

# Service description for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure

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1ClickFactory's Self-Provisioning for NAV/Business Central on Azure is a cloud service for Microsoft Partners and freelancers who work with Microsoft products to provision Microsoft Dynamics NAV/Business Central on Microsoft Azure and in Office 365.

When combined with additional 1ClickFactory offers, it provides Partners with these benefits:

- 5-in-1 solution. Microsoft Dynamics NAV/Business Central, Microsoft Azure, SQL, Office 365 and upgrade services are integrated into a single solution.
- Fast and simple deployment. Microsoft Dynamics NAV/Business Central on Microsoft Azure can be deployed in less than 2 hours.
- Hassle-free setup. The service is simple, automated and user-friendly and can even be used by non-technical people.
- No startup fees, utility bills or large investments. You get a simple pricing model with a fixed per-user-per-month price.
- Professional support from "native NAV"/Business Central speakers. Support on both Microsoft Dynamics NAV/Business Central and Microsoft Azure.
- Dynamics NAV data protection. With Microsoft Azure data protection set-up, it far exceeds the typical on-premise or private cloud protection.
- High availability. Load-balanced setup on Microsoft Azure guarantees 99.9% availability.
- Endless scalability. Increase or shrink both Dynamics NAV/Business Central and Microsoft Azure resources as needed, avoiding high capital investment.

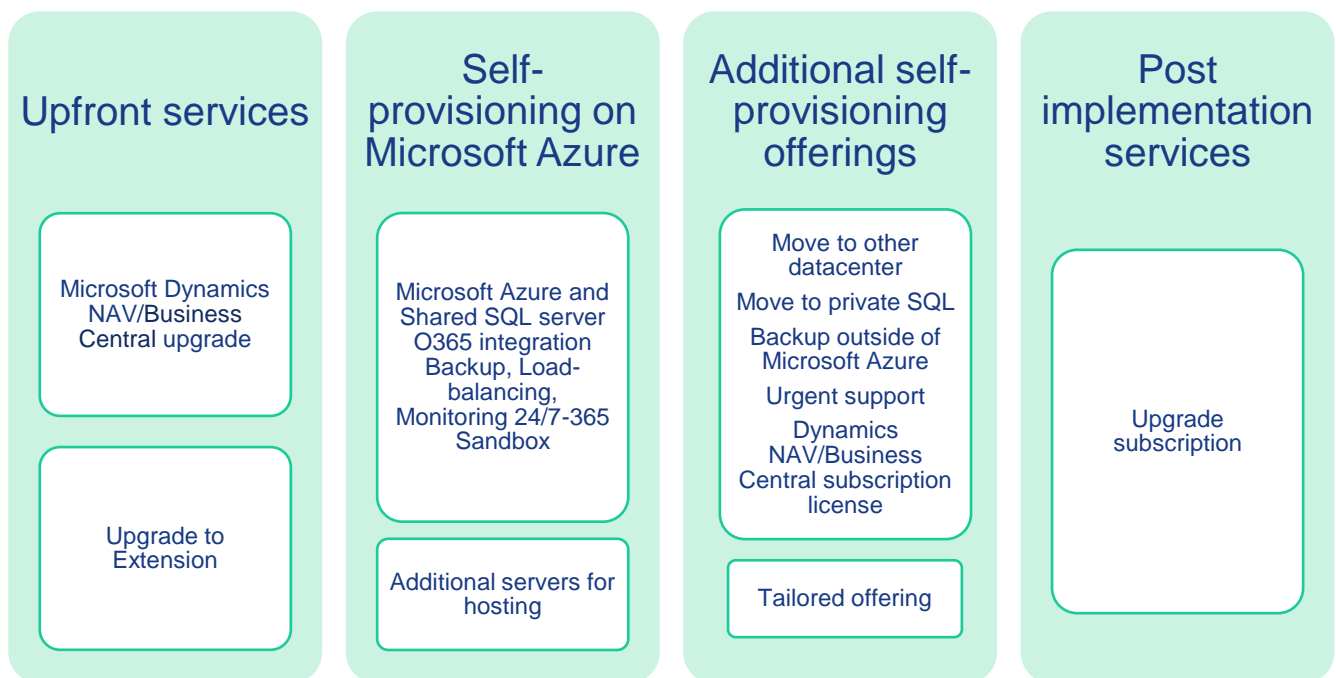
**Important!** 1ClickFactory works through Microsoft Partners only. To start using the service, please reach out to us by e-mail [service@1clickfactory.com](mailto:service@1clickfactory.com) and we'll contact you shortly.

