

Leading companies have turned to MCA Connect to gain an advantage. The MCA Advantage.

Peak performers know that success requires a commitment to continual improvement. Implementing Microsoft Dynamics provides a great foundation, but how do you keep pace with all the changes – in your business, in your industry and in the business applications?

MCA ADVANTAGE IS A STRATEGIC SUPPORT OFFERING FOR MICROSOFT DYNAMICS

MCA Advantage is designed for companies who want a step-up from traditional managed services, who aren't willing to settle for reactive email and call center support. Our customers want a proactive Dynamics Partner who will:

- Execute the company's business strategy efficiently
- Optimize the Microsoft environment
- Prioritize IT initiatives
- Provide ongoing guidance and support

Our team will optimize your environment to give you the competitive edge you want. MCA Advantage acts as your trusted advisor, providing strategic technology leadership and guidance, as well as software support.

KEY BENEFITS

- Fixed cost for ongoing, unlimited access to a dedicated team of industry and application experts
- Reduced risk of security breaches and errors due to out-of-date software
- Better business performance
- All-in-one support for the Microsoft Dynamics environment

SOLUTION HIGHLIGHTS

APPLICATION MANAGEMENT

Unlimited Dynamics Support
Advanced Service Desk Offerings
Virtual D365 Administrative Services
Security Maintenance and Reviews

APPLICATION OPTIMIZATION

Includes Application Management
Business Transformation Strategy
Application Analysis & Implementation
Strategic IT Services

ADVANCED ANALYTICS

KPI Metrics/Monitoring
BI Reporting Center of Excellence
ROI/Savings
IoT Analytics

SPECIALTY OFFERINGS

Project Services - "Small" Project Work Environment
Staff Augmentation
Rescue/Recovery
Upgrades

OPTIMIZING THE MICROSOFT ENVIRONMENT

MCA Advantage ends the confusion of deciding which service provider or software vendor to choose. We guide and support your entire Microsoft environment including:

- Microsoft Dynamics 365 (and all prior AX & CRM releases)
- Microsoft Cloud & On-premise Software Solutions
- ISV Solution Support
- IoT / RFID Sensors
- Business Intelligence (Predictive Analytics, Machine Learning)

TAILORED TO MAXIMIZE YOUR TECHNOLOGY INVESTMENT

Acting as a natural extension of your team, you get a dedicated pool of resources with diverse skill sets. When you first evaluate MCA Advantage, we'll go through a series of questions to determine:

- How technically innovative you want to be
- Where you are today with your business strategy
- How your technology implementation plan aligns with your business strategy
- What resources are already in place
- How our industry and technical experts can add value
- What industry expertise is needed
- Your desired response times and hours of operations

The result is a customized service-level agreement that provides the ideal blend of application management, optimization and ongoing analytics.



Why MCA Advantage?

MCA Connect has been an award-winning partner for more than a decade. Our experience has proven that companies are the most successful in achieving their business goals with Microsoft Dynamics when they continually invest in and optimize their applications. MCA Advantage fills the gap between traditional managed services application support and project-based consulting services.

MCA Advantage is a flexible and dedicated application management and optimization approach designed to maximize your technology investment and minimize the burden on your business application support team.

Let your competitive advantage be MCA Advantage.

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