

# Cloud Control Tiers



## Working together to find the right fit

From standard setups to complex integrations and customisations, no two Microsoft Dynamics 365 Business Central environments are quite the same. That's why Cloud Control is tiered: we align the right level of support and protection to your environment without adding unnecessary cost or complexity.

At the start of your journey with Tecman, we assess your setup, how it supports your business and your operational priorities, then agree the best-fit tier with you. We can review and adjust the service as your

requirements change, in line with the terms of your contract.

No-one knows your processes like you do. Cloud Control manages updates, stability and compatibility in your Business Central environment, with your input at key stages.

You test updates against your day-to-day processes to confirm everything works as expected, while Tecman completes the technical preparation and validation – keeping change low risk with clear ownership on both sides.

## Compare Cloud Control service tiers

	STANDARD	ENHANCED	FULL SERVICE
Best fit	Stable environments with limited dependency	Customers needing flexibility and proactive insight	Complex environments with high dependency on Tecman
Update scheduling	Mon–Thu 8pm	As Standard, plus Sat 10am to support 24/5 & 24/7 operations	As Standard and Enhanced, plus Mon–Thu 5–7am or 8–11pm Sat 8am–noon
Sandbox creation	Major updates, Cloud Control sandbox only	Major + minor updates, Cloud Control sandboxes only. CRM integration chargeable if required	As Enhanced but option of full sandbox management outside of Cloud Control
Extension compatibility and support	Reviews and fixes included for Tecman, Clever Dynamics and Microsoft apps 3rd party ISV or customer owned fixes would be chargeable	As Standard plus 0.5 day included for fixes on 3rd party/customer owned where code or latest extension is available or provided	Full fixes where source code & latest extensions provided to Tecman. Exception: rewrites where Microsoft changes prevent apps working without process change
Performance monitoring	Telemetry alerts and notifications	Proactive insights and recommendations	Active monitoring
Storage monitoring	Notifications only	Proactive insights provided. Any housekeeping work is chargeable	Full storage housekeeping included
Communications & learning	Confirmation update window and sandbox as required per update Success/failure of update email (automated) Live webinar on new features accessible for future use	Confirmation update window and sandbox as required per update Success/failure of update email (automated) Live webinar on new features accessible for future use	Confirmation update window and sandbox per update Success/failure of update email provided by dedicated resource at time of update Live webinar on new features accessible for future use
End-to-end process testing	Not included - process testing to be completed by customer	Not included – process testing to be completed by customer	Not included – process testing to be completed by customer

# Let's get into the detail

Find out more about what each level of support offers you.

## Cloud Control Standard

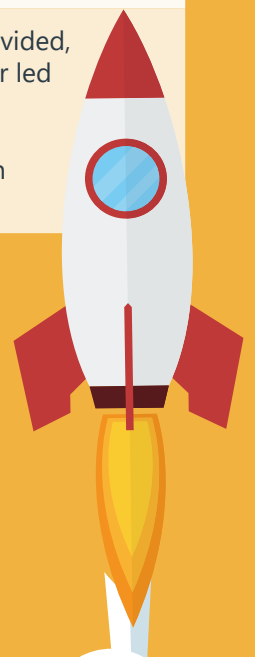
Designed for organisations with a straightforward Business Central setup. This tier suits stable environments with limited modifications, where customers are comfortable with standard update windows, automated communications and predictable operational demands.

	WHAT'S INCLUDED	WHAT THIS MEANS FOR YOU
Update management	Standard update windows	<p>Updates are scheduled at a set date and time within a standard update window (Monday to Thursday at 8pm), automated notification will confirm succeed or failure. Where there is a failure a next morning completion check will be completed to identify why.</p> <p>NB – If an update fails, your system will still continue to work it remains on the version of Business Central you were at before the update.</p> <p>Exceptions on date can be discussed for business critical requirements but only within the update window of your tier.</p>
Communications	Standard	<p>For each update, you'll receive an email confirming sandbox availability and the proposed update date. A live webinar will be available per update covering new features relevant to your sector. This will be made accessible to Cloud Control customers after the session.</p> <p>Automated notifications confirm whether an update has completed successfully. If any issues are identified, we'll follow up to investigate and keep you informed of the next steps.</p>
Sandbox creation	Major updates only	<p>A Cloud Control sandbox is created for major updates only to allow technical validation before changes are applied to your live system and allow you a system for end to end functionality testing</p> <p>CRM sandbox integration is excluded but can be added at an additional cost.</p> <p>All other sandboxes are managed by the customer or Tecman respective of who created the environment and requirements.</p>
Extension compatibility	Tecman and Microsoft apps only	<p>We review and resolve (where possible) compatibility issues for Microsoft and Tecman extensions. Support for other extensions, where code is available would be chargeable.</p>
Telemetry and storage	Notifications only	<p>You receive alerts relating to performance and storage, allowing you to take action where needed.</p>