In case of service termination, please follow the terms and conditions established in the service agreement for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure.

## 1ClickFactory Self-Provisioning for NAV/Business Central on Azure

1ClickFactory Self-Provisioning for NAV/Business Central on Azure is a cloud service that encompasses many services necessary to run Microsoft Dynamics NAV/Business Central smoothly on Microsoft Azure and in Office 365.

In combination with the additional 1ClickFactory offerings related to the provisioning of Microsoft Dynamics NAV/Business Central, the Partner can meet different customer requirements, as can be seen in Figure 1.



*Figure 1. Overview of the 1ClickFactory Self-Provisioning service for NAV/Business Central on Azure and additional service offerings*

1ClickFactory Self-Provisioning for NAV/Business Central on Azure can be introduced as a bundle of services that can be divided into 2 major groups:

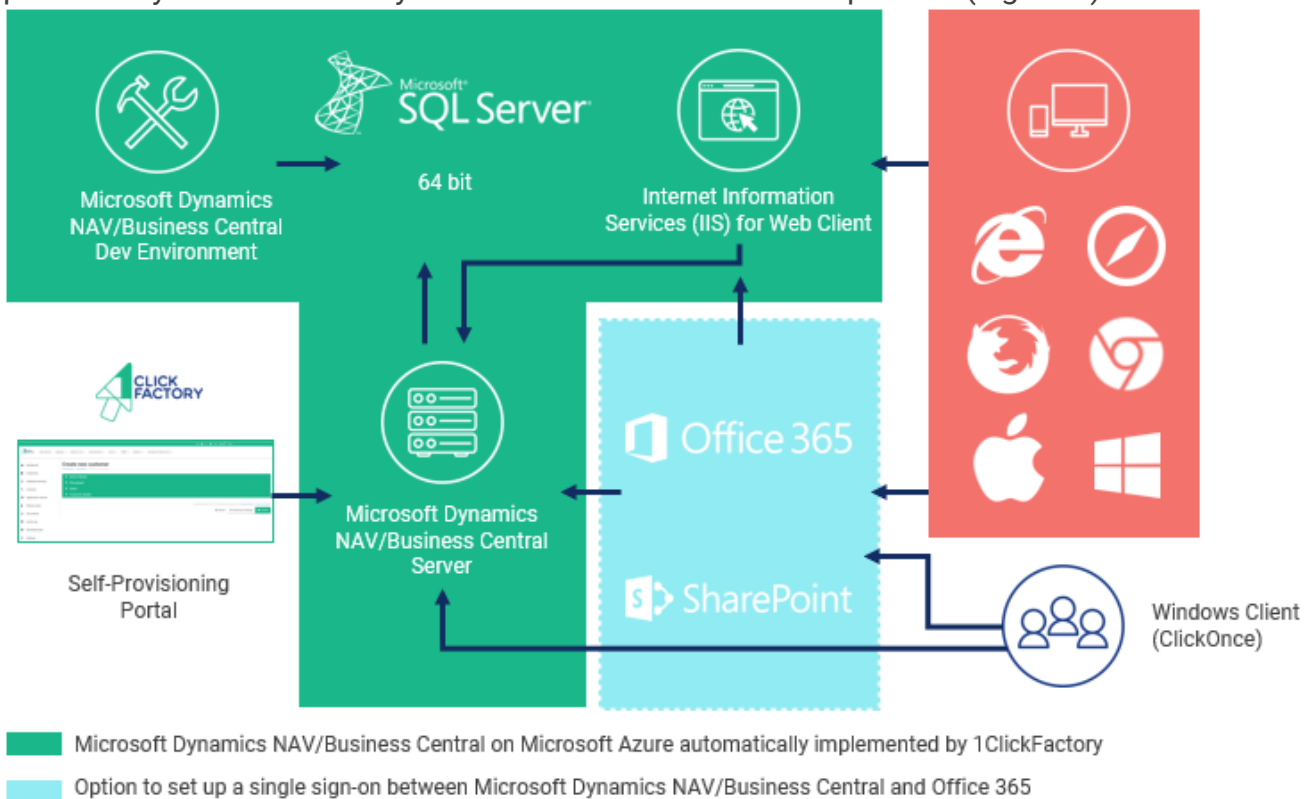
- Services and offerings of 1ClickFactory Self-Provisioning for NAV/Business Central on Azure:
  - Self-provisioning on Microsoft Azure
  - Additional self-provisioning offerings
- Additional services for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure:
  - Up-front services
  - Post-implementation services

