ESSENCE - A COMPREHENSIVE SUPPORT MANAGEMENT TOOL, EXCLUSIVELY FOR MICROSOFT DYNAMICS AX

Essence, a solution based on the Microsoft Dynamics AX, is a support management tool developed to carry out the day-to-day support management activities such as incident / service / enhancement, and finally, release.

The objective behind developing this solution was to have a support management solution within Microsoft Dynamics AX to eliminate the need for an additional support management tool. This would enable Microsoft Dynamics AX clients to run their businesses smoothly.

Essence provides information such as standard functionality of all the modules (user manuals), process change / customization in any module, bugs or errors found and their resolution procedures. The solution has been divided into five categories:

1. Incident management

- Incident ticket will be raised if there is some error / bug in the current process. If the user is not able to process a transaction, he / she can raise the incident and select the priority of incident.

- The process flow is as follows: Create an incident ->submit an incident -> assign the incident to a specific user for resolution -> resolve the incident -> reopen a resolved incident ->close the incident

- Each incident is dealt with SLA timelines based on priority set by the requestor

- Incident management helps track errors and bugs which are reported at the time of business transactions

2. Service management

- Service management helps track services requested by users to the support desk

- It consists of the services which are related to access of information, delegation of authority, data upload, data correction, and information request of any complex process

- Email notifications are sent to the related approval members and the requested user

- The process is as follows: creating a service request -> submitting a service request -> acknowledgement of a service request -> submitting a service request for approval -> approving a service request -> assigning a service to a specific user for implementation-> implementing a service request -> closing the service request

3. Enhancement management

- Enhancements can be raised by business SMEs

- This is in scenarios where a customization is required on top of the existing features in AX
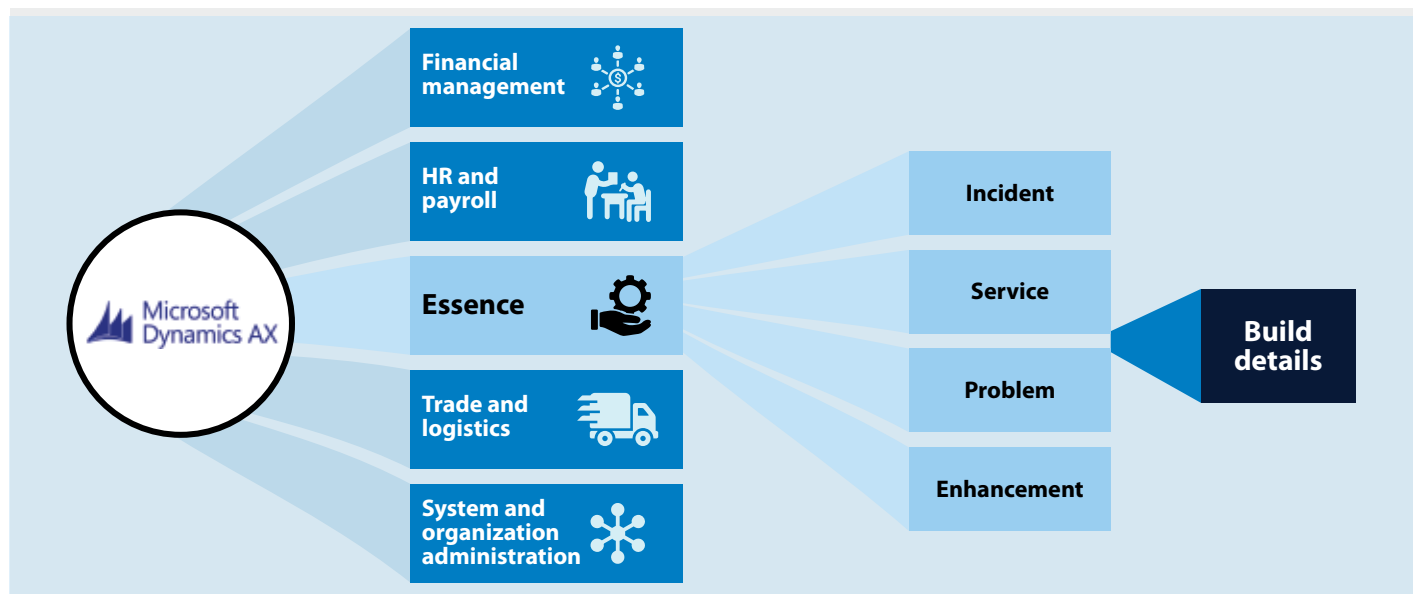
4. Problem ticket management

- Problem tickets can be raised by the client support manager

- Problems are for scenarios where an incident / ticket occurs in the same functional process repeatedly

- In such cases, the support manager

will create a problem to provide a permanent solution

- Root cause analysis document will be prepared and attached to the problem

- User will have the option to add comments, add knowledge articles, and track the status of the problem

5. Knowledge management

- A knowledge management (KM) article can be created from an incident, problem, or service

- User can also create an ad hoc KM article and upload it in knowledge management form

Microsoft Dynamics AX
- Financial management
- HR and payroll
- Essence
- Trade and logistics
- System and organization administration

Incident
Service
Problem
Enhancement

Build details

Some additional features of Essence are:

- Provides real-time SLA information

- Provides statistical reports on ticket status, assignee name, SLA, and priority

- Handles each and every support event through email notification

- Release management process consists of deployment activities to production

- Approval actions are available for specific services using workflows

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