# Cloud Control Enhanced

This tier offers greater flexibility around updates and deeper insight into system performance – making it a strong option for organisations that rely on their system outside of standard operating hours and want added confidence around change and stability.

	WHAT'S INCLUDED	WHAT THIS MEANS FOR YOU
Update management	Additional update windows	<p>Additional update window available, Saturdays 10am, to better support extended or continuous operations.</p> <p>NB – If an update fails, your system will continue to work it remains on the version of Business Central you were at before the update.</p> <p>Exceptions on date can be discussed for business critical requirements but only within the update window of your tier.</p>
Communications	Standard	<p>For each update, you'll receive an email confirming sandbox availability and the proposed update date. A live webinar will be available per update covering new features relevant to your sector this will be made accessible to Cloud Control customers after the session.</p> <p>Automated notifications confirm whether an update has completed successfully. If any issues are identified, we'll follow up to investigate and keep you informed of the next steps.</p>
Sandbox creation	Major & minor updates only	<p>Sandboxes are provided for both major and minor updates.</p> <p>CRM sandbox integration is excluded but can be added at an additional cost.</p> <p>All other sandboxes are managed by the customer or Tecman respective of who created the environment and requirements.</p>
Extension compatibility	Additional apps included	<p>Half a day included to resolve compatibility issues for apps where code or latest extension is available.</p> <p>Additional work may be chargeable for these fixes. This will be discussed ahead of works commencing.</p>
Telemetry and storage	Proactive insights	<p>Insight into system performance and storage usage is provided, with guidance and recommendations to support customer led improvements or storage changes.</p> <p>Tecman can also implement these recommendations at an additional cost.</p>



# Cloud Control Full Service

Designed for organisations that want a more supported approach to managing their Business Central updates. This tier is suited to more complex or highly integrated environments, where greater control over scheduling, full sandbox management and greater extension support are important, supported by more hands-on coordination and communication throughout each update cycle.

	WHAT'S INCLUDED	WHAT THIS MEANS FOR YOU
Update management	Customised scheduling	Greater flexibility over update timing, with scheduling aligned closely to your operational requirements. Choose from: <ul style="list-style-type: none"><li>Monday-Thursday 5am - 7am or 8pm – 11pm</li><li>Saturday 8am - Noon</li></ul>
Communications	Additional resources and communication	<p>For each update, you'll receive an email confirming sandbox availability and the proposed update date. A live webinar will be available per update covering new features relevant to your sector this will be made accessible to Cloud Control customers after the session.</p> <p>Update completion notifications are sent manually to confirm success or highlight any issues.</p> <p>Where possible, issues are addressed at the time of the update via a dedicated resource. If further work is needed that cannot be resolved at the time of update, we will confirm next steps and follow up the next working day.</p>
Sandbox creation	Full management	<p>Sandboxes are provided for both major and minor updates.</p> <p>CRM sandbox integration is excluded but can be added at an additional cost.</p> <p>Included is an optional full sandbox management service covering the creation and removal of all sandboxes as instructed by you or the Tecman team, not just Cloud Control sandboxes.</p>
Extension compatibility	Fully covered (unless rewrite is required)	We'll resolve compatibility issues for supported extensions where the source code and up-to-date versions are available. If changes in the standard Business Central product mean an app no longer works as expected, redesign would mean an additional cost.
Telemetry and storage	Full housekeeping	Active monitoring of performance and storage, with housekeeping carried out to maintain system health.

## Let's find the right level of support for your business

If you'd like to talk through your Business Central environment and understand which Cloud Control tier would be the best fit, we're here to help.

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