



NAXT 365 SERVICE DESCRIPTION



MICROSOFT DYNAMICS 365
FOR EQUIPMENT DEALERS

XAPT
new frontier group

Contents

OVERVIEW	3
The NAXT365 Story	4
NAXT365 Service Architecture	5
NAXT365 Service Model	6
Microsoft Dynamics Lifecycle Services (LCS)	8
NAXT365 ENVIRONMENTS	9
Environments before and after go-live	10
Environment types	10
Additional Azure Capacity to the NAXT365 for BI and Interface environments	11
NAXT365 Subscription Default Environments and Capacity	11
NAXT365 Add-Ons to the Default Subscription Environments and Capacity	12
PERFORMANCE	13
THE CUSTOMER JOURNEY	15
Before the NAXT365 Implementation project	16
<i>Learn XAPT's Implementation Methodology</i>	16
<i>Be prepared</i>	18
On the Go	19
<i>Customer Onboarding</i>	19
<i>Microsoft Dynamics Lifecycle Services for NAXT365 Customers</i>	19
<i>Tenant and Data management</i>	20
<i>Update and Maintenance</i>	21
<i>NAXT365 Business Continuity and High-Availability</i>	23
After the Go-Live	24
<i>Monitoring the Diagnostics of the Dynamics 365 for Finance and Supply Chain Management Platform</i>	24
<i>NAXT365 Application Support Plan</i>	26
ACTIVITIES MANAGED BY THE PARTIES	29
APPENDIXES	31
APPENDIX A – Overview of activities managed by the parties	32
APPENDIX B – Security and Compliance for NAXT365	34
APPENDIX C – NAXT365 Private Connectivity option, Azure ExpressRoute	36
APPENDIX D – Frequently Asked Questions	37

> OVERVIEW

- ▶ **OVERVIEW**
- ▶ NAXT365 ENVIRONMENTS
- ▶ PERFORMANCE
- ▶ THE CUSTOMER JOURNEY
- ▶ ACTIVITIES MANAGED BY THE PARTIES
- ▶ APPENDIXES

OVERVIEW

■ The NAXT365 Story

XAPT has been working with equipment dealers for more than a decade. Our experience is that most equipment dealers' core business processes, such as selling, renting, and servicing equipment, essentially remain the same, regardless of company size and/or location.

NAXT365 is XAPT's cloud-based Dealer Management System built on Microsoft's Dynamics 365 for Finance and Supply Chain Management and Microsoft's Customer Engagement platforms that ensure our customers benefit from the very first day of the implementation.

NAXT365 offers:

- 700+ predefined business processes.
- Go live with an ERP system that does not include additional customization needs and an implementation period of 12-18 months.
- A toolkit for rapid deployment that enables customers to significantly reduce the amount of time taken to implement a Dealer Management System.
- An implementation methodology that provides customers with a fully functioning environment from the very first day of the project.

Over the last few years, XAPT has been working to streamline our software platform to incorporate the best practices and business processes our customers use on a day-to-day basis. By doing so, we have integrated over 700 standard equipment dealer-specific business processes into NAXT365 that cover all areas of the solution, including equipment and parts sales, rental, service, parts, procurement, finance, HR, power systems, and more.

Traditional ERP implementations using a waterfall implementation approach take extensive amounts of time investigating the customer's business processes by the ERP vendors in order to design the system. After months of preliminary discussion, customers receive specifications with an additional price tag attached for the development time required to customize the system to meet their specific requirements. Needless to say, the process is time-consuming, can be expensive, and does not guarantee tangible results.

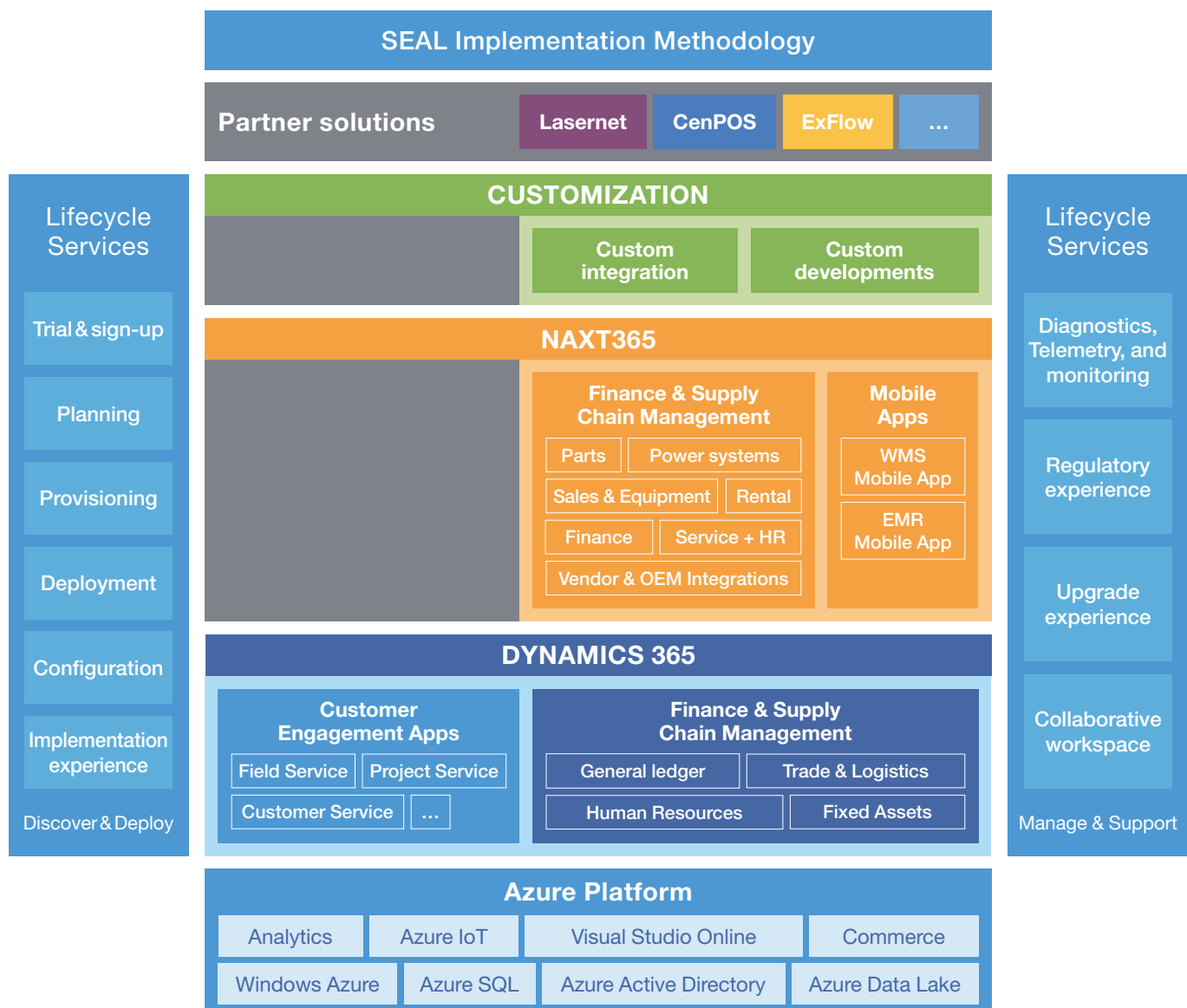
XAPT approaches implementation projects with the customer's time, budget, and quality in mind. Rather than a typical waterfall approach to implementing systems, we developed a new approach based on a rapid implementation methodology. We build our systems around common, dealer-specific business processes that offer value-added deliverables to our customers as a result of our rapid implementation methodology. As the result, NAXT365 comes with an embedded project methodology that is called SEAL to implement the NAXT solution.

SEAL stands for **S**olution to **E**nhance and **A**ccelerate the implementation **L**ifecycle. Our goal with SEAL is to reduce the implementation time and cost and keep project implementations on time and within budget. Implemented successfully, SEAL accomplishes this by doing away with requirement-driven implementations in favor of an "industry best practice" approach that leverages our accumulated knowledge from past equipment dealer implementations. Our industry-specific and pre-configured solution puts our clients on the fast track, mitigates their risk, and streamlines their resources.

NAXT365 Service Architecture

NAXT365 has been designed and built as an extension of Microsoft's Dynamics 365, a Finance and Supply Chain Management Platform powered by Microsoft Azure infrastructure service. Dynamics 365 provides organizations with an enriched ERP functionality that supports their unique requirements and helps them adjust to constantly changing business environments while minimizing the management of physical infrastructure. NAXT365 brings together an ERP suite with a unique set of industry-specific operational business processes, business intelligence, and infrastructure services, as well as a methodology for rapid and efficient implementation in a single offering that enables organizations to run and grow a dealership. Organizations may respond to their business growth by adding users and business processes with a simple and transparent subscription model. The NAXT365 service is composed of the components illustrated in Figure 1.

