

# Microsoft Dynamics CRM Code Review