



# Extension management as a service



Microsoft Dynamics 365 Business Central



Microsoft Dynamics NAV



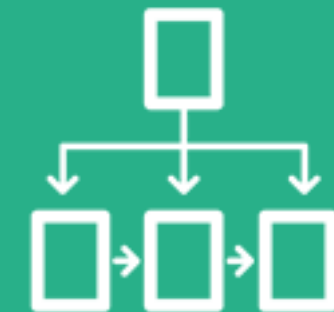
## Our Services

Full product life cycle. Own flows, tools and best practices



### Code Management

Source control, versioning, branching, check-in policies, own development tools and best practices



### Flow Management

Developed over years and verified by practice methodology, transparency



### Environment Management

Setup and maintenance of development, test/acceptance, release/demo, production environments



### Release Management

Time saving automatic builds, versioning, automatic tests, check tools



### Certification Management

Leading by the hand through Microsoft's forests, making sure a product is verified and approved



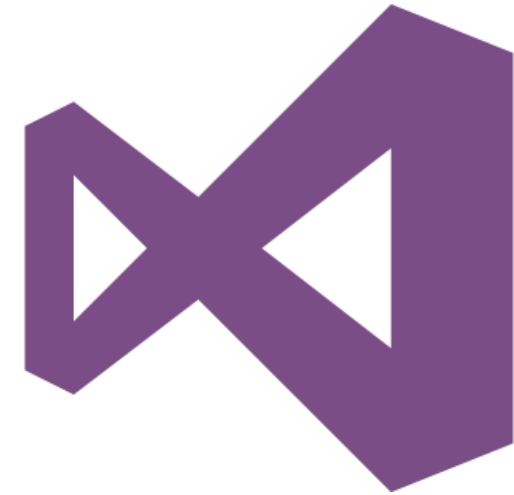
### Support Management

1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup> line support, SLAs, guarantees



## Code Management

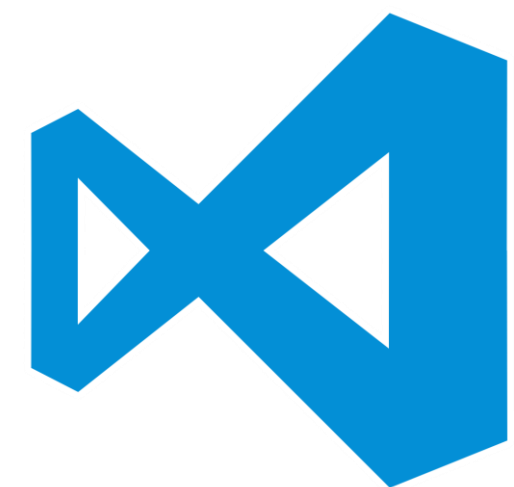
Source control, versioning, branching, check-in policies, own development tools and practices



### Microsoft TFS

On-premise or in Azure, at Xpand or at your side.

If we host it, your only worry is a connection string. The rest we take care of.



### Microsoft VSTS

Having own VSTS subscription? No problem, we can connect to it with the B2B collaboration service.

No security issues and no worries about licenses.

### About version control systems

Whether your software project is large or small, using version control as soon as possible is a good idea.

Version control systems are software that help you track changes you make in your code over time by saving the snapshot of changes permanently so you can recall it later if you need it.

Microsoft VSTS is basically the cloud version of TFS and both systems enable users to:

- contribute work to the team
  - link code to tasks
  - work with version control locks
  - isolate risks by branching
  - compare folders and files
  - resolve merge conflicts
  - build and test solutions
- etc.

