



CASE STUDY

1CLICKFACTORY'S 24/7 MONITORING AND PROFESSIONAL SUPPORT SERVICES AT SOLTEQ:

"WE CAN TRUST THAT THE INFRASTRUCTURE JUST WORKS!"

2020

ABOUT SOLTEQ

Solteq is a Nordic IT service provider and software house that specializes in digital business solutions and vertical software markets. The company operates, not only in the Nordic region, but in several other European countries as well. Solteq employs 600 IT professionals and has a dedicated Microsoft Dynamics NAV/Dynamics 365 Business Central team that consists of 55 professionals.

Solteq has been delivering Microsoft Dynamics systems since 2001 and is one of the largest Microsoft Dynamics 365 Business Central suppliers in the Nordics. The company has been in the cloud business for several years and has a strong market position in Finland. Solteq's customers running on Azure vary from medical suppliers and wholesale resellers, to big shops that sell everyday products to end-customers.

SOLTEQ'S CHALLENGES PRIOR TO UTILIZING 1CLICKFACTORY'S SELF-PROVISIONING FOR MICROSOFT DYNAMICS NAV/DYNAMICS 365 BUSINESS CENTRAL ON AZURE

Solteq faced 3 challenges before using 1Clickfactory's Self-Provisioning services:



Hardware requirements for servers and load balancing were causing concerns.



A process for upgrades and cumulative updates installation was needed.



A lack of service personnel to address service issues at short notice.

Solteq's customers running Azure required their role-tailoring to be done with future-proof technology. Solteq's Azure customers did not want to nurture physical servers on-premises or hire professionals for everyday maintenance of the servers.

In addition, Solteq's customers wanted to have an ERP product that could be frequently updated to newer versions. This was so that whenever Microsoft delivers a cumulative update - this update would be immediately at their disposal. Moreover, Solteq wanted to provide their customers with a stable, reliable environment with a Single-Sign-On (SSO) authentication option, to make their daily work much easier.

| CHALLENGE | SOLUTION |
|--|--|
| Hardware requirements for servers and load balancing | With the 1ClickFactory tools, Microsoft Partners do not need to monitor server loads or think about what size the server needs to be. 1ClickFactory keeps an eye on the server loads and suggests when the resource usage has risen to a level that requires the server to be upgraded. |
| A process for upgrades and cumulative updates installation was needed | <p>1ClickFactory provides a simple platform/client update process. From the web control center Microsoft Partners can select the new client version and after this action, the new client will be available to the customer.</p> <p>If the customer needs to have a version upgrade, all the Microsoft Partner needs to do is open an upgrade project, from the portal, and 1ClickFactory will give an accurate estimate for the version upgrade. The suggestion includes options like C/AL modifications converted to event based C/AL code, and direct conversion to Extensions.</p> |

A lack of service personnel to address service issues at short notice

Not only does 1ClickFactory have tools which monitor servers 24/7, but there is also a dedicated and experienced support team that can help with both Microsoft Azure and Microsoft Dynamics NAV/Dynamics 365 Business Central.

According to Solteq, one of the biggest benefits of using 1ClickFactory's Self-Provisioning service is the support team:

"1ClickFactory's support personnel are very professional, friendly and efficient. All issues are fixed very quickly, and customer satisfaction is at a high level. The problems are fixed before we or the customer has even noticed anything!" shares **Urpo Kotipalo, Senior Architect, Solteq.**

WHAT DOES SOLTEQ SAY ABOUT 1CLICKFACTORY'S SELF-PROVISIONING FOR MICROSOFT DYNAMICS NAV/ DYNAMICS 365 BUSINESS CENTRAL ON AZURE?

"Professional support that lets you concentrate on your specialties!"

"1ClickFactory has helped us to concentrate on our speciality of ERP consultation. Their professional support personnel and automated installation procedures let us do what we want to do instead of spending time trying to resolve hardware issues," states **Urpo Kotipalo, Senior Architect, Solteq.**

"I would definitely recommend 1ClickFactory services. Their highly automated service concept just makes it so easy to concentrate on our own strengths of ERP delivery and development.", adds **Urpo Kotipalo, Senior Architect, Solteq.**

"We can trust that the infrastructure just works!"

When we asked what advice Solteq could give to others, who are considering using 1ClickFactory's Self-Provisioning platform, here's what they said –

"Do not hesitate! Do one test installation and see for yourself. We have moved all our demo environments to 1ClickFactory, where we always have current versions available for live customer demos. With 1ClickFactory's 24/7 monitoring services we can trust that the infrastructure just works."



EVALUATION OF 1CLICKFACTORY'S SELF-PROVISIONING FOR MICROSOFT DYNAMICS NAV/DYNAMICS 365 BUSINESS CENTRAL ON AZURE

To summarize, here is the evaluation of 1ClickFactory's Self-Provisioning for Dynamics NAV/Dynamics 365 Business Central on Azure from Urpo Kotipalo, Senior Architect at Solteq.

| FEATURE | EVALUATION |
|--------------------|--|
| Ease of use | "Most of the maintenance has been gathered into the service portal where we can, for example, order client updates, install new licenses or assign new users for customers. It's quick and easy!" |
| Speed | "The working environment can be installed in less than one hour. This is remarkably easy compared to the "manual" approach, where we first install servers, then the SQL server, then Dynamics NAV/Dynamics 365 Business Central servers. For 1ClickFactory clients everything is almost instantly ready." |
| Support | "Very professional, quick and friendly. 1ClickFactory support even sometimes helps with subjects that are outside of their service scope; which Solteq greatly appreciates!" |
| Performance | "1ClickFactory keeps an eye on server loads and suggests hardware upgrades when loads are too high. Servers are tuned for Microsoft Dynamics NAV/Dynamics 365 Business Central use, and load balancing is automatically applied." |
| Security | "1ClickFactory applies security patches to servers automatically. We don't need to worry about maintenance breaks and security patches anymore." |

WOULD YOU LIKE TO TEST-DRIVE SELF-PROVISIONING FOR MICROSOFT DYNAMICS NAV/ DYNAMICS 365 BUSINESS CENTRAL ON AZURE?

Fill in this short form and get a [FREE trial for Dynamics NAV/ Dynamics 365 Business Central on Azure](#) or contact us at service@1clickfactory.com if you have any questions.



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