# 1. Services and offerings of 1ClickFactory Self-Provisioning for NAV/Business Central on Azure

## 1.1. Self-provisioning on Microsoft Azure

1ClickFactory Self-Provisioning for NAV/Business Central on Azure supports Dynamics NAV versions which are under mainstream support from Microsoft. The updated list can be found on [Microsoft lifecycle policy](#) site. The product version support lifecycle policy can be found on [1ClickFactory website](#) and is available for registered users only.

It includes all the components required to run a standard Microsoft Dynamics NAV/Business Central on Azure, and is based on the architecture and technologies provided by the Microsoft Dynamics NAV/Business Central product (Figure 2).



*Figure 2. Architecture of 1ClickFactory Self-Provisioning for NAV/Business Central on Azure*

Self-provisioning on Microsoft Azure can be divided into 3 integrated parts:

1. The platform where the service is configured
2. The automatic configurations on Microsoft Azure
3. The access to the configurations which is provided to the end-user

### 1.1.1. The platform

The platform is a web portal (Figure 3) where a Partner can self-provision various configurations of Microsoft Dynamics NAV/Business Central on Microsoft Azure and in Office 365. It is used to manage configurations, servers, licenses, databases, customers and end-users.

As part of the self-provisioning platform, the Partner receives a monthly report that contains the information with the customer’s name, number of users and price. The necessary data to invoice the customers is automatically generated.

