

eolian



Case Study: *Eolian, L.P.*

Ensuring Operational Stability and Continuous Innovation with a Dedicated Dynamics 365 F&SCM Managed Service >

Executive Summary

Eolian, L.P., a forward-thinking company in the energy sector, relies on Microsoft Dynamics 365 for Finance and Supply Chain Management (F&SCM) to run its critical business operations. To ensure maximum system uptime, receive proactive support, and enable continuous optimization, they needed a partnership that went beyond traditional break-fix support. Eolian engaged **Cambay Solutions**, a Microsoft Solutions Partner, to implement a **Gold-tier Managed Services** agreement. This strategic partnership provides Eolian with a dedicated team, predictable costs, and a structured framework for ongoing support, enhancements, and system maintenance, ensuring their mission-critical ERP platform remains a robust and evolving asset.

The Result: A transformative shift from reactive troubleshooting to proactive partnership, ensuring system reliability, enabling strategic enhancements, and providing unparalleled peace of mind.

The Challenge:

Beyond Break-Fix - The Need for Strategic Partnership

For a company managing complex financial and supply chain operations, system downtime or sluggish performance is not an option. Eolian's previous support model presented challenges:

- **Reactive, Not Proactive:** Support was often limited to addressing issues after they occurred, leading to unexpected downtime and fire-drill scenarios that disrupted business continuity.
- **Lack of Strategic Roadmap:** There was no dedicated partner to help plan and execute system improvements, leverage new features, or align the ERP roadmap with evolving business goals.
- **Unpredictable Costs:** Variable support needs led to fluctuating and unpredictable IT expenses, making budgeting difficult.

- **Resource Intensive:** Managing multiple vendors and internal resources for support and enhancements diverted valuable internal IT staff from strategic initiatives.

The Solution:

A Comprehensive, Tiered Managed Service

Cambay Solutions implemented a structured Gold-tier Managed Service for Dynamics 365 F&SCM, designed to provide comprehensive, predictable, and proactive support.

The managed service encompasses:

- **Proactive Monitoring & Maintenance:** Continuous monitoring of the D365 environment with immediate notification of any issues or planned Microsoft maintenance windows that could impact operations.
- **Dedicated Support & SLAs:** Access to a blended onshore/offshore team of L1, L2, and L3 experts with guaranteed response times aligned to issue severity, from under 1 hour for critical outages to 24 hours for advisory requests.
- **On-Demand Enhancement Services:** A monthly bank of hours for strategic projects, including:
 - Data management and integration automation (25-hour limit/request)
 - No-code/low-code workflow enhancements (25-hour limit/request)
 - Reporting and Power BI enhancements (25-hour limit/request)
 - Code-based development for existing customizations (25-hour limit/request)
- **Structured Governance:** Monthly review meetings to discuss completed work, plan upcoming initiatives, and provide a clear roadmap of activities, ensuring alignment with Eolian's business objectives.
- **Annual Update Management:** Planning and execution of one yearly update cycle to keep the system current, secure, and leveraging the latest features.

Key Engagement Highlights

Platform: Microsoft Dynamics 365 for Finance & Supply Chain Management

Model: 6-Month Managed Services Agreement (Gold Tier)

Support Coverage: 5 days/week, 16 hours/day (7 AM - 11 PM CST)

Pricing: Fixed monthly fee for predictable budgeting.



The Results:

Predictability, Performance, and Partnership

The managed service contract has fundamentally changed how Eolian manages and perceives its ERP system, delivering significant tangible and intangible benefits:

- **Enhanced System Reliability & Uptime:** Proactive monitoring and guaranteed SLAs have drastically reduced unexpected downtime, ensuring the platform is always available to support critical business operations.
- **Predictable IT Investment:** A fixed monthly fee has eliminated budget surprises, allowing for accurate financial planning and forecasting of IT costs.
- **Accelerated Innovation:** The monthly bank of hours allows Eolian to continuously improve its system with small, strategic enhancements, driving efficiency without the need for large, discrete projects.
- **Strategic Partnership:** Cambay functions as an extension of Eolian's team, providing strategic advice, planning for yearly updates, and ensuring the system evolves with the business.
- **Internal Resource Liberation:** Eolian's internal IT team is now free to focus on higher-value strategic projects, knowing their mission-critical ERP system is in expert hands.

Why Cambay Solutions?

As a **Microsoft Solutions Partner**, Cambay Solutions provided the perfect blend of deep technical expertise, structured service delivery, and a true partnership mindset.

<p>Proven Delivery Framework: Our structured approach using clear SLAs, monthly governance, and a ticketing system ensures transparency and accountability.</p>	<p>Deep D365 F&SCM Expertise: Our team possesses certified, real-world experience in supporting and enhancing complex F&SCM environments.</p>
<p>Flexible and Scalable Model: The tiered service with on-demand hours provides the flexibility to address both support issues and strategic initiatives within a single, predictable contract.</p>	

"Moving to Cambay's managed service transformed our ERP from a system we had to maintain to a strategic asset that actively supports our growth. The predictability, expertise, and proactive approach have given us incredible peace of mind and a true partner in our success."

- **Colin Fisher**, CFO at Eolian, L.P.

About Cambay Solutions

Cambay Solutions LLC is a leading Microsoft Solutions Partner specializing in guiding organizations through digital transformation with the Microsoft Cloud. Our expertise in Microsoft Azure, Dynamics 365, and Microsoft 365 helps clients overcome disruption, streamline operations, and achieve their strategic goals. Our managed services offerings provide the ongoing support and innovation necessary to maximize your technology investments.

Ready to transform your ERP support from a cost center to a strategic asset?
Contact Cambay Solutions to discuss our managed service offerings.