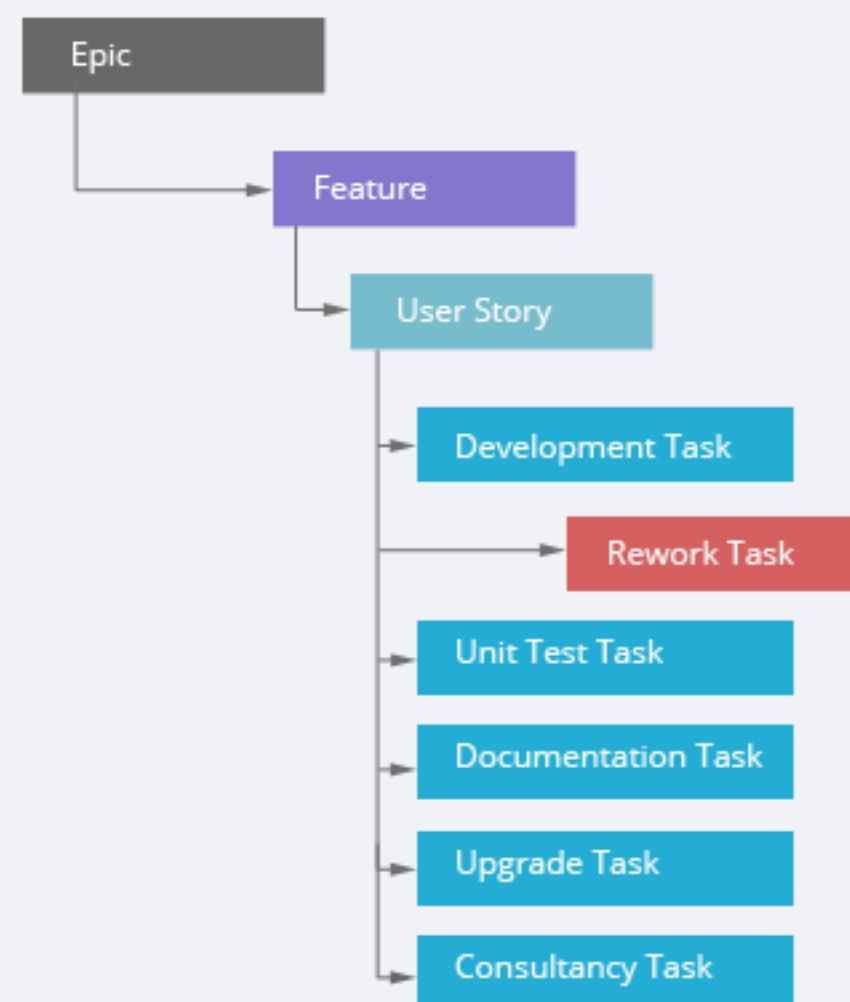
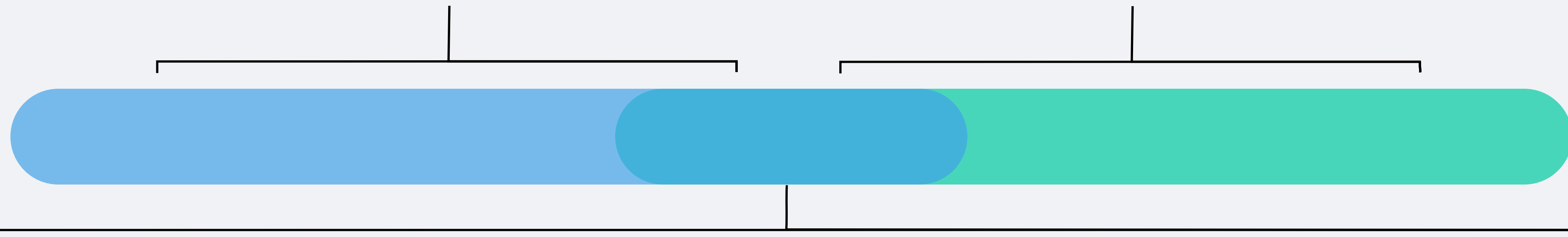


# Flow Management

Developed over years and verified by practice methodology, transparency

**Dedicated teams**  
Fixed price per team per month

**On-demand requests**  
Both fixed price and time & material



Regardless of the cooperation type (dedicated teams or on-demand requests) we recommend to split functionalities in Epics, Features and User Stories.

User Stories represent user flows which have to be developed and against which different types of tasks would be created: development, test, documentation, consultancy, deployment etc.

Closure of all the tasks below a User Story would mean the completeness of the User Story. The completeness of User Stories below a Feature would mean the readiness of the Feature.

Work is planned in weekly, bi-weekly or monthly sprints based on the backlog and business priorities set against Features or User Stories.

Having this principle in place guarantees that in the end of each sprint the system is **fully available for the Release and even Certification**. All the documentation is written, code is checked, automatic tests are written.