Figure 1 NAXT365 Service Architecture



NAXT365 Service Model

NAXT365 operates in a Microsoft Azure data center, providing a cloud offering with inherent flexibility, reliability, and security of Azure cloud services, including backup and disaster recovery, high availability, the highest standard of information, and data protection, security, and compliance.

A NAXT365 subscription provides a production instance and a single non-production. The non-production instance, “sandbox,” is a separate environment designed for testing, customizing, validating, and supporting all features and parts of the production environment. Additional sandboxes are available for an additional monthly fee. Microsoft’s sandbox technology enables customers to protect their production data from errors or failures, ensuring a secure environment for verifying and validating each revision before applying changes to the production environment. Microsoft offers sandboxes in a tiered model with different technical capacities for different purposes, from development to heavy performance testing.

Illustrated in the table below, the NAXT365 service model, distinguishes specific roles and responsibilities for the customer, XAPT, and Microsoft throughout the lifecycle of the service. Microsoft maintains the Platform service by deploying, actively monitoring, and servicing the customer’s production tenants. This includes allocating the required system infrastructure to run the service and proactive communication to customers about the service’s health through the Microsoft Dynamics Lifecycle Services (LCS).

Table 1

SERVICE MODEL ELEMENTS	Customer	3rd party	XAPT	Microsoft
Infrastructure				
Infrastructure of D365 F&O and/or D365 products (CE) – Production				✓
Data center power, networking, cooling				✓
Security and isolation				✓
Operating systems and virtualization				✓
Servers, storage and networking				✓
Infrastructure of Production out of MSFT scope (Webservices, 3rd party application servers)				
Data center power, networking, cooling				✓
Operating systems and virtualization	✓			✓
Servers, storage and networking	✓			✓
Infrastructure of D365 F&O and/or D365 products (CE) – sandbox Dev				
Data center power, networking, cooling	✓			✓
Security and isolation	✓			✓
Operating systems and virtualization	✓			✓
Servers, storage and networking	✓			✓

SERVICE MODEL ELEMENTS	Customer	3rd party	XAPT	Microsoft
D365FO platform				
24/7 application monitoring and notifications	✓			✓
Diagnostics, platform updates, patches, updates and upgrade rollouts				✓
Application routing, load balancing, site replication				✓
Environment provisioning and management	✓			✓
Database management: HA/DR, scale, operations				✓
Compute deployment, scale up/scale down				✓
Develop main product releases (NAXT365) and predefined business process			✓	
Provision additional users	✓		✓	✓
Develop application customization and updates	✓	✓	✓	
Manage NAXT365 related 3rd party integrations	✓	✓	✓	
Application				
Define unique business processes	✓		✓	
Define and test customizations	✓		✓	
Monitor and manage non-production deployments (sandbox environments)	✓			
Manage application and customization updates	✓	✓	✓	✓
Manage non-NAXT365 related 3rd parties	✓		✓	
User data				
User management, security and identity configuration and management	✓			

NAXT365 comes with a broad suite of predefined standard business processes. XAPT assists its customers in determining and configuring the specific business application logic in NAXT365. We also assist in defining, developing, and testing any modifications using Microsoft Dynamics Life-cycle Services and tools.¹

¹ <https://docs.microsoft.com/en-us/dynamics365/unified-operations/dev-itpro/lifecycle-services/lcs>

■ Microsoft Dynamics Lifecycle Services (LCS)² – a key tool for managing the NAXT365 Lifecycle

Microsoft Dynamics Lifecycle Services (“LCS”) is a Microsoft Azure-based collaboration portal for organizing, monitoring, and managing NAXT365 projects from the beginning to the end. The goal of LCS is to deliver the correct information, at the right time, to the right people and to help ensure repeatable, predictable success with each rollout of an implementation, update, or upgrade.

Utilizing a collaborative workspace that can be used by both customers and partners simultaneously or at their own pace, LCS enables closer collaboration, helps speed NAXT365 implementations, and reduces time to value.

The LCS is the framework tool for managing NAXT365 implementation and operation; it is the repository of setup and configuration of NAXT365 environments, business processes, and implementation methodology. The software provides functions and processes to request, deploy, and manage the non-production environments and provides tools for monitoring and maintaining the NAXT365 production environments as well as the Microsoft Dynamics 365 for Finance and Supply Chain Management platform.

² Microsoft is currently planning to replace or merge LCS with Power Platform Admin Centre in about June 2023. XAPT intends to make use of whatever the replacement product will be to manage NAXT365 Lifecycle.

> NAXT365 ENVIRONMENTS

- ▶ OVERVIEW
- ▶ **NAXT365 ENVIRONMENTS**
- ▶ PERFORMANCE
- ▶ THE CUSTOMER JOURNEY
- ▶ ACTIVITIES MANAGED BY THE PARTIES
- ▶ APPENDIXES

NAXT365 ENVIRONMENTS

■ Environments before and after go-live

The environments required by NAXT365 before (above the dashed line) and after (below the dashed line) the go-live typically consists of the following:

Table 2

Mobilization			Alignment	Execution	Deployment		Operations		
Environment name	Type	Trainings	Alignment, config, Test case creation	Sprint Testing, Data upgrade validation	UAT	Mocks	Go-Live	Post Go-Live	
NAXT sandbox <small>(After Go-Live: Support)</small>	Tier 2								
NAXT Dev 2	Tier 1								
NAXT Dev1	Tier 1								
NAXT Migration	Tier 2								
NAXT Test / UAT	Tier 2, 5								
NAXT Master	Tier 2								
NAXT Training	Tier 2, 4								
Production	Sized by MS								

■ Environment types

There are two types of NAXT365 environments included in your subscription that XAPT offers to customers: *sandbox* and *production*.

Sandbox Environment

Customers and XAPT consultants validate the implemented functionality – including code customizations and test data – and perform user acceptance tests or various performance tests using a sandbox environment.

Sandbox environments require an existing NAXT365 subscription. NAXT365 subscription comes with one default sandbox environment:

- One Tier-2 sandbox (multi-box environment) for general user acceptance testing (UAT).

Customers may subscribe to additional cloud-hosted sandboxes on a monthly subscription basis. The available types of add-ons are described below in the [NAXT365 add-ons in the Default Subscription Environments and Capacity section](#).

Production Environment

The production environment (or production instance) is the live deployment that the users and customers have access to.

■ **Additional Azure Capacity to the NAXT365 for BI and Interface environments**

The NAXT365 production environment and the implementation project also require the following additional services or storage for BI, interface, mobile solutions, etc. hosted on Azure:

- Virtual machines for the interface and mobile Web server (NAXT web proxy) running IIS.

XAPT can deliver the necessary Azure capacity add-on to the existing NAXT365 subscription in one package that includes one production and one test instance for the above functions. The cost of these environments varies based on the size and capacity and is charged via a monthly fee.

■ **NAXT365 Subscription Default Environments and Capacity**

Each NAXT365 subscription comes with a *default set of* environments and storage capacity per customer, such as:

- One production instance – including disaster recovery, high availability, and 24×7 service health monitoring.
- One Tier 2 sandbox for general tests and user acceptance tests, free of charge until the expiry of the tenant. It includes 10 GB of default data storage at no additional charge.
- 10 GB database storage.¹ Additional storage capacity is granted at no charge when an organization increases the number of users, accrued at a 5GB rate for every 20 premium user licenses.
- 100 GB of file/Azure Binary Large Objects (BLOBs) cloud storage for files and binary data.

The production instance is deployed for the customer only after the implementation nears the 'operate' phase once the required activities in the LCS are completed.

¹ NAXT365 is powered by Microsoft Azure SQL service and work with compressed SQL databases with approximately 80% compression rate. The database size under NAXT365 represents an about 5 times bigger uncompressed database, therefore a 10 GB database under NAXT365 is equivalent of a 50 GB normal (uncompressed) SQL database.

■ NAXT365 Add-Ons to the Default Subscription Environments and Capacity

The NAXT365 subscription has access to all the listed additional instances if licensed. Licensed users associated with a NAXT365 Premium subscription can access every NAXT365 additional instance associated with the same customer.²

Sandbox Tier 2 Add-On

Sandbox Tier 2 Add-On is the same type of sandbox that is included in the NAXT365 subscription for general tests and user acceptance tests.

Sandbox Tier 3 Add-On

Sandbox Tier 3 Add-On is a non-production multi-box Premium Acceptance Testing instance that customers can use for larger-scale user acceptance testing, integration testing, and training. This sandbox environment can also be used for performance testing at smaller customers or customers with lighter loads.

Sandbox Tier 4 Add-On

Sandbox Tier 4 Add-On is a non-production multi-box Standard Performance Testing instance that customers can use for performance testing, load testing, and staging, along with user acceptance testing. This sandbox environment simulates the production environment for smaller to medium-sized customers or customers with a medium load.