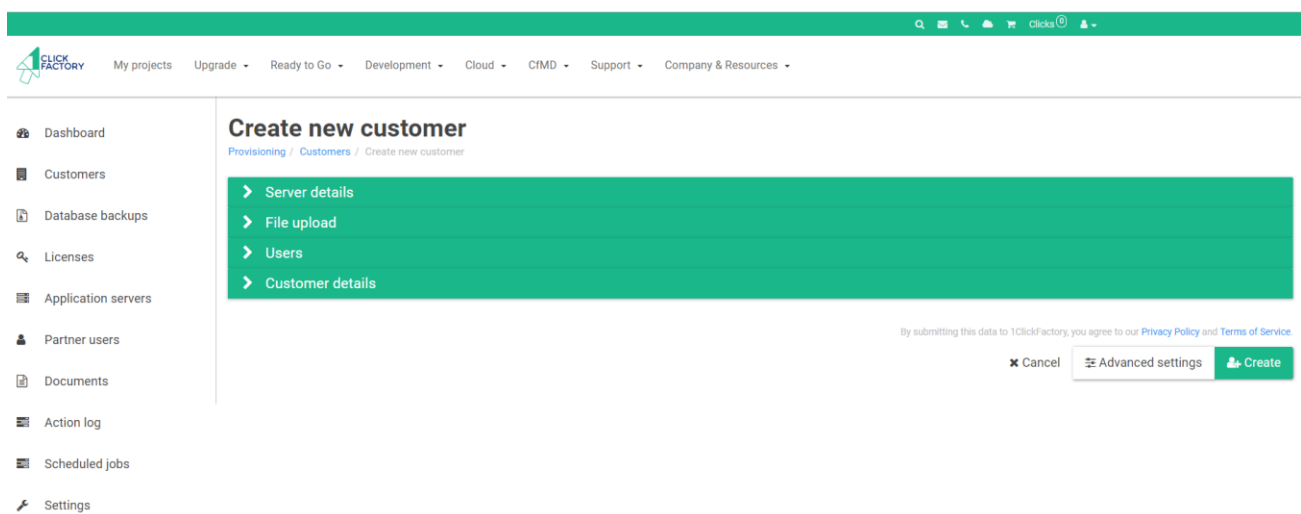


Figure 3. Partner portal

### 1.1.2. The configurations

1ClickFactory Self-Provisioning for NAV/Business Central on Azure configurations include:

- Microsoft Azure
- Shared Microsoft SQL Server
- Integrated services:
  - Provisioning of Microsoft Dynamics NAV/Business Central Application Server;
  - Microsoft Internet Information Server for Microsoft Dynamics Web Client, Tablet Client and Phone Client if such exists for the product version the customer is using;
  - Customer solution database provisioned on Shared Microsoft SQL Server;
  - Microsoft Dynamics NAV/Business Central development environment client;
  - 2 RDS (Remote Desktop Service) users per virtual machine for solution administration purposes;
  - Preparation of the ClickOnce package for Microsoft Dynamics NAV/Business Central Windows Client;
  - Partner support during the self-provisioning process on Microsoft Azure;

- Disaster recovery backups as described in the “1ClickFactory Self Provisioning backups and disaster recovery” document;
- Monitoring 24 hours per day, 7 days per week;
- Load balanced Microsoft Dynamics NAV/Business Central Application Server (except Sandboxes).

A configuration is a combination of the environment, type and product. Table 1 below describes the various configurations supported by 1ClickFactory.

Configurations*	Ratio Server:Partner	Ratio Server: App	Ratio App: Customer	Load balanced
Private shared single-tenant	1:1	1:Many	1:1	Yes
Private shared multitenant	1:1	1:Many	1:Many	Yes
Dedicated single-tenant	1:1	1:1	1:1	Yes
Sandbox single-tenant	1:1	1:Many	1:1	No
Sandbox multitenant	1:1	1:Many	1:Many	No

Table 1. Environment configurations

The 1ClickFactory Self-Provisioning for NAV/Business Central on Azure service provides a range of servers that can be set up for different use environments:

- Live (production)
- Demo
- Test
- Development

For a non-production environment, a Sandbox should be used. The purpose of the Sandbox is to allow the Partner to display and demo the verticals and solutions without having to invest in a private server. The Sandbox is also recommended if the Partner wants to have trial customers. For a trial environment with demo purposes, it is possible to configure a Microsoft Dynamics NAV/Business Central demo Sandbox with Office 365.

The configuration type can be either single-tenant or multitenant, depending on whether there’s one or more customers per NAV/Business Central Service Tier which is Microsoft Dynamics application capable of running NAV/Business Central.

**Private shared single-tenant** is recommended for Partners that have a customized application for one customer, but different customized customers can run on the same environment. In this case all customers will have different Dynamics NAV/Business Central databases but must be on the same NAV/Business Central version and build.

**Private shared multi-tenant** is recommended for Partners that have multiple customers running on the exact same application starting from NAV 2016, but it may differ slightly

with Extensions. It is also a good option for highly standardized vertical solutions or where customers have no need to customize Dynamics NAV/Business Central.

**Dedicated single-tenant** is recommended for larger customers or those that have a lot of custom external applications with integrations. Partners can create only 1 customer solution/installation on this server.

It is possible to request a Private SQL server that can be used for specific customers. Private SQL servers are useful for customers with special applications that require back-end SQL integration, or for customers concerned about using the Shared SQL Server solution.

There is also a wide range of additional private “blank” servers that can be used:

- **Development servers.** Useful for customers with a large, geographically scattered team that needs to work on the same environment;
- **Integration servers.** Useful for installing third-party applications whose integration might contradict Microsoft Dynamics NAV/Business Central installation;
- **Web servers;**
- **Servers for other purposes.**

As part of the Self-Provisioning for NAV/Business Central on Azure service, the configurations can be provisioned with many options:

- **Office 365 integration.** The Office 365 option can be selected:
  - a. in the creation of a multi-tenant service tier
  - b. when provisioning a single-tenant to the customer

If selected, the Partner will be asked to provide an Office 365 administration user ID and password.

