



Hypercare handover

GPC Group

Customer: GPC group

Date: 06/09/2024

Eftsure inside D365 F&O

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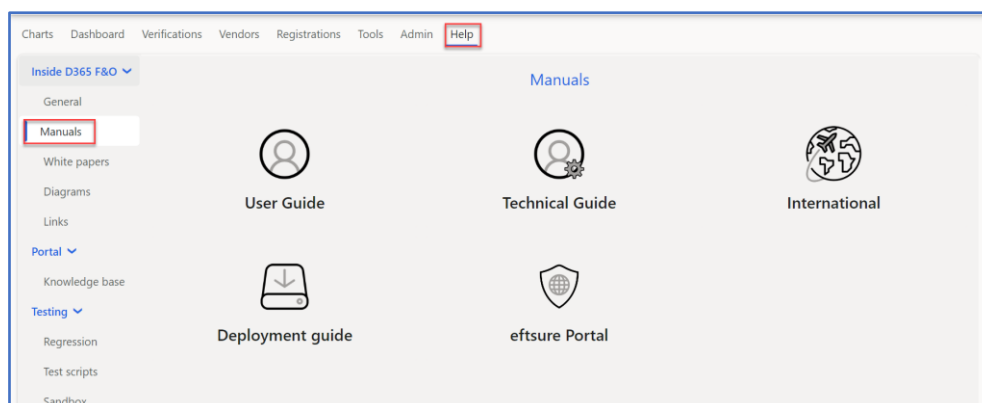
1. Introduction

This document outlines handover key points to conclude Hypercare period for eftsure inside D365 F&O extension implementation.

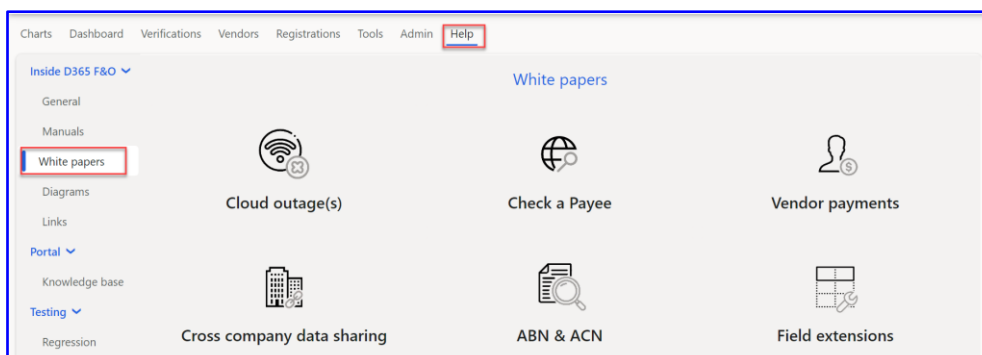
The main objectives of this Handover Guide are to ensure customer are well trained, familiar with the extension and can perform BAU, follow signed off processes during implementation with minimal assistance from business key users and eftsure support team.

2. Training Guides

User can access all our guides via Help section located in eftsure main workspace.



White paper for additional features, setup, tools, recommendations are also available for knowledge enhancements.