Sandbox Tier 5 Add-On

Sandbox Tier 5 Add-On is a non-production multi-box Premium Performance Testing instance that customers can use for performance testing, load testing, and staging, along with user acceptance testing. This sandbox environment simulates the production environment for larger-sized customers or customers with a heavier load.

Sandbox Tier-1 add-on licenses do not include any incremental default storage capacity. Sandbox add-on licenses from Tier-2 to Tier-5 come with 10 GB of default storage at no additional charge per instance. Additional storage capacity is also granted at no charge, per instance, for Sandbox Tier-4 and Tier-5 add-on licenses as an organization increases the number of full users.

Additional Database Storage Add-On

The Additional Database Storage Add-On provides flexibility to increase the SQL database storage capacity associated with your NAXT365 subscription in increments of 1 GB per Additional Storage Add-On license, or up to 1 TB. The Additional Storage Add-On can be used to increase database storage across the production and/or non-production instances.

² Please contact your XAPT Sales representative for more information about licensing and service details.

> PERFORMANCE

- ▶ OVERVIEW
- ▶ NAXT365 ENVIRONMENTS
- ▶ **PERFORMANCE**
- ▶ THE CUSTOMER JOURNEY
- ▶ ACTIVITIES MANAGED BY THE PARTIES
- ▶ APPENDIXES

PERFORMANCE

NAXT365 scales with transaction volume and user load. Each customer implementation of NAXT365 produces a unique solution due to the following variables:

- **Data composition:** A unique set of parameters that control behavior, the layout of the organization, structure of master data (such as financial and inventory dimensions), and granularity of transaction tracking.
- **Customization and configuration:** Extension mechanisms of NAXT365 and its Application Platform – Dynamics 365 for Finance and Supply Chain Management – with code customizations and unique configurations, including workflows, integrations, and report configurations.
- **Usage patterns:** A unique combination of online and batch usage combined with the ability to integrate with upstream and downstream systems for unified data flow and the ability to differentiate based on the information views used by customers in their business processes.

Microsoft configures production tenants capable of handling transaction volumes and user concurrency. Microsoft is responsible for:

- Proper configuration of the customer's production tenant, based on the delivered profiling information in the LCS (Subscription Estimator).
- Continually monitoring and diagnosing production tenant (Telemetry).
- Analyzing and troubleshooting performance issues with Dynamics 365 for Finance and Supply Chain Management and effectively adjusting the resources to overcome performance issues.

XAPT supports customers by:

- Analyzing and troubleshooting performance issues with NAXT365.
- Building and testing customizations for performance and scale.

To ensure that customer's implementation is configured for high performance, customers must:

- Provide accurate usage profiling information for the implementation through the LCS Subscription Estimator.
- Test data configurations appropriately for performance.

> THE CUSTOMER JOURNEY

- ▶ OVERVIEW
- ▶ NAXT365 ENVIRONMENTS
- ▶ PERFORMANCE
- ▶ **THE CUSTOMER JOURNEY**
- ▶ ACTIVITIES MANAGED BY THE PARTIES
- ▶ APPENDIXES

THE CUSTOMER JOURNEY

Selecting NAXT365 is the first step of the customer journey that leads from onboarding through the implementation and deployment to the everyday use of the services. XAPT's service operations reflect various aspects of the deployment and use of NAXT365, from onboarding and implementation to updates and monitoring.

The following topics describe the processes, methodology, and tools available related to the implementation lifecycle of a NAXT365 project.

Figure2 NAXT365 Customer Journey



■ Before the NAXT365 Implementation project

Learn XAPT's Implementation Methodology

Overview

For NAXT365 implementation projects, XAPT uses a methodology based on proven processes, tools and guidance of the Microsoft Dynamics® Sure Step. For NAXT365 implementation projects, XAPT uses a methodology based on proven processes, tools, and guidance of the Microsoft Dynamics® Sure Step. SEAL is our Solution to Enhance and Accelerate the implementation Lifecycle, an implementation methodology that enables rapid and efficient implementation migration and upgrades projects for our solution. XAPT's project management discipline is based on Microsoft Dynamics Sure Step methodology combined with field-tested industry best practices to streamline the implementation process.

SEAL comes with a tested Implementation Toolkit that accelerates the implementation process. Each process is designed to accelerate deployment, focusing on controlling the overall project scope and minimizing customizations.

SEAL includes:

- **Business Process Catalog** – 700+ predefined industry best-practice processes are cataloged.
- **Feature Test Script Library** – 1,200+ written test cases to validate NAXT365 at the customer.
- **Pre-Configured Environment** – preconfigured data sets that allows users to test and click-through processes at the start of Mobilization.
- **Data Migration Template** – migration templates based on Dynamics 365 framework.
- **Security Roles & Responsibilities Template** – approximately 85 NAXT365 specific roles.
- **Detailed Project Plan Skeleton** – included to help manage the implementation.
- **Project Portals** – Azure DevOps is used for each implementation project to effectively manage all aspects of a project.

SEAL also clearly defines the project roles and responsibilities of XAPT and customer in a NAXT365 implementation, and specifies the project phases that are as follows:

Project Phase – Mobilization

The goal of the Mobilization phase is to establish the project, implement the software as it will be used for the project, commence governance activities, agree to and re-baseline the project plan, and agree on a clear understanding of the project management standards by which the implementation will be approached and managed. It serves as an opportunity to unite the team behind a common vision and to prepare them in the best way for the engagement that lies ahead.

The Mobilization phase includes a task the commencement of User Training with the customer team being trained on the use of the system and its configuration. This training will form the basis on which later activities are built.

Project Phase – Alignment

The Alignment phase represents the official start of the implementation process for the Extended Team, executing on the baseline schedule from the Mobilization Phase. The Alignment phase is initiated with an alignment kick-off presentation designed to communicate the project vision, scope, objectives, key performance indicators (KPIs), and benefits. In addition, the session will cover the schedule, milestones, resources, roles and responsibilities, deliverables, and communications with the Executive Sponsors.

In the Alignment Phase, the functional team reviews, documents, and models the future state of the business. The teams will review the to-be business processes utilizing the SEAL Business Process Catalog and Visio process flows for a full understanding of how a certain process is suggested to be handled in our solution.

Project Phase – Execution

The goal of the Execution phase is to define how to implement the business requirements. This phase includes the final configuration of the overall NAXT365 SEAL Solution and the design of critical go-live specific customizations to satisfy business requirements identified and approved by the Project Steering Committee during the Alignment phase.

This phase also includes activities to finish the configuration of the integration, interfaces, and data migration elements that are required to support the conditions, as well as begin testing these interfaces and data migration elements. The Execution phase builds on the previous Alignment phase by acting on the deliverables that result from the requirement workshops conducted for each cross phase.

Key activities in this phase:

- Feature Testing (a.k.a. Unit Testing).
- Process Testing (a.k.a. Integration Testing).
- Third-Party Solution Testing.
- Commencement of End User Training.
- Mock Go-Lives – these sessions are to validate the Execution Plan finalized by the team and simulate the cutover process required prior to Go-Live.

Project Phase – Operation

The Operation phase defines the activities that are required to close the project and provide post-production support. Key objectives of this phase include providing post-go-live support, transitioning the solution to support, performing a final quality audit, and providing project closure. The functional and technical team hand off the resources that are required to provide post-go-live support and resolve any issues that arise out of deployment to the user base.

Key activities in this phase:

- User Acceptance Testing.
- Complete System Testing with the business sign off requiring all functions of the system (inclusive of third-party solution and printing solution) to be fully functioning.
- End User Training.
- Mock Go-Lives – these sessions are to validate the Execution Plan finalized by the team, provide additional final confirmation for the entire solution and simulate the cutover process required before Go-Live.

Be prepared

Before launching a NAXT365 implementation project, XAPT helps and assists the customer to be prepared for the onboarding. For example, XAPT may assist with checking the minimum systems requirements such as Microsoft required network latency, bandwidth capacity, and client browser types and versions.

Customers are required to submit a census data to XAPT that will be the basis to assign the predefined NAXT365 roles to the users and the proper licensing, which is the customer's responsibility.¹

¹ Changes to the NAXT365 predefined roles may change the licenses charged.

■ On the Go

Customer Onboarding

XAPT, as Microsoft's Direct Cloud Solution Provider (CSP) partner, manages customers' accounts and subscriptions in relation to NAXT365. After contracting for the NAXT365 implementation, XAPT sets up and provisions the required licenses to the customer tenant.

For the onboarding, customers can bring their own existing Microsoft Office365 tenant into the service, or XAPT provides a new tenant with a @customername.onmicrosoft.com domain name and assigns that directly to the customer tenant administrator.

To complete the initial onboarding, XAPT activates the NAXT365 subscription for the customer, provisioning the necessary licenses, and prepares an Implementation project workspace in LCS that will be provisioned when the administrator of the customer tenant signs in for the first time.

XAPT helps and assists the customer in starting to use LCS and setting up the related Office365 tenant during the whole onboarding process.

