regardless of size or industry, the majority of companies operating in the Australian market rely on critical business application systems to achieve their business outcomes, whether these applications are supply chain, customer relationship or operational management focused.

Many organisations have turned to application outsourcing to help maintain their competitive position, as it provides the quality focus, access to expertise and low-cost attributes that make it the logical choice of CIOs today.

UXC Connect and Eclipse are part of the UXC group of companies and have combined to offer a Hosted/Managed Microsoft Dynamics Application environment to allow you to reap the benefits of an outsourced service.

THE BUSINESS CHALLENGE

Many organisations lack the resources to cover all competencies along the application lifecycle and find it difficult to focus on strategic systems development to drive the required value to sustain their business. This can lead to a lack of alignment between applications and business requirements with applications inhibiting, rather than optimising, business processes.

In addition, the investments required to deploy, maintain, upgrade and develop the critical elements of the business application portfolio are significant and can escalate quickly.

In partnership, UXC Connect and Eclipse can help to address these challenges with proven expertise.

UXC CONNECT APPROACH

UXC Connect and Eclipse have combined to offer a Hosted/Managed Microsoft Dynamics Application service to provide lowered cost of operation, increased availability and improved functionality for your Microsoft Dynamics Application platform.

We support this with industry standard processes, systems and governance models and access to the extensive knowledge and skills of 70 Microsoft Dynamic consultants.

Eclipse has earned a reputation as the leading supplier of Microsoft Dynamic Solutions with its clients, employees and partners. With over 1,000 client licenses across the country, they are the largest Microsoft Dynamic Professional Services team in Australasia and boast the highest client retention rate in the market.



- lowered cost of operation
- increased availability
- improved functionality

for your
Microsoft Dynamics
Application
platform



HOSTED/MANAGED MICROSOFT DYNAMICS

Together, Eclipse and UXC Connect offer an end-to-end suite of professionally project managed application services delivered within a single flexible contract. Services include strategy, development, testing, release, management consulting, service delivery and support, all of which are integrated with platform support and hosted in our state of the art data centre facilities located across Australia.



Our approach is based on:

- **Program/project management.** Utilising the best of PRINCE2, Six Sigma and ITIL, our pragmatic implementations bring order into the chaos of operational life to enrich and improve your underlying delivery capabilities.
- **Service Management.** We offer industry best-practice ITIL methodologies combined with proven toolsets and strategic alliances. This, combined with highly qualified and motivated people committed to your business outcomes, ensures a consistently high level of service delivery.
- **Investments in people.** We keep our staff engaged and motivated through cultural, mentoring and development programs. Our customers benefit from working with people who are highly competent and committed to delivering the best outcomes for them.

BUSINESS BENEFITS

By choosing UXC Connect as your Hosted/Managed Microsoft Dynamics partner, you will benefit from:

- **Reduced cost of application ownership** - our investments in platform, staff, management tools and support are leveraged across multiple clients, reducing cost of operation to your organisation.
- **Improved business process automation** – we have the resources to ensure that your business processes are replicated into your application environments to achieve maximum outcomes
- **Improved application development productivity** - highly specialised resources, combined with rapid application development lifecycle execution, ensures a highly productive service for your critical applications.
- **Improved availability and quality of service** - service disruption is significantly reduced and service levels are exceeded through predictive monitoring of the infrastructure supporting your applications.



ABOUT UXC CONNECT

Our mission is to help our customers create business sustainability through “connecting IT with business outcomes”. UXC Connect is part of the UXC group of companies, an ASX300-listed company and the largest Australian-owned IT services company.

WE WANT TO TALK BUSINESS

We want to learn what business outcomes you need from your IT initiatives. We'll listen first, think next, then create a solution tailored to your requirements. To tell us about the business outcomes you need to achieve, please email reply@uxcconnect.com.au

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