3. Feedback & ideas

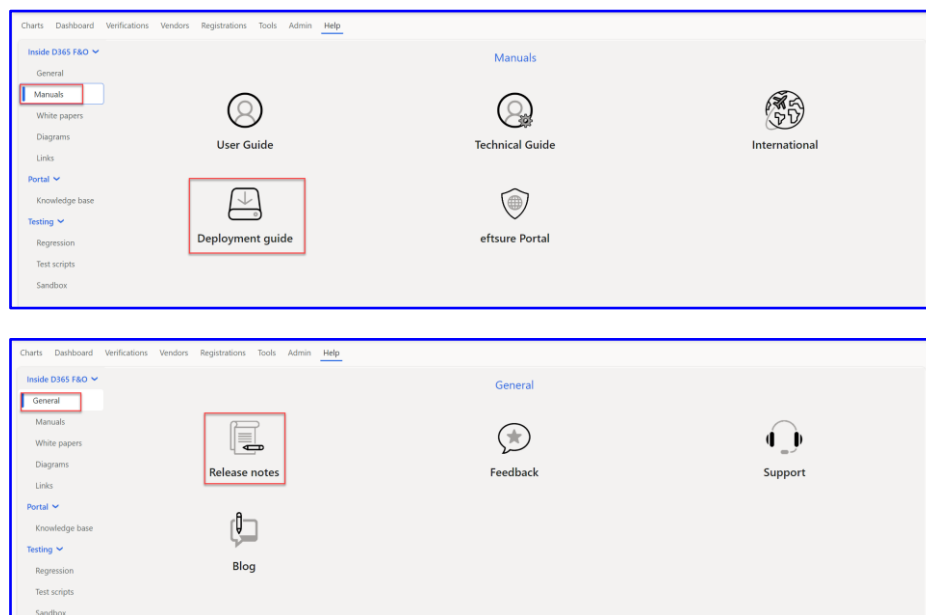
If users have any feedback or idea for eftsure extension including new features, process automation etc please use feedback tool to assist us to improve.

The screenshot shows the Eftsure feedback tool interface. At the top, there is a navigation bar with icons for refresh, new, search, settings, a calendar, a headset, and a star icon (highlighted with a red box). Below this is a 'Share Your Feedback' section. It includes a text input field with the placeholder 'Please share any feedback with us. Your feedback is important to us!'. Below the input field is a star rating system with five stars, the third of which is filled. To the left of the stars is a left arrow and to the right is a right arrow. Below the stars is a 'Contact me' section with a toggle switch set to 'Yes'. At the bottom is a large text area labeled 'Feedback'.

4. Deployment & Upgrade

Eftsure D365 team highly recommends customer to upgrade along with D365 F&O upgrade to be compatible with supported version. We will publish the latest version on LCS and ready for customer/partner to deploy.

Please review our **Deployment guide** and **Release note** before any upgrade to ensure all steps in the guide/notes are strictly followed to avoid technical issue and delay as well as additional cost.

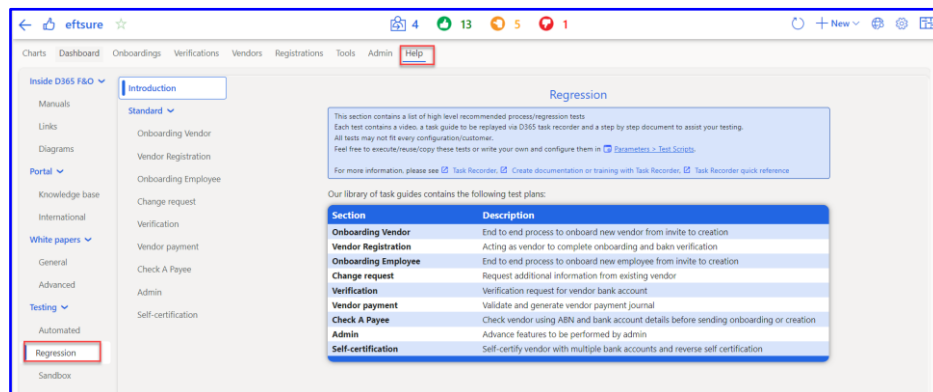


5. Test scripts

For any D365 F&O upgrade, we recommend customer to perform standard regression testing as well as eftsurre extension test cases.

OOTB test scripts can be found in eftsurre main workspace with embedded task recorders, step by step Excel test scripts as well Word document.

Customer can also use this for internal revision session or newcomer training.



6. Hypercare work item status

The following table details the Hypercare issues logged in eftsure and their current status. Where the status is Active, a resolution plan and timeline are provided as part of Hypercare handover sign-off.

eftsure	Tittle	Status	Description/Solution	Resolution Plan and timeline
1				
2				
3				
4				
5				
6				