XAPT provides the following tasks during its Onboarding Services:

- Tenant validation.
- Introduction to LCS.
- Setup of LCS project users.
- Setup of Azure DevOps.
- Subscription estimator/Usage profiler.
- Environment planning.
- Environment deployment.
- Introduction to servicing, support, and service health.
- Readiness planning.

Microsoft Dynamics Lifecycle Services for NAXT365 Customers

Once the NAXT365 subscription is activated, the tenant administrator of the customer's organization must sign in at <https://lcs.dynamics.com> by using the tenant account. The project workspace is automatically created for the customer organization. The Microsoft Dynamics Lifecycle Services (LCS) features, such as business process modeling, software deployment, patching, or monitoring and diagnostics, are used to help support cloud deployments. Specifically, LCS can be used for the following tasks:

- Deploy cloud environments.
- Service environments.
- Monitor, diagnose, and analyze the health of the environments that the Project Team manages.
- Search for product issues and regulatory features.
- Obtain support.

The Implementation project workspace in LCS includes the following elements:

- Environments that are deployed and managed by Microsoft.
- The guidance that is provided through the Action Center to help customers complete the required actions.
- A new methodology experience that includes tasks that lock as customers move through the implementation.
- A fully complete history that specifies who completed each methodology phase and task.
- Milestones that customers can use to track critical project dates.
- Various services to help customers with its implementation.

Tenant and Data management

After onboarding, the subscription, tenant, and data management events shall be handled during the implementation phase and after the Go-Live phase. The following table shows the responsibilities for each party:

Table 3

Request	Customer	XAPT	Microsoft
New sandbox instance	Procure new sandbox instance from XAPT or Microsoft.	Ensure instance request is against a base subscription or an Add-On offer.	Deploy the sandbox instance and notify the customer and XAPT.
Deploy the production instance	Accurately complete the sizing questionnaire before the production instance is requested. Complete all implementation tasks as indicated by the LCS checklists.	Assist customer to complete the implementation checklists in LCS, including the sizing questionnaire.	Ensure that the implementation checklists in LCS have been completed, including the sizing questionnaire. Deploy the instance and notify the customer and XAPT.
Production database copy to sandbox	Post-copy: Delete or obfuscate sensitive data, adjust environment specific application configuration (such as integration endpoints) and enable/add NAXT365 Users. <i>Microsoft recommends these changes to be made by applying a data package.</i>	Train and guide customers during implementation.	Restrict User access to Admin user only. Withhold batch jobs, remove SMTP email and printing configuration on the copied database. <i>Note: this is only supported between Azure SQL Database-based environments.</i>
Sandbox database copy to production before go-live	Validation and sign-off.	Train and guide customers during implementation.	Copy a sandbox database (Tier-2 or higher) to a production instance as part of the go-live process. <i>This request is not available if the customer already is live in production.</i>
Sandbox database point in time restore	Accept that the process cannot be undone. Restore a sandbox database (Tier-2 or higher) to a point in time in the past.	Train and guide customers during implementation.	Responsible for overall process and support.
Sandbox database copy to another sandbox	Order a new sandbox from XAPT or Microsoft if necessary. Request new sandbox. Validation and sign-off.	Train and guide customers during implementation.	Deploy the sandbox instance and notify the customer and XAPT.

Update and Maintenance

Update and Release Strategy

Customers must stay up to date as per the servicing requirements published for the product or service by Microsoft and XAPT. As a result, XAPT publishes NAXT365 updates in line with Microsoft’s update strategy.

Figure 3 NAXT365 Update and Release Strategy



XAPT follows the Microsoft release schedule, which means that the customer is allowed to stay with one main product release behind the latest published NAXT365 release.

Some updates may be mandatory and require no consent. To help protect the customers and the service, Microsoft may apply critical security updates directly to a customer’s production environment.

Microsoft’s update strategy results that any code can be fixed only in the package where it was developed. Therefore, the Microsoft Dynamics 365 for Finance and Supply Chain Management application updates shall be managed by Microsoft, while NAXT365 updates shall be managed by XAPT.

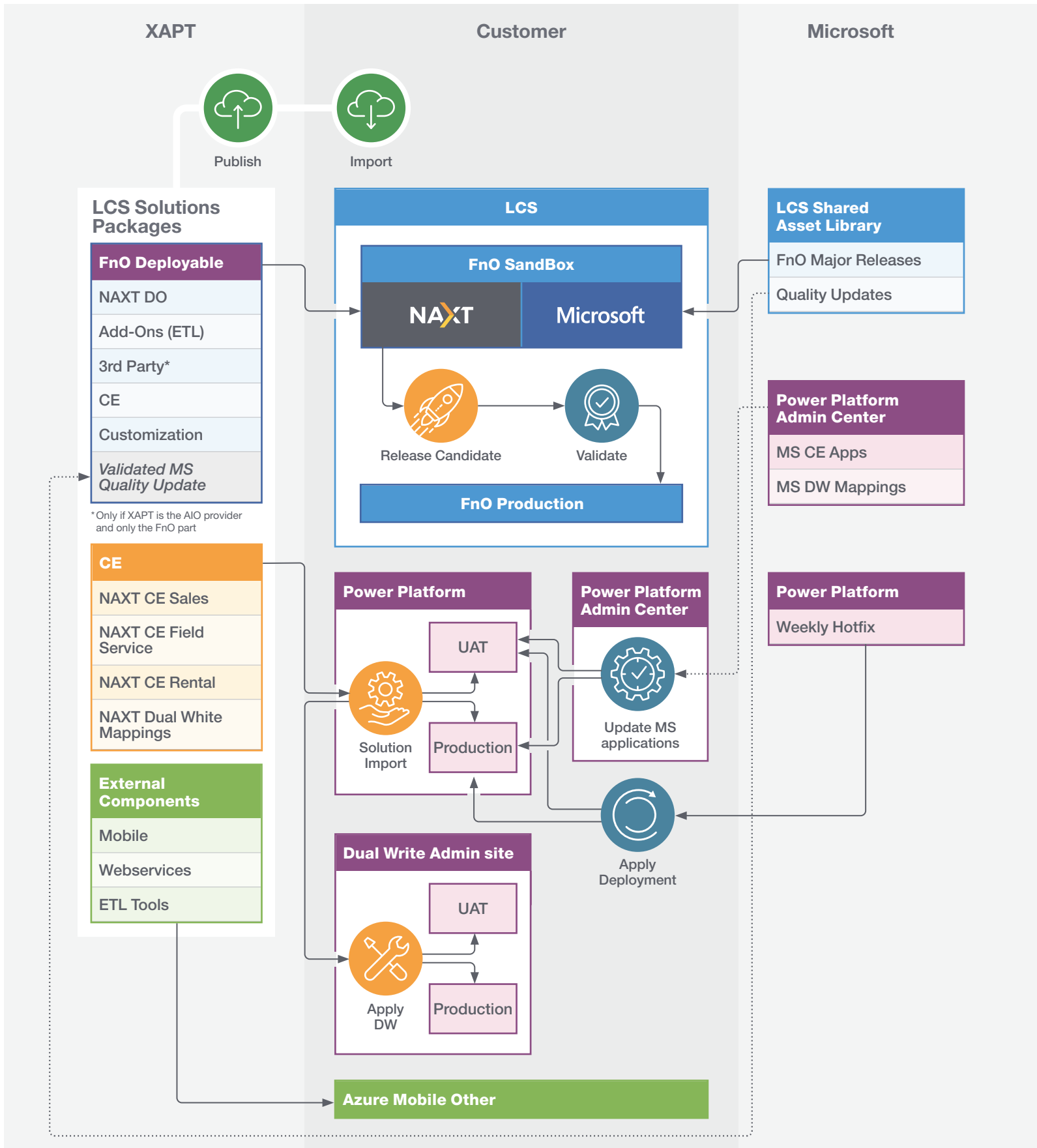
The same deployment process applies for all kinds of NAXT365 main product releases, customizations, and hotfixes.

Updates are provided as binary (deployable package). Binary updates can be applied directly on any environment except production and must be validated on one of the customer’s sandbox environments before being promoted to a production environment. If the customer wishes to further customize the NAXT solution x++, a source code can be requested.

Planned maintenance responsibilities

Microsoft and XAPT provide customers with the types of updates as per the table below. These updates may require downtime on the customer’s production environment. The downtime window can be categorized as Microsoft planned maintenance (initiated by Microsoft) or customer planned maintenance (initiated by the customer). Updates are scheduled with the customer via LCS. The duties of Microsoft, XAPT, and the customer are reflected in Figure 4 for each update type.

Figure 4 Application Lifecycle Management (ALM) Visualization



Planned Maintenance and notice windows

Scheduled downtime means periods of downtime* related to network, hardware, or service maintenance or upgrades. Microsoft will publish a notice or notify customers at least five days before the commencement of such downtime. The default downtime window is scheduled on weekends in time windows defined per region to minimize the impact to the customers' business.

