

Tips for Choosing Your Managed Services *Partner*

ENAVATE®

A managed services partner is a specific kind of relationship, different from a reseller and different from a trusted partner who's doing both.

Use the questions below to evaluate any partner you're considering, including us.

START HERE

Experience and Solution Knowledge

- ☐ Does the partner have experience supporting my current solution version?
- ☐ If I'm considering an upgrade or migration, does the partner have real experience with both my current system and the one I'm moving to?
- ☐ Can the partner provide guidance from a functional, technical, process, and business perspective, not just technical support?
- ☐ Does the partner know my industry?

BEYOND THE APPLICATION

Cloud and Environment Management

- ☐ Does the partner manage the environment around Dynamics, not just the application itself, including Azure, tenant configuration, and licensing?
- ☐ Does the partner help me avoid environment sprawl and keep licensing costs aligned with what my team actually uses?
- ☐ If I ever needed to leave, would I retain clear ownership and portability of my own data and configuration?

Security, Data & AI

Security and Data Protection

- ☐ Does the partner have a defined approach to securing my environment and protecting my data?
- ☐ Are they proactive about flagging compliance or regulatory changes that affect my business?
- ☐ Do they have a clear incident response process if something does go wrong?

AI and Copilot Readiness

- ☐ Can the partner help me understand which AI and Copilot features are actually relevant to my business, not just enable them by default?
- ☐ Do they help me use these tools responsibly, with an eye on data governance, not just turn on the switch?

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STAYING CURRENT

Ongoing Guidance and Development

- ☐ Can the partner provide development support for enhancement needs as they come up, not just fixes when something breaks?
- ☐ Does the partner proactively tell me when a new release or feature affects my specific setup, rather than leaving me to find out on my own?
- ☐ Does the partner offer ongoing training and education, blogs, webinars, and other resources, so my team stays current as the platform evolves?

SUPPORT THAT FITS

Flexible Hours and Solutions

- ☐ Does the partner provide the support hours my operations actually need?
- ☐ Do they offer flexibility in the number of hours or resources needed as things change?
- ☐ Will they let me select the SLA package that fits my business, not a one-size-fits-all tier?
- ☐ Do they offer tiered support options that fit exactly what I'm looking for?

THE GUT CHECK

Culture Fit

- ☐ Can I see a genuine fit between my company culture and the partner's?
- ☐ Is this a partner I can see building a long-term working relationship with?
- ☐ Will they adapt quickly as my needs change?

Will they operate as a true partner with your organization?



[SCHEDULE A CONVERSATION WITH OUR TEAM](#)