- **Data integration.** Each of the configurations can be further configured. There are 4 out-of-the-box ports for various integration/access purposes: Client, Management, ODATA, and SOAP. ODATA and SOAP will allow web services or other applications to access Microsoft Dynamics NAV/Business Central data. Only firewall traffic is allowed for the Client and Management ports.
- **Choice of region.** From the Partner web portal, the Partner can choose to create the configuration in one of Microsoft Azure regions. The list of activated datacenters can be found in the customer creation wizard or requested at [service@1clickfactory.com](mailto:service@1clickfactory.com). New Microsoft Azure datacenters activated for self-provisioning based on partner requests can be requested at [service@1clickfactory.com](mailto:service@1clickfactory.com).

### 1.1.3. Access to the configurations

Once the configurations have been set up on Microsoft Azure, the end-users will receive an email with links to the provisioned Microsoft Dynamics NAV/Business Central on Microsoft Azure. The links will provide access to use Microsoft Dynamics NAV/Business Central on Microsoft Azure.

The Partner is provided with several editable message templates that can be adjusted to best fit his/her business. These template messages are used as notifications from the platform to the customers.

Doesn't matter if it is Microsoft Dynamics NAV/Business Central on Azure or Microsoft Dynamics NAV/Business Central on Azure in Office 365, both can be accessed by using a Web, Windows, Tablet and Phone client depending on the technological capabilities of Microsoft Dynamics NAV/Business Central.

The Microsoft Dynamics NAV/Business Central Development Environment can be accessed by connecting to virtual machines running Microsoft Dynamics NAV/Business Central Server instances through RDP (Remote Desktop Protocol).

In the case where the customer is using Microsoft Dynamics NAV/Business Central subscription license, the Partner can add 2 additional user accounts to the Microsoft Dynamics NAV/Business Central application for administrative purposes as stated in the Microsoft license agreement.

Microsoft provides 2 additional SAL that unlocks them in the license key when the first SAL is ordered. These 2 additional users can be used in different ways:

- One user is provided for the audit process which can only be used by an employee of an external accountancy. It cannot be used by the customer's employees.
- One user is provided for administration and can only be used by one of the Partner's employees to manage the software and help if any duplication issues arise in support cases.

## 1.2. Additional Self-Provisioning offerings

There may be cases when the demand for additional services to meet special customer requirements might arise while using the 1ClickFactory Self-Provisioning for NAV/Business Central on Azure service.

There is a wide range of additional one-time fee offerings:

- Restore from disaster recovery backups incident in case of NAV/Business Central data corruption by Partner/customer. This service covers restoring 1 database once and does not include the verification of the content, integrity and the like.



- Move data from Shared SQL to Private SQL.
- Move the database to another Microsoft Azure datacenter.
- Other.

**Monthly paid offerings cover:**

- Storage share for Partner. The Partner gets 5 GB free of charge per full user deployment. The extra data consumption is invoiced in the upcoming month based on the actual consumption.
- Storage share for the customer, providing the customer folder FTP access which allows the customer to FTP to its folder located on the Partner's share.
- Storage on a private SQL server. Whenever the Partner gets a private SQL server, there is a disk attached for maximum performance, which is used for storing the database on a Private SQL server.
- Automated schedule of daily backup internally in Azure per customer. This allows backing up the customer's database once a day. Retention period of the backups can be set from 1 to 120 days, depending on the customer's choice. This is only applicable for the shared SQL server.
- Other.

The 1ClickFactory Self-Provisioning service for NAV/Business Central on Azure is available on the self-service (self-provisioning) portal, where the Partner can configure the environment. Due to time constraints or lack of knowledge, Partners may request 1ClickFactory to **configure the environment on their behalf**. This service is charged additionally per each case.