Table 4

Types of updates	Frequency	Duration	Notice	Default maintenance window (defined in UTC/GMT)
Critical security updates	As needed	5 hours	5 days	NAM: 2 AM – 10 AM SAM: 2 AM – 10 AM
Cloud infrastructure updates	Monthly	3 hours	5 days	EMEA: 10 PM – 6 AM APAC: 12 PM – 9 PM

***Downtime:** Any period of time when end users are unable to login to their active tenant, due to a failure in the unexpired Platform or the Service Infrastructure as Microsoft determines from automated health monitoring and system logs. Downtime does not include scheduled downtime, the unavailability of Service add-on features, the inability to access the Service due to your modifications of the Service, or periods where the Scale Unit capacity is exceeded.

To learn more about planned maintenance, see the [Planned Maintenance section](#) under the Frequently Asked Questions.

NAXT365 Business Continuity and High-Availability

The NAXT365 production instance comes with managed disaster recovery and high availability service provided by Microsoft as part of the subscription.

The Azure SQL Database under NAXT365 automatically performs a combination of full database backups weekly, differential database backups hourly, and transaction log backups every five minutes to protect the business from data loss. This process is fully controlled by Microsoft under the SaaS model for the Dynamics 365 for Finance and Operation platform. Automatic backups are retained for 35 days.

To ensure accessibility of the service, the production environment is protected through high-availability (HA) and disaster recovery (DR) features. HA functionality provides ways to avoid downtime caused by the failure of a single node within a data center, and DR features protect against outages broadly impacting an entire datacenter. HA for databases is supported through Azure SQL.

The NAXT365 production environment is configured with disaster recovery support that includes the following:

- Azure SQL active-geo replication for primary databases, with a Recovery Point Estimate (RPO) of < 5 seconds.
- Geo-redundant copies of Azure blob storage (containing document attachments) in other Azure regions.
- Same secondary region for the Azure SQL and Azure blob storage replications.

The primary data stores are supported for replication. This means that application components, such as Management Reporter and Entity store, use transformed data from the primary database, which need to be generated after the recovery site has been set up and the service has started.

Customer code artifacts and recovered data stores are used to re-deploy the site, with a Recovery Time Objective (RTO) of up to 10 hours. This will enable state replication of the computing nodes along with networking and other components to set up the secondary site using the recovered data stores.

Microsoft's responsibility for Disaster Recovery is to create a secondary site in a functional manner for the customer—customer and implementation partner action is not required.

Retain a copy of a NAXT365 sandbox environment to restore later

To export a database from a sandbox environment, customers must install the latest *SQL Server 2016 Management Studio* to the AOS machine in that environment and perform the export on that AOS machine. This is for two reasons. First, there is an IP access restriction on the sandbox SQL Server instance, which only allows a connection from a machine within that environment. Second, the version of the SQL Server Management Studio installed by default is for a previous version of SQL Server and can't complete the tasks required. For more information, please visit the relevant [Microsoft site](#)².

The exported database can be stored either on an Azure blob storage or any on-premise storage that has the required capacity.

The database to export is available as a copy of the production instance database delivered by Microsoft to the customer's sandbox. Exported and stored databases can also be imported back to a sandbox. Consequently, besides the Azure blob storage or its equivalent on-premises storage capacity, no additional hardware or Azure components are required.

■ After the Go-Live

Monitoring the Diagnostics of the Dynamics 365 for Finance and Supply Chain Management Platform

Microsoft has invested in an extensive toolset to monitor and diagnose customers' production environments. Microsoft monitors the customers' production environment 24 hours a day, 7 days a week. If critical/major technical incidents are found, Microsoft notifies customers and XAPT by email and takes action.

Microsoft does not monitor and diagnose the sandbox environments, and this activity remains at the duty of the customer. Customers can also track the health of their system and production environments using the Environment Monitoring tools of Dynamics Lifecycle Services.

² <https://docs.microsoft.com/en-us/dynamics365/fin-ops-core/dev-itpro/database/export-database>

For hosted services provided by Microsoft from their Azure Data Centers, Microsoft will monitor and manage incidents that affect the availability of either NAXT365 or Azure based applications. Microsoft classifies incidents based on the severity outlined in the below chart to determine the level of response that will be provided by Microsoft:

Table 5

CLASSIFICATION	DESCRIPTION
SEVERITY 0 Catastrophic	<ul style="list-style-type: none"> Catastrophic event in which all functions of service in a region are down or inaccessible. <i>Note: Sev-0 incidents normally start as Sev-1, then get upgraded with management approval based on assessment of impact type/scope.</i>
SEVERITY 1 Critical	<ul style="list-style-type: none"> Severe outage of service caused by a confirmed systemic problem, resulting in a broad scope of impact, requiring a Technical Control Bridge and engagement from all engineering/development teams. Suspected breach of a security or privacy boundary.
SEVERITY 2 Urgent	<ul style="list-style-type: none"> Service outage with narrow scope of impact (> 25% customers). Degradation of customer experience caused by confirmed systemic event with a broad scope (>25% customers).
SEVERITY 3 Moderate	<ul style="list-style-type: none"> Service outage with a limited scope of impact (single organization or subset of users). Degradation of customer experience caused by confirmed systemic event with a narrow scope.
SEVERITY 4 Non-SLA Impacting	<ul style="list-style-type: none"> Monitoring of customer-reported incidents requiring action to avoid potential service impact. General maintenance events with no customer impact. Standard service change requests.

Note: Microsoft’s incident severity can be changed during the initial assessment of the incident and as more information about the impact and scope becomes available. However, if the incident is mitigated, then the incident severity remains unchanged.

Table 6

MICROSOFT’S INCIDENT CLASSIFICATION MATRIX				
Impact scope \ Incident impact	Entire Geo or > 25% of global footprint	1 logical service unit (e.g. 1 customer tenant)	2+ customers	1 customer or subset of users belonging to one customer
Service is unavailable	1	1	2	3
Service is usable only through a workaround or critical subset feature is malfunctioning	1	2	3	4
Degradation of performance, or noncritical subset feature is malfunctioning	2	3	4	4
Incidents requiring action to avoid potential impact or service disruption	3	4	4	4

NAXT365 Application Support Plan

After the go-live, the customer will be on support according to the agreed and contracted support plan. XAPT offers the following support options for the NAXT365 application to customers:

- Pre-Paid Support Services.
- Other Paid Services.
- Optional Services (on a Time and materials [T&M] Rate Card basis).

NAXT365 Premium Support Service³

XAPT offers Premium Support Service to customers for fixing NAXT365 application bugs and handling incidents. Bugs and incidents are classified and prioritized based on severity as per the below table:

Table 7

	Standard Support	Premium Support
Description	XAPT standard support provides NAXT specific essential support, including support from Microsoft for cloud subscription services Provided under the SDA	XAPT Premium Support provides comprehensive support services for dealers with a mix of reactive and proactive services
New Releases, Updates Based on Microsoft Continuous Deployment, currently 8 releases per annum	Yes	Yes XAPT will provide any scheduled release to Support Agent for merging with Microsoft and other 3rd Party releases before delivering to customer.
Ability to Log Defects in Gemini 7 x 24-hour access to log issues and defects	Yes	Yes
Severity 1 Response Time	Severity 1 < 1 hour (7 x 24)	Severity 1 < 1 hour (7 x 24)
Standard Response Times XAPT will respond to a logged issue in local business Hours		Severity 2 < 4 hours Severity 3 < 7 days Severity 4 < 30 days
Infrastructure Updates Microsoft provides regular updates to underlying infrastructure, Databases and AOS	Yes	Yes
SLAs on System Availability	Less than 99% - 25% of Monthly Subscription Fee Less than 95% - 50% of Monthly Subscription Fee Less than 90% - 100% of Monthly Subscription Fee	Less than 99% - 25% of Monthly Subscription Fee Less than 95% - 50% of Monthly Subscription Fee Less than 90% - 100% of Monthly Subscription Fee
Dynamic Performance management for Production Environments Microsoft monitors performance of system and will dynamically adjust resources to manage performance	Yes	Yes

³ Microsoft Support plans are not included in NAXT365 Premium Support.

	Standard Support	Premium Support
Disaster Recovery / Data Backups Microsoft provides comprehensive Disaster recovery capability and Data backups	Yes	Yes
Phone Access to get updates on open issues	For Severity 1–7 x 24	Severity 1–7 x 24 For all other Severity issues – business hours
Access to Microsoft Led Training Access to Microsoft library of online, on-demand courses	Yes	Yes
Issue Support Get assistance from XAPT staff on configuration and application issues.		Unlimited Tickets The Support Agent will investigate issues, identify who should resolve the issue (XAPT, Microsoft, other 3rd Party Suppliers) and pass the ticket to the Resolver Group for resolution Support Agent will open any Microsoft tickets on behalf of customer Support agent will follow resolution progress of Microsoft Tickets and other 3rd Party tickets.
ETL Monitoring (PDI PIC OLGA SIMS) Daily Monitor of the running of the ETL tool Advice and assist in resolution if errors have occurred		To be provided by XAPT and the Support Agent.
Account Manager Available to manage issues, attend weekly meetings, assist with problem resolution and escalation. Twice yearly account review meetings.		Support Account Manager.
Technical Support, and defect rectification extended to cover Customizations		Customizations delivered prior to execution of this Support Agreement are covered for an annual fee of 20% or the original cost of the customization. New Customizations can be added to the list of an annual fee calculated based on 20% of the development cost.

