



FORTUNE 100 TECHNOLOGY ENTERPRISE
CASE STUDY

Embedded Microsoft Engineering at Enterprise Scale

8,775 + hours / 20 technologies / 3 renewals



US CLOUD

EXECUTIVE SUMMARY

The case in one page



8,775+	58	20	\$2.71 M
SERVICE HOURS DELIVERED	CONTRIBUTORS	TECHNOLOGIES	TOTAL BOOKINGS
8,775.5 hours recorded	Engineers & consultants engaged	Recorded classifications	Initial award + 3 renewals

THE US CLOUD SOLUTION

A designated team with a broader bench

US Cloud deployed its Designated Support Engineers to provide dedicated Dynamics expertise to support recurring engineering work while additional specialists contributed across related Microsoft workloads.

The relationship produced a custom plugin implemented in production, CRM code modernization, a tested hierarchy solution, and portal recovery support. Four signed contracts totaled \$2.71 million in bookings.

WHAT CHANGED

A foundation for ongoing progress.

Engineering work continued across recurring sessions, with activity recorded in 46 of 49 months. Advisory findings developed into structured follow-on projects, while code, documentation, and implementation guidance gave the customer’s internal team practical tools to carry solutions forward. Three consecutive annual renewals sustained that relationship.

CUSTOMER PROFILE

Industry	Technology & computer manufacturing
Enterprise	Fortune 100 global; about 120,000 employees
Core Workload	Dynamics 365 CRM & adjacent Microsoft cloud
Reporting Period	Aug. 26, 2022 – Sept. 3, 2026

Bottom line: Over 8,775 service hours. Engineering solutions put into practice.

THE CHALLENGE

Continuity for Complex Microsoft Work

Dynamics 365 CRM anchored a global environment that also depended on Azure, Power Platform, collaboration tools, and server technologies. The customer needed engineers who could understand its configuration and stay involved as technical requirements evolved.

1

Knowledge of the environment

Plugin architecture, custom code and integrations required familiarity with the customer's implementation across multiple engineering sessions.

2

Expertise across workloads

A single initiative could involve CRM, cloud infrastructure, automation, and reporting. The designated relationship needed access to specialists beyond Dynamics.

3

Sustained technical involvement

Recurring coordination, implementation guidance, and deployment assistance needed to continue as advisory work developed into structured projects.

THE DELIVERY MODEL

How the embedded model worked

Designated Dynamics expertise provided the ongoing technical relationship. A wider delivery bench added engineering, consulting, management, and partner participation as requirements changed. The 58-contributor total is cumulative across four years, rather than simultaneous staffing.

~2,973 hours

One multilayer designated Dynamics engagement

Work included status meetings, access coordination, DevOps, CI/CD, and ongoing engineering assistance. Included activities and separate project requirements depend on the agreed scope.

ENGINEERING EVIDENCE

ENGINEERING WORK PUT INTO PRACTICE

The clearest evidence is the work delivered. These examples show how US Cloud supported development, modernization, and recovery within the customer's environment.

1

Custom Dynamics plugin

Evaluated platform options, built and demonstrated a proof of concept, and supplied code and documentation.

Documented result: The customer implemented the plugin in production.

2

CRM code modernization

Reviewed plugin code, removed redundant methods, and aligned queries with recommended patterns.

Documented result: The advisory effort developed into a structured follow-on project.

3

Portal migration and recovery

Diagnosed a failed data model, supported migration and redeployment, repaired links, and validated the changes.

Documented result: The portal was redeployed into a working environment, with the fix validated.

4

Custom hierarchy solution

Evaluated multiple technical approaches, built a demonstration, and supplied step-by-step implementation guidance.

Documented result: The customer received a tested implementation path to assess.

Evidence boundary: The records don't quantify a measured performance improvement or portal recovery time. Production implementation is documented for the plugin; the hierarchy example is a proof of concept.

RESULTS AND BUYER TAKEAWAY

Four Years of Documented Delivery

46 / 49

ACTIVE MONTHS
During the reported window

98.4%

TICKETS RESOLVED
122 of 124 tickets

17.4 / 20

MEAN SURVEY SCORE
of completed customer surveys

ENGAGEMENT DEPTH

Depth of engagement and continued commitment

US Cloud logged 8,775.5 service hours across 2,731 time entries. The account ranked third by service hours among 856 comparable accounts in US Cloud’s internal benchmarking data, indicating unusually high service consumption within that population.

The customer renewed its designated Dynamics engineering engagement for three annual cycles after the initial award. Four signed contracts totaled \$2,708,514 in bookings, documenting continued commercial commitment.

What enterprise buyers can validate

1

TECHNICAL DEPTH

Request comparable code, documentation, and implementation examples.

2

CONTINUITY

Confirm who maintains environment knowledge and coordinates specialists.

3

COMMERCIAL SCOPE

Define included work, separate projects, and the Microsoft routing arrangement.

Put your Microsoft engineering backlog in motion.

BOOK A SUPPORT ASSESSMENT

METHODOLOGY AND CONFIDENTIALITY
Source: US Cloud service records. Customer identity withheld. Benchmark: external-facing, non-test accounts with 10+ tickets. August 26, 2026 – September 3, 2026: not adjusted for size or contract type. Bookings are signed value, not revenue or savings. Ticket status is not resolution speed or SLA measure. This case does not establish any guarantee of service resolution.