### **1.3. Access to customize Microsoft Dynamics NAV/Business Central on Microsoft Azure**

To start a Microsoft Dynamics NAV/Business Central development environment, Partners must use their own application servers. Partners are provided with access to customize Microsoft Dynamics NAV/Business Central on Microsoft Azure.

For dedicated and single tenant types, it is possible to customize the Microsoft Dynamics NAV/Business Central database per customer. For the multitenant type, it is also possible to customize the Microsoft Dynamics solution, but this will affect all the customers running on this solution.

In general, data integrations to Microsoft Dynamics NAV/Business Central on Microsoft Azure are built using web services or executed through DLLs that must be uploaded to the operational environment on Microsoft Azure. For private and dedicated configurations, as well as for Sandboxes, these integrations are uploaded and controlled by the Partner through their access to their application servers.

## 1.4. Quality assurance

To ensure a smooth functioning of the system, there is a wide range of services included in the 1ClickFactory Self-Provisioning service for NAV/Business Central on Azure:

- **24/7/365 service monitoring** to ensure high availability. If virtual server instances stop functioning properly, they are restarted immediately.
- **Patching.** The Microsoft Azure service is patched automatically by Microsoft. Windows OS is patched monthly by 1ClickFactory. For live environments patching takes load balancing into effect by patching one machine at a time. Shared SQL Server is patched once in 3 months. Patching of Microsoft Dynamics NAV/Business Central software is a matter of individual agreement with Partners.
- **2nd level support.** There is a 1ClickFactory support service system to register incidents. The Partner can register an incident by e-mail at [service@1clickfactory.com](mailto:service@1clickfactory.com), or request access to the support service system. Standard service includes support in solving issues on the operations and availability of the service. The response time is 24 hours from receiving an incident on business days.
- **Security zones.** Microsoft Dynamics NAV/Business Central provisioning is executed within a Partner-dedicated security zone. The security zones are based on IPsec policies within the active directory domain. It ensures isolation and no networking access between Partners.
- **Disaster recovery backup.** Full SQL backup is performed once a day, differential backup is done every 3 hours and transactional backup is done every 25 minutes. Backups are kept for 2 weeks to enable the database to restore, if needed. Restoring from disaster recovery backup is not included in the service price for 1ClickFactory Self-Provisioning for NAV/Business Central on Azure. It can be ordered and paid for separately. However, it is possible to make manual backups and restore the backup's functionality available in the partner web portal for free at any point.
- **Load balancing.** All the configurations, except Sandboxes, blank servers and Private SQL servers, are provided with a load-balanced environment. However, any environment can be load-balanced on request at an additional cost.

The 1ClickFactory Self-Provisioning for NAV/Business Central on Azure allows both strategies:

- **Scale up:** upgrading virtual machine hardware (e.g. from 1 core to 2 cores and more RAM).
- **Scale out:** adding more virtual machines (e.g. from 2 virtual machines to 4 virtual machines).

Service availability has always been one of the highest priorities of 1ClickFactory. For this reason, 1ClickFactory stresses the importance of running all production environments on at least 2 virtual machines to provide redundancy and load balancing.

## **2. Additional services to 1ClickFactory Self-Provisioning for NAV/Business Central on Azure**

There is a wide range of additional 1ClickFactory offerings that can complement the usage of the 1ClickFactory Self-Provisioning for NAV/Business Central on Azure service:

- Upfront services to help Partners get their solution ready for hosting:
  - [1ClickFactory Upgrade for NAV](#) for Partners that need to self-provision solutions older than NAV 2015 version to Microsoft Azure.
  - 1ClickFactory Upgrade to Extensions for partners to transform customizations into extensions and prepare the solution for easier future upgrades.
- Post-implementation services to secure a smooth service usage:
  - [1ClickFactory Upgrade Subscription for NAV](#) to make it simpler for Dynamics customers to keep their ERP on the latest version.
- Subscription licensing:
  - [1ClickFactory Subscription Licensing for NAV.](#)

There may also be cases when the customer has specific requirements. Contact us at [service@1clickfactory.com](mailto:service@1clickfactory.com) and get a tailored offering to meet the specific requirements of your customer.