For release and hotfix, planning, issue escalation and billing review, a *Support Account Manager* will be assigned to customers with NAXT365 Premium Support Service as a single point of contact.

NAXT365 Application Support Service Levels

XAPT responds to incidents raised under the Premium Support Service agreement in an agreed timeframe defined by a Target Response Time.

Table 8

Severity	Submission Mechanism	Customer's Situation	Expected Customer Response	Expected XAPT Response
1 Critical (Catastrophic)	<ul style="list-style-type: none"> Ticket created in Gemini Ticketing Tool. Second step Phone contact direct to AM and Consultant. 	<ul style="list-style-type: none"> The defect causes critical data loss/ corruption or major degradation of a core (mission critical) business process and work cannot reasonably continue in production or the system being completely unavailable. 	<ul style="list-style-type: none"> Create Gemini Ticket providing documented steps which demonstrates the Issue which is reproducible based on the documentation and test data. Notification of Senior executives at the customer site with Gemini ID. Access and response from business stakeholders upon creation of Gemini ticket. 	<ul style="list-style-type: none"> Allocation of appropriate resources from the Internal Resolver Team to sustain continuous effort. AM will provide Updates hourly.
2 High	<ul style="list-style-type: none"> Ticket created in Gemini Ticketing Tool. 	<ul style="list-style-type: none"> The defect has major impact on functionality or data, core (mission critical) functions are working with limited capabilities. It has no workaround or it has a workaround, but is not obvious and is difficult for normal business operations to continue. 	<ul style="list-style-type: none"> Create Gemini Ticket providing documented steps which demonstrates the Issue which is reproducible based on the documentation and test data. Management notification. Access and response from business stakeholders upon creation of Gemini ticket. 	<ul style="list-style-type: none"> Allocation of appropriate resources from the Internal Resolver Team Rapid access and response from change control authority.
3 Moderate	<ul style="list-style-type: none"> Ticket Created in Gemini Ticketing Tool. 	<ul style="list-style-type: none"> The defect has moderate impact on functionality or data, but work can reasonably continue in an impaired manner or it has a feasible workaround. 	<ul style="list-style-type: none"> Create Gemini Ticket providing documented steps which demonstrates the Issue which is reproducible based on the documentation and test data. Accurate contact information on case owner. Access and response from business stakeholders upon creation of Gemini ticket. 	<ul style="list-style-type: none"> Allocation of appropriate resources from the Internal Resolver Team.

On A monthly basis, XAPT will measure its performance against the above table. XAPT will track the performance of its teams based on the Target Service Performance and report where the teams have not met the target performance measures.

For details and terms and conditions, please review the XAPT Support Agreement.

> ACTIVITIES MANAGED BY THE PARTIES

- ▶ OVERVIEW
- ▶ NAXT365 ENVIRONMENTS
- ▶ PERFORMANCE
- ▶ THE CUSTOMER JOURNEY
- ▶ **ACTIVITIES MANAGED BY THE PARTIES**
- ▶ APPENDIXES

ACTIVITIES MANAGED BY THE PARTIES

The table in Appendix A summarizes the activities managed by the customer, XAPT or Microsoft. In general, the customer and XAPT will manage and monitor the environments for *development*, *test*, and *staging* purposes, while Microsoft will manage and monitor the *production* environments for the customer.

XAPT is ready to offer the management of a selection of customer activities upon agreement, except where customer validation is required.

> APPENDIXES

- ▶ OVERVIEW
- ▶ NAXT365 ENVIRONMENTS
- ▶ PERFORMANCE
- ▶ THE CUSTOMER JOURNEY
- ▶ ACTIVITIES MANAGED BY THE PARTIES
- ▶ **APPENDIXES**

APPENDICES

■ APPENDIX A – Overview of activities managed by the parties

Table 9

Activity	Customer	XAPT	Microsoft
Provisioning Initial Tenants			
Provision licenses and Azure capacity* and Office365 tenant** to NAXT365. <i>*if customer does not bring its own Azure subscription.</i> <i>**if customer does not bring its own Office365 tenant.</i>		✓	
Size projected load in LCS using the sizing estimator tool and request deployment of the specific environment(s).		✓	
Provision all production, sandbox, and developer environments to the D365 platform for NAXT365 in a Microsoft-owned Azure subscription.			✓
Validate Microsoft deployed environment(s).	✓	✓ (assist)	
Updates to Dynamics 365 for Finance and Supply Chain Management (Microsoft hotfixes, patches, updates, integrations, and customizations)			
Download the update from LCS and test the update, validate and promote to the production environment.	✓		
Request deployment of an update to the production environment. Create code and data backup for production deployments before applying any updates.	✓	✓ (assist)	
In case of any failure, rollback environment to code and data back-up.			✓
Apply update to production.			✓
Updates to NAXT365 (Main product release, NAXT365 Hotfixes, updates, and customizations)			
Download update from LCS to test the update and provide deployment package back to LCS to promote it to the production environment.	✓		
Request deployment of an update to the production environment. Create code and data backup for production deployments before applying any updates.	✓	✓ (assist)	
In case of any failure, rollback environment to code and data back-up.			✓
Apply code update to production.			✓
Data Management in a Production Environment (Back-up, restore, and update)			
Back up the database (back-ups are stored for 35 days).			✓
Determine High-Availability and disaster recovery plan.			✓

Activity	Customer	XAPT	Microsoft
Data Management in a Production Environment (Back-up, restore, and update) – continued			
Request restore a backup to a point in time as agreed in case of failure.	✓		
Perform the restore of a backup to a point in time as agreed in case of failure.			✓
Monitor database performance through LCS and SQL management studio.			✓
Tuning of the database for performance.	✓	✓	✓
Self-serve initiation of a copy of the production database to sandbox.	✓		
Update Infrastructure			
Execute scheduled updates on the infrastructure (operating system updates).			✓
Scale up or down (users, storage, instance)			
Request and order additional user, storage, and sandboxes.	✓		
Provision additional user, storage, and sandboxes based on customers' order.		✓	
Scheduling usage peaks with LCS.	✓		
Report any significant performance issues impacting business.	✓		
Investigate and troubleshoot technical and infrastructure issues in cooperation with the customer.			✓
Investigate and troubleshoot NAXT365 issues in cooperation with the customer.		✓	
Proactively manage the resources needed for the service.			✓
Security (user access)			
Provide user access for customers and XAPT to customer's LCS project and related tenant.	✓	✓ (assist)	✓
Provide LCS project access for production deployment, remote access, monitoring, and updates.			✓
Provide LCS project access for sandboxes, development and related monitoring and updates.	✓	✓ (assist, or manage upon agreement)	
Monitoring			
Monitoring production environment 24/7 using Monitoring and diagnosis tools in LCS.			✓
Monitoring sandbox environments during the NAXT365 implementation.	✓	✓ (assist, or manage upon agreement)	
Monitoring sandbox environments after NAXT365 go-live using Monitoring and diagnosis tools in LCS.	✓	✓ (assist, or manage upon agreement)	
Notify customers proactively in case of issues with the Production environment.			✓

■ APPENDIX B – Security and Compliance for NAXT365

Microsoft Azure, the infrastructure platform of NAXT365, is the most extensive cloud solution designed to cater to any size of business. Azure has data centers in different countries/regions allowing Microsoft to conform to those country's/regions' laws.

