Venture

Managed Services: Essential and Plus

Two levels of support. Choose the one that fits how your team works, then add Service Enhancements where you need them.

AI is used across both levels to speed up prioritisation, diagnosis, reporting and testing. Our people check AI recommendations, and your operating model sets out where AI is used and how it is reviewed.

Essential

Suits organisations with their own functional team or experienced key users, who want Venture to look after the technical side of Dynamics 365.

- Complex technical, code and integration issues investigated by developers, who propose fixes to speed up resolution.
- Problems with third-party solutions managed through to resolution, including escalation to the vendor.
- Major Microsoft updates assessed against your configuration and tested before they reach your live system.
- Tested rollback procedures if a change causes problems.
- Agreed service levels, with tickets at risk of missing them escalated early.
- Regular service reporting with a plain-language summary of trends and risks.

Plus

Suits organisations that want Venture to take on functional support as well, with one person accountable for the service.

Everything in Essential, plus:

- Business process issues diagnosed by functional consultants, with configuration defects fixed and tested.
- A named service delivery manager and a monthly service review.
- Significant incidents investigated to find the cause, and recurring issues identified so they can be fixed at source.
- Changes moved to production through a controlled pipeline, with code reviews and approval before release.
- Tickets sent automatically to the person best placed to resolve them, and fixes from past tickets reused on similar issues.

Service Enhancements

Optional additions to either level, chosen around what your business needs.

Keep integrations and batch jobs running

Monitoring of integrations, batch jobs, environment health, capacity and storage.

Get value from Copilot and AI

Copilot deployment, governance and training, and a self-service assistant that answers routine how-to questions.

Control change and compliance

Formal change approval with audit trails, automated user acceptance testing, managed introduction of new Microsoft features, and Venture managing your contact with Microsoft support.

Improve how you use Dynamics 365

Configuration and customisation, training and adoption, licence reviews, roadmap planning and a bank of days for continuous improvement.

Next step

Start with a free managed service assessment. We will review your current service and show which level, and which enhancements, would fit your Dynamics 365 estate.

Contact:
hello@venturesystemsgroup.com

Moving from another provider? Our 20-day video guide explains how we handle the switch.

Not sure which Managed Service level is right for you?
Our Essential and Plus comparison chart is next.

Compare Essential and Plus

Every capability, grouped by area. Service Enhancements are available with either level.

Capability	What it means for you	Essential	Plus
Service design and governance			
Operating model	Clear roles, responsibilities and processes from day one, including where AI is used and how its outputs are reviewed.	✓	✓
Service levels and escalation	Agreed service levels, with tickets at risk of missing them escalated early.	✓	✓
Service reporting	Regular reporting on service performance, with a plain-language summary of trends and risks.	✓	✓
Onboarding and knowledge transfer	A structured start that captures your environment and processes, building a searchable knowledge base of your environment from your existing documentation and tickets.	✓	✓
Monthly service review	A monthly meeting on performance, upcoming changes and priorities, with a summary pack prepared in advance.	-	✓
Named service delivery manager	One person accountable for the health and quality of your service.	-	✓
Incident triage and resolution			
Prioritisation and impact assessment	Every ticket rated for business impact and urgency, and checked by an analyst.	✓	✓
Technical diagnosis	Complex code, configuration and integration issues investigated by developers, who propose fixes to speed up resolution.	✓	✓
Third-party solution issues	Problems with third-party solutions managed through to resolution, including escalation to the vendor.	✓	✓
Functional diagnosis	Business process issues diagnosed by functional consultants, with configuration defects fixed and tested.	-	✓
Root cause analysis	Significant incidents investigated after resolution to stop them happening again.	-	✓
Problem management	Related incidents grouped to reveal recurring issues and show where future demand is likely.	-	✓
Ticket routing	Tickets sent automatically to the person best placed to resolve them, with less manual handling.	-	✓
Knowledge capture	Fixes from closed tickets added to a growing knowledge base and surfaced to engineers working on similar issues.	-	✓
Service desk automation	Routine ticket updates and common fixes drafted automatically for engineer approval, so engineers spend more time on complex issues.	-	✓
Microsoft support liaison	Venture manages your contact with Microsoft support for platform defects, licensing queries and escalations.	Enhancement	Enhancement

Capability	What it means for you	Essential	Plus
Release and change governance			
Microsoft update impact assessment	Major Microsoft updates compared with your configuration, with a recommendation from a senior technical architect.	✓	✓
Update testing	Microsoft updates tested in a non-production environment, focused on the processes most likely to be affected.	✓	✓
Rollback procedures	Tested procedures to reverse a change quickly if it causes problems.	✓	✓
Sandbox-to-production pipeline	Changes moved to production through a structured path, with code reviews and quality checks.	–	✓
Controlled deployment	Every production change reviewed, tested and scheduled to avoid unplanned downtime.	–	✓
Automated user acceptance testing	A regression pack built around your processes and run against each update, so your users can focus on confirming the changes that matter most.	Enhancement	Enhancement
Feature opt-in management	Optional Microsoft features, including Copilot, assessed and introduced when they suit you.	Enhancement	Enhancement
Change governance and compliance	A formal change approval process with audit trails, aligned to your compliance requirements.	Enhancement	Enhancement
Platform health and integration monitoring			
Integration monitoring	Data flows between Dynamics 365 and connected systems monitored, so missing or delayed messages are caught early.	Enhancement	Enhancement
Batch job monitoring	Scheduled jobs tracked so failures and overruns are dealt with before critical processing windows.	Enhancement	Enhancement
Environment health checks	Regular reviews of configuration, performance and storage, with fixes prioritised by business impact.	Enhancement	Enhancement
Capacity and storage management	Early warning of capacity and storage limits, with growth forecasts and archiving recommendations.	Enhancement	Enhancement
AI for your business			
Copilot deployment and governance	Copilot rolled out and managed in Dynamics 365 and Microsoft 365, with adoption tracked against expected return.	Enhancement	Enhancement
Copilot training	Role-based training using examples from your own processes.	Enhancement	Enhancement
Self-service assistant	An assistant in Microsoft Teams or Dynamics 365 that answers routine how-to questions.	Enhancement	Enhancement
Functional expertise and continuous improvement			
Configuration and customisation	Agreed configuration changes and customisations delivered by the managed service team.	Enhancement	Enhancement
Training and user adoption	Training, guides and adoption tracking to help staff work confidently in Dynamics 365.	Enhancement	Enhancement
Licence optimisation	Regular review of licences against actual use, to find savings and compliance risks.	Enhancement	Enhancement
Strategic roadmap	Sessions with your leadership team on how your platform should develop, including where AI can help.	Enhancement	Enhancement
Continuous improvement allowance	A bank of days, outside break-fix and project work, for advice, how-to questions, minor improvements and AI pilots.	Enhancement	Enhancement

Venture

Members of our team have led some of the largest Microsoft ERP programmes in Europe, and that experience shapes how we support the systems our customers rely on every day. You get direct access to Dynamics 365 specialists who take time to understand your business, keep your system stable through Microsoft updates and help you get more from it over time.

Microsoft Solutions Partner
Business Applications

Best Workplaces™ in Consulting & Professional Services
Great Place To Work. UK 2026

THE ERP TODAY AWARDS 2025
RUNNER-UP
Venture
Transformation Project of the Year Award
SMB

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