

Xpedition

SwitchUp

To an elevated Managed Service experience

Discover how easy it is to switch your Managed Services and unlock expert, proactive support tailored to help you get the most from Microsoft Dynamics 365.

Are you reassessing your support needs? Xpedition offers great value, alignment, and a fully comprehensive service, so you can focus on what matters most: your core business.

How Xpedition can start helping you today

Fast, responsive support when you need it most: no more waiting days for answers; our dedicated team is ready to help in real-time.

Clear, consistent communication: stay informed at every step with proactive updates and a single point of contact.

Transparent, competitive pricing: say goodbye to surprise fees and rising costs; we offer straightforward, sustainable plans.

Stronger ROI from day one: our solutions are designed to deliver measurable value quickly, so you see results faster.

Experienced, team: work with seasoned experts who stay with you for the long haul, ensuring continuity and deep understanding of your business.

4 Easy Steps to SwitchUp

We want switching to Xpedition to be simple and frictionless, so we've designed a 4-point plan to minimise any interruptions to your service.



Phase 1: Discovery

(WEEK 1-2)

We assess your current setup, identify support gaps, define success metrics, and assign your onboarding team.



Phase 2: Transition

(WEEK 2-3)

We secure system access, align on support workflows, set up escalation paths, and provide your Welcome Pack with key contacts.



Phase 3: Ongoing Support

(WEEK 3-4)

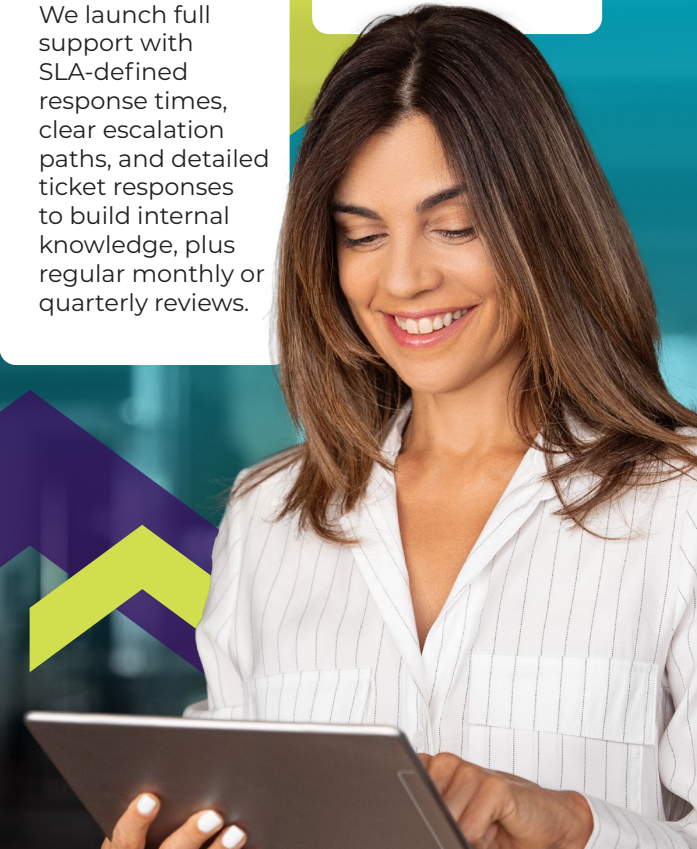
We launch full support with SLA-defined response times, clear escalation paths, and detailed ticket responses to build internal knowledge, plus regular monthly or quarterly reviews.



Phase 4: Enablement

(MONTH 2-3)

We run enablement workshops, start proactive monitoring, deliver a custom roadmap, and schedule your first quarterly review.



Why make the Switch?

Here's what sets us apart:

Seamless transition, minimal disruption

Switching providers shouldn't mean starting over. Our expert onboarding team ensures a smooth, low-risk transition with a clear roadmap, detailed handover and minimal downtime.

Transparent, tiered support that fits your needs

Every business is different so you can choose from support tiers tailored to your business's needs, with clear pricing, no hidden fees and with the flexibility to scale as you grow.

Empowering your team, not replacing it

We don't just provide quick fixes, we enable your team to solve challenges faster with real-time guidance, co-managed support, and knowledge sharing to build lasting skills.

Long-term ROI through true partnership

We work as an extension of your team, aligning with your goals to deliver lasting value and adapting as your business evolves, leading to better outcomes and stronger ROI long-term.

Elevated customer service

Our aim is to deliver exceptional customer service so you can be confident we're always there to ensure your investment runs as designed, enabling your team to focus on critical tasks.

Ready to make the Switch?

If you're interested in SwitchUp, simply contact us to book a Discovery Call. We'll assess your Microsoft Dynamics 365 setup and provide you with your own SwitchUp plan.

Choose a support package that's right for you

We understand every business is unique, which is why you can select from three support packages tailored to your needs and budget.

Xpedition Client Portal			
Support Package >	Intermediate	Advanced	Premium
Incident tickets per year	Up to 40	Up to 60	Unlimited
Free consultancy and/or training days per year	Half day	One day	One day training and One day consultancy
Managed Wave Release Service			
Consultancy calls per year		6 x 1 hour	12 x 1 hour
Xpedition Managed Services Ability to customise and change your Proactive and Enhanced services to meet your business requirements to create your specific Microsoft Dynamics 365 Managed Service portfolio			



Contact us here:

Email us at info@xpedition.co.uk

Call us on +44 (0)20 7121 4705

Learn more about us at

xpedition.co.uk/switchup