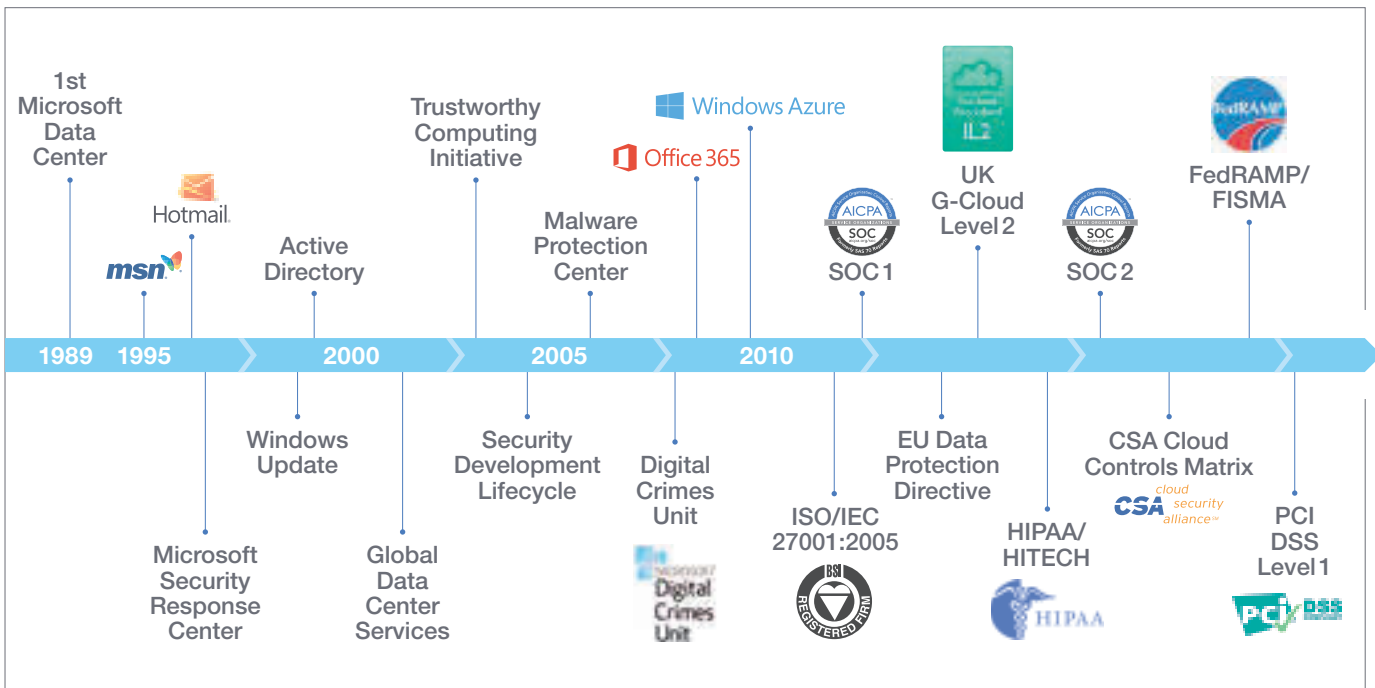
For more details, please visit the following websites:

<https://azure.microsoft.com/en-us/regions/>

<https://www.microsoft.com/en-us/cloud-platform/global-datacenters>

Due to Microsoft Azure's compliance with all major security standards across the globe, our hosted environments are also in compliance with these standards. The following figure summarizes and demonstrates the milestones that Microsoft achieved in this area today.

Figure 5 Microsoft's milestones



As of now, the European General Data Protection Regulation (GDPR), which is a European privacy law, is in effect. Controlling access to personal data is a key requirement of the GDPR.

NAXT365 enables customers to manage and control access to its data in compliance with GDPR through the Role-based security features that allow customers to group a set of privileges that limit the tasks that can be performed by a given user.

Microsoft offers a comprehensive set of compliance offerings. For more details, please visit the following website:

<https://www.microsoft.com/en-us/trustcenter/compliance/complianceofferings>

Security is built into the Microsoft cloud from the ground up, starting with the Security Development Lifecycle, a mandatory development process that embeds security requirements into every phase of the development process. Microsoft Azure is protected at the physical, network, host, application, and data layers so that all online services are resilient to attack. Continuous proactive monitoring, penetration testing, and the application of rigorous security guidelines and operational processes further increase the level of detection and protection throughout Microsoft Azure.

For data in transit, the Microsoft Azure uses industry-standard encrypted transport protocols between user devices and Microsoft data centers and within data centers themselves. For data at rest, the Microsoft Azure offers a wide range of encryption capabilities up to AES-256.

Azure Active Directory is a comprehensive identity and access management cloud solution that helps secure access to data and on-premises and cloud applications, simplifying the management of users and groups. It combines core directory services, advanced identity governance, security, and application access management and is a key component of Microsoft Azure services and all other Microsoft Cloud.

Microsoft recognizes that focusing on security as a core component in the software development process can reduce the risk of costly issues, improve the security and privacy of infrastructure and applications, and protect data in the Cloud. The SDL is composed of proven security practices that consist of multiple phases in which core software assurance activities are defined.

■ APPENDIX C – NAXT365 Private Connectivity Option, Azure ExpressRoute

For those customers who prefer private and dedicated communication between their users and NAXT365 with the highest available performance and security, Microsoft offers its ExpressRoute service that is a private connection over a dedicated circuit provided by global telecommunication suppliers.

ExpressRoute connection does not go over the public Internet, but creates a private-managed leased line between the customer’s on-premises site and the Azure Datacenter to where NAXT365 is deployed and offers more reliability and faster speeds, lower latencies, and higher security than typical connections over the Internet. This offers more reliability, faster speeds, lower latencies, and higher security than typical connections over the Internet.

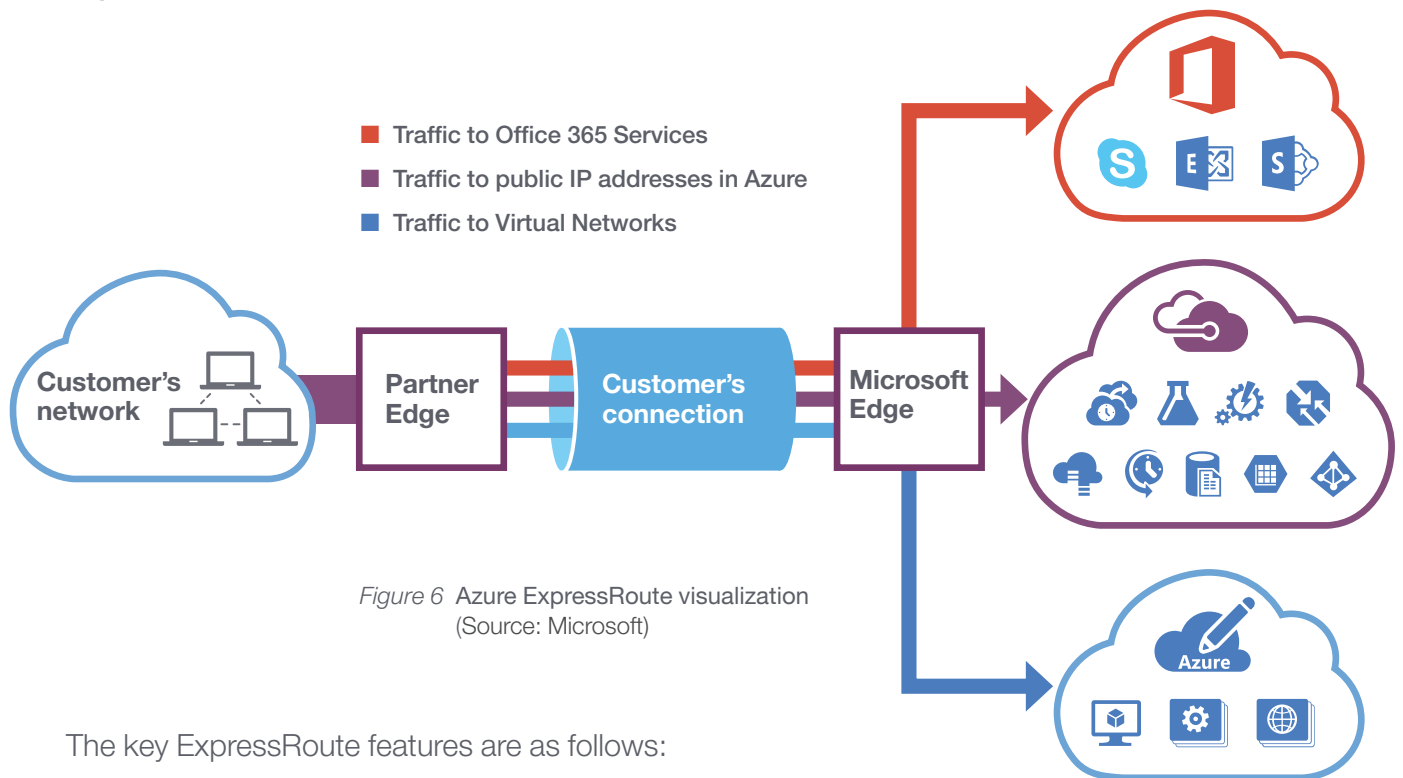


Figure 6 Azure ExpressRoute visualization
(Source: Microsoft)

The key ExpressRoute features are as follows:

Layer 3 connectivity

Microsoft uses an industry-standard dynamic routing protocol (BGP) to exchange routes between the on-premises network, the instances in Azure, and Microsoft public addresses. Multiple BGP sessions are established with Dealer’s Network for different traffic profiles.

Redundancy

Each ExpressRoute circuit consists of two connections to two Microsoft Enterprise edge routers (MSEEs) from the connectivity provider/Dealer’s network edge. Microsoft will require a dual BGP connection from the connectivity provider/Dealer side (one to each MSEE). Dealers may choose not to deploy redundant devices/Ethernet circuits at their end. However, connectivity providers use redundant devices to ensure that the connections are handed off to Microsoft in a redundant manner. A redundant Layer 3 connectivity configuration is a requirement for MS ExpressRoute SLA to be valid.

