

Microsoft Dynamics Sure Step

Sure Step can help you complete more implementations, manage risks, increase customer satisfaction, and win more business.

"By presenting a standardized methodology to new clients, the customer can completely understand not only what they're buying, but how they're going to get from point A to point B."

Mike Gifford

Professional Services Director
Stanley Stuart Yoffee & Hendrix, Inc.—
Microsoft Gold Certified Partner

Microsoft Dynamics® Sure Step provides a methodology combined with project management discipline and field-tested best practices. Sure Step's user-friendly interface and guidance enable rapid, efficient and profitable implementation, migration, and upgrade projects for Microsoft Dynamics.

Sure Step can help you increase productivity by providing a consistent approach and standard set of tools to help ensure your customers' projects are completed efficiently. Decision Accelerator offerings can help you demonstrate value to customers—accelerating the sales cycle. Best practices and proven tools and templates help improve results at every phase and for every role. Using a common framework helps multi-partner, multi-geography implementations run a result: low-risk, successful implementations that drive customer satisfaction and improve your bottom line.

Sure Step—a key benefit of a Partner Service Plan for Microsoft Dynamics—is available as a download that is simple to use and easy to customize. You can use it for any size project—rapid engagements, large end-to-end deployments, data migrations and simple upgrades.



The Sure Step Methodology includes project management discipline and service offerings that provide potential new revenue streams throughout all implementation phases—from sales to “go live” and beyond.

Available as a download that is easy to use and navigate; you can take Sure Step with you on your projects and use it without an Internet connection.

Microsoft Dynamics Sure Step Benefits

Facilitate better teamwork and results on multi-partner engagements

- When collaborating with other partners on complex implementations, Sure Step provides a consistent approach that can help you improve teamwork—even across geographies and languages—for a better customer experience.
- Knowing that other consultants you engage with are using Sure Step can help increase your confidence in their ability to deliver quality work.
- Sure Step helps create an ecosystem of partners that meet a certain standard of implementation practices and quality, allowing you to focus on building your own unique expertise and industry knowledge for differentiation.

Increase your productivity

- Sure Step helps you drive more efficient, predictable, and repeatable deployment, migration, configuration, upgrade, and ongoing optimization projects for Microsoft Dynamics solutions.
- Sure Step helps reduce the potential for costly budget overruns and resource shortages.
- Using Sure Step helps you document procedures and roles for each phase of a project to provide a paper trail should issues arise.
- The Sure Step Methodology is flexible and easily customizable, allowing you to add your own methods, best practices, and IP (intellectual property).
- Sure Step helps your new employees learn what it takes to implement Microsoft Dynamics solutions and how to seamlessly integrate project management components that are critical to successful engagements.
- If you're new to Microsoft Dynamics, you can use Sure Step to help win first deals and reduce risks and time to completion on initial implementations.
- Sure Step provides your sales and technical pre-sales team with offerings and deliverables that deliver value during the sales cycle and can help reduce sales time.
- Sure Step helps you reduce your investments—IT and labor costs—in building and maintaining your own methodology and project documentation. Sure Step's easy to use methodology and tools and templates designed specifically for Microsoft Dynamics can be used to enhance and complement any methodologies you've already developed.

Boost Customer Satisfaction

- Sure Step helps you communicate with and provide high-quality services to your customers—from initial deployment through the life of their solution.
- By following specific, proven processes in Sure Step, you can properly set and deliver on customers' expectations.
- Best practices that include vision and scope documents, project planning and cost estimations, help prepare your customers for projects and allow them to budget properly.
- With Sure Step, the predictability of implementation approach and results helps customers stay focused on improving their business processes rather than concerning themselves with how their implementation will be completed.

For more information, and to access Sure Step, visit [PartnerSource > Partner Essentials > Microsoft Dynamics Sure Step](#). Access to Sure Step requires enrollment in a [Partner Service Plan for Microsoft Dynamics](#).