## ▶ Environment Management

Setup and maintenance of development, test/acceptance, release/demo, production environments

Working smoothly together is important.  
Working fast is crucial.  
Working as one **team** is essential.

Working on a product requires all parties to act as a one team. Apart of the methodology, principles and culture, a very practical and down-to-earth requirement of having common environments is important.

Either you decide to have everything hosted at your side or you leave it up to Xpand, our experience says that depending on the size of the product, the following environments may need to be set up.



### Development

Each developer having own environment in order to avoid interruptions with other developers  
+  
1 common environment for “quick” changes



### Test/Acceptance

One common environment for testing and/or work acceptance. Simplifies issue reporting and cooperation between team members



### Release/Demo

One common environment for release management and automatic builds.  
Can also be used for the deployment work and demos



### Production

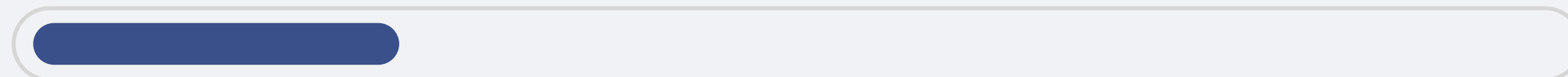
End-user environment. May contain separate customer acceptance environment



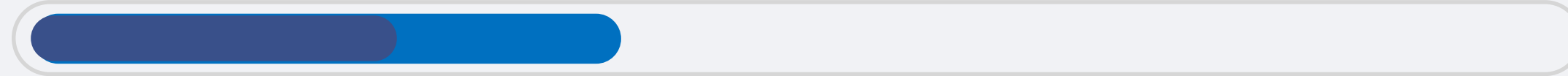
## Release Management

Time saving automatic builds, versioning, automatic tests, check tools

### Unit tests execution\*



### Code check



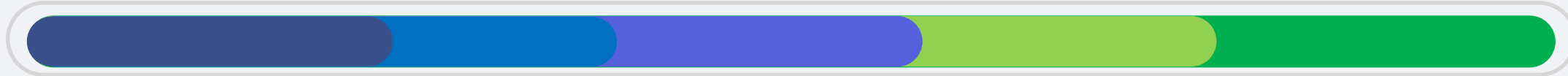
### Automatic version updates



### Automatic database restore and objects upload



### Final compilation, documents upload and update of environments



#### \*From a checklist for the verification

It is required to include a Visual Studio Code test package with the extension. The test package must include **at least 90% code coverage**.

Our agile philosophy says that the **result** of each sprint must represent a separate full release.

We have been building our processes in the way that the release management is as fast as possible and has **minimum** human intervention.

Therefore automatic release management:

- ensures enormous cost savings
- eliminates human mistakes
- makes sure a product is always ready for certification
- guarantees sooner market availability
- makes competitors' lives more difficult



# Certification Management

Leading by the hand through Microsoft's forests, making sure a product is verified and approved



## Object ranges

Starting from a request to Microsoft to get object ranges for a product and filling in all the needed excels and documents

## Package preparation

In order to avoid fees from Microsoft, the product must be certified. A special set of requirements should be met, so documents must be written, code analyzed and a package in whole prepared



# Certified

**\*5000+ objects certified by Xpand last year**

## RSPA signing

Once the product is developed and ready for the installation at a customer, an RSPA agreement is required to be signed

## Verification center

A technical test of the product at one of the Microsoft's verification centers must happen.  
A correct package preparation (via an automatic release process) ensures quick and very smooth verification process



# Support Management

1st, 2nd , 3rd line support, SLAs, guarantees




**SUPPORT SERVICES**  
Both for partners and customers

## Dedicated support team at Xpand to provide the x-line support\*

Once the product is developed and installed at customers, the life of the product only begins and a **constant** support must happen.

Having a dedicated team for support at the partner's side may be too expensive.

Therefore Xpand offers **1<sup>st</sup>, 2<sup>nd</sup> or 3<sup>rd</sup> line support** and in a combination with the continuous integration provides highly scalable and reliable product maintenance.

Different response times within SLA

Severity	Response time
Critical	1 working hour
High	8 working hours
Normal	16 working hours

**\*6000+ hours of outsourced support provided last year**