Alithya

Update Assurance

Benefits

> Apply system updates quickly with confidence

> Avoid disruptions in operations and ensure continued functionality

> Leverage best-in-class Microsoft technology

> Reduce risk with a package tailored to specific business requirements

> Only pay for the amount of support you need

Manage Dynamics 365 updates without disruption to your business.

Microsoft requires regular automatic updates to Microsoft Dynamics 365 for Finance & Operations. Applying updates ensures you're always running the best version of Dynamics 365, with all available security patches and new features. **But an update can create disruptions** when new releases interact with data, configurations, processes and customizations unique to each implementation of D365 F&O.

Regression testing is the way to make sure that system enhancements won't affect current operations. With Microsoft's regular update cadence, the testing **can become time-consuming** for both IT and business user teams. **That's why Alithya provides Update Assurance** to help your team manage the update process in a way that best meets your business needs.

Why Choose Update Assurance?

Alithya's Update Assurance helps businesses manage updates while **ensuring that specific business scenarios, configurations, data and customizations still function as designed.** Update Assurance is designed to create an automated regression testing suite specific to your business that helps you manage Dynamics 365 updates. Alithya uses Microsoft tools to develop and execute automated testing in a Dynamics 365 environment. We leverage LCS/BPM, Dynamics 365 task recordings, DevOps Test Manager, and **the regression suite automation tool (RSAT) that Microsoft created specifically to define and execute automated tests.** Click here to learn more about RSAT.

Update Assurance is available at three different levels, each configurable to your specific requirements. You decide the level of assistance you need from Alithya's team of professionals, whether it's simply training your IT department to manage the updates independently or having Alithya manage the update process for your organization or something in between—Alithya will configure a plan that meets your specific needs.

Update Assurance is part of our Alithya Connect suite of support services. Learn more at Alithya.com/connect-support.

Tier 1: Train and Equip

Many of our customers prefer to manage their own updates internally.
Our team will teach you:

> How to plan a test case strategy

> How to define test scripts

> Best practices for creating test scenarios

> How to generate and execute the test suite

Our team will assist with:

> Installation, setup and operation of a regression suite automation tool (RSAT)

Tier 2: Train, Equip and Mentor

This mid-level hybrid package trains your team and equips them to be independent after the training and mentoring. Our team will:

> Conduct a planning and prep workshop with your team

> Create 2 or more test scenarios, generate the initial test, then execute and troubleshoot

> Provide ongoing guidance for completion of scenarios such as scenario definition, test modifications and issue resolution

> Install, set up and establish operation of a regression suite automation tool (RSAT)

Tier 3: Develop, Execute, Maintain

Maybe your IT department doesn't have the capacity to keep up with regular updates. That's okay! Let us manage the process from start to finish. Our team will:

> Work with your team to define the test scenarios to include in the test suite

> Plan and develop your test scenarios

> Build your test suite, including the business process model and task recordings

> Monitor Microsoft update notices, recommend update applications, make recommendations for addressing issues, and handle the resolution after your approval.

> Execute your test suite by running the automated testing steps and trouble-shooting issues

> Provide recommendations on how to address any issues found during testing

> Execute on approved recommendations using your Alithya Connect bank of hours

> Install, set up and operate a regression suite automation tool (RSAT)

About Alithya

Alithya is a leading strategy and digital technology company, with over 2,000 highly skilled professionals delivering solutions across Canada, the US and Europe. Alithya's Microsoft practice covers a wide array of capabilities, including Dynamics, Azure, business analytics, digital solutions, advanced analytics, application development and architecture. Focused on business outcomes, our combined companies have delivered Microsoft solutions to over 1,500 clients. Alithya's global offering is to deliver strategy and digital technology services in addition to implementing ERP, CRM and integrated solutions.

alithya.com | mssales@alithya.com | 866 420-7624