■ APPENDIX D – Frequently Asked Questions

Service Level Agreement for NAXT365

XAPT offers a monthly uptime percentage of the availability of 99% for NAXT365. If XAPT does not achieve and maintain the service levels described in the Service Level Agreement (SLA) established between XAPT and the customer, then the customer may be eligible for a credit as per the individual agreement.

Security and administrative access

NAXT365, as well as the Dynamics 365 for Finance and Supply Chain Management platform, features robust security and access controls for the application and customer data at each phase of cloud services delivery and for user interaction. Our security features and access controls include physical datacenter, network connectivity, service hosting platform, and user and administrator access. Details about the Dynamics 365 for Finance and Supply Chain Management security protections can be found on the Microsoft Trust Center.

Administrative access to a NAXT365 production environment is strictly controlled and logged. Customer data is handled in accordance with the Microsoft Online Services Terms. The table below shows the different levels of access for different Microsoft administrators.

Table 10

Administrator	Customer data
Operations response team <i>(limited to key personnel only)</i>	Yes, granted by support ticket. Access is audited and limited to the duration of the support activity.
Microsoft Customer Support Services	No direct access. Customer may use screen sharing to work with support staff to debug issues.
Engineering	No direct access. The operations response team may use screen sharing to work with engineering to debug issues.
Others in Microsoft	No access.

Planned Maintenance

How does a planned maintenance window work?

For all planned updates, Microsoft will send a notification to all stakeholders five days before the patching window begins. The patching window, which is when the environment is patched or the update is applied, is defined by geographic region.

During a platform update, Microsoft Dynamics Lifecycle Services (LCS) will reflect the state of your environment at all times and provide email updates about the process. The History section on the Environment pane shows the updates that have been completed.

Currently, during operation system-level updates, LCS does not indicate that any patching is in progress. Microsoft is planning to add this functionality sometime in the future.

What updates are applied in the planned maintenance window?

During the planned maintenance window, operating system-level updates and critical security and reliability platform updates are applied. For more information about the updates that will be applied, see Microsoft Security Bulletins.

How long is the maintenance window?

Operating system–level updates are completed in approximately one hour.

Platform updates are typically completed in one to three hours. In rare instances, a platform update may take up to eight hours to be completed.

The exact downtime for all updates will be included in the maintenance window notification email that is sent to the customer before the start of the update.

What environments are updated as a part of the planned maintenance?

Service updates are applied to the Tier-2 sandbox environment that is included in the Microsoft base offer. After validating that the environments are patched successfully, Microsoft will apply this update in the production environment within five days.

Operating system–level updates are applied on all Tier-2 sandbox environments that are included as part of the Microsoft base offer. They are also applied to add-ons that have been purchased.

Note that all other environments, such as cloud-hosted environments and demo environments, are the responsibility of the customer or partner.

What notifications will I receive about upcoming planned maintenance?

You will receive an email notification five days before the update is scheduled to occur. This notification will include information about the environments that will be updated, the update type, the estimated amount of time that the update will take, and any action that you may have to take.

In the future, Microsoft is planning to enable more notification types:

Email notification – Five days before the planned maintenance window, an email reminder will be sent. Additional emails will be sent in the days leading up to the maintenance (T-5, T-3, T-1 day).

LCS notification – In LCS, in the Environment details, you can select Upcoming updates to see an entry for the upcoming maintenance window. In addition, 24 hours before the maintenance window, there will be a message bar on the environment as a reminder.

Product-based notification – In Finance and Supply Chain Management, a notification will be sent two hours prior to a planned system downtime informing users that the system will be unavailable in the planned downtime window.

Who will be notified about the upcoming planned maintenance?

The following stakeholders will be notified about the upcoming maintenance:

- Project owners
- Organization admins
- Environment admins

Other people who are specified in the list during deployment or through the Notify button on the Environment details pane.

What validation requirements do I have to complete?

When a service update is applied, the customer does not have to complete any validations. Microsoft is responsible for making sure that the updates are backward compatible and forward compatible. However, if the customer prefers, the customer can complete functional validations because Microsoft doesn't do those validations after updates are applied. It is recommended that the customer automates functional validations to reduce the validation effort.

What validations does Microsoft do for changes that will be applied during the update?

Before the update is applied, Microsoft runs validations to make sure that there is no impact on components outside the platform. Microsoft also makes sure that the changes are backward compatible.

After the update is applied, Microsoft validates that it was successful and that the environment is running as expected. As part of this validation, Microsoft runs some basic verification tests to make sure that Microsoft Dynamics 365 for Finance and Supply Chain Management can be used to complete transactions.

Can I reschedule the planned maintenance?

Microsoft does not offer an option to reschedule a planned maintenance. However, the customer may select to be excluded from the maintenance cycle for the current month. Microsoft plans to add this option into LCS so that the customer can reschedule an update directly through LCS.

How do I opt out of the current maintenance cycle?

To opt out of the current maintenance cycle, file a support ticket with Microsoft. The customer's environment will be excluded from the maintenance cycle for the current month. However, the customer's environment will be updated the next month.

How do I report an issue that is identified during validation of the updates that were applied to the environment?

To report an issue that is identified during update validation, file a support ticket with Microsoft and append the title with 'Planned Maintenance Window.'

What happens if the patching fails?

If the patching of a platform update fails or takes longer than the specified maintenance window, a notification will be posted on the Service health dashboard. This issue is considered the highest priority, and the product team becomes involved to address it. However, if there is no quick fix, Microsoft will roll back the update so that the environment can be brought back to a healthy state as soon as possible.

If the patching fails during an operating system-level update, the specific patch is skipped and will be applied in the next update cycle.

Will I be notified when the update is completed?

If your update is completed within the defined maintenance window, you won't receive any notification when the update is completed. However, the History page in LCS will be updated to show that the update has been completed.

Microsoft is planning to add the ability to notify customers when the downtime window is completed.

Will I be compensated if the update takes longer than the scheduled maintenance window?

If the update takes longer than the scheduled maintenance window, the extra time is considered unplanned downtime and is subject to the general service level agreement (SLA).

Who is responsible for managing non-production environments?

Other than the Tier-2 sandbox environment that is included in the Microsoft base offer, customers and partners are responsible for patching non-production environments. The customer can get the same update that was applied by Microsoft from the Global asset library in LCS. The package name, details, and date information will be included in the email notification.

Customers and partners are responsible for applying operating system–level updates on all Tier-1 environments.

Will the update from Microsoft require any uptake?

Most of the updates require no uptake from the customer. If there is a critical security update that requires uptake, the customer will be notified.

Why can't these updates be applied in zero downtime?

Microsoft is continually working to reduce the necessity of downtime for the service, and many regular maintenance tasks don't incur downtime. To help guarantee the most predictability, Microsoft cannot yet perform all patching in zero downtime.

How can I update my environments with the package from Microsoft?

Every service update from Microsoft is available on the Deployable tab in the Global asset library. The package name, details, and date information are also included in the email notification that is sent from Microsoft.

The customer can apply an operating system–level update by turning on Windows Updates on cloud-hosted environments. All other environments are updated by Microsoft.

Because patching of the production environment doesn't occur until five days after patching of the sandbox environment for a platform update, how do I make sure that all the environments are in the same state and have the same version?

Microsoft applies the update to the cloud-hosted environment. If that update is successful, Microsoft then applies it to the production environment. Notifications for production environment updates are sent five days before the update.

If the customer does not want a five-day difference in versions between the Tier-2 sandbox and production environments, they can update their production environment by submitting a service request to the Dynamics Services Engineering (DSE) team to apply the package through the regular production update flow (the package is available in the Global asset library).

Even if there is a difference in versions between the sandbox and production environments, the customer can still use the product. However, they cannot move packages to the production environment or complete true validations until the sandbox and production environments have the same version.

Is there a way to roll back a package that Microsoft applied?

Currently, there is no way for the customer to roll back a package that Microsoft applied.

How are batch jobs handled as part of this maintenance?

Batch jobs are suspended during the maintenance windows and resume when the maintenance is completed.

Where can I check that the update was completed successfully?

The customer can verify that the update was completed successfully on the History page in LCS. There, they will see an entry for Microsoft planned maintenance window – Completion.

Where can I see which updates are included in the package that is being applied?

The Description column in the Global asset library shows what is included in the package.

Service Termination

During the term of the customer's subscription, customers can access and extract customer data stored in NAXT365. Except for the demo environments, customer data stored in NAXT365 will be retained in a limited function account for 90 days after the expiration or termination of the customer's subscription so that the customer may extract the data. After the 90-day retention period ends, Microsoft will disable the customer's account and delete the customer data. More information can be found in the Microsoft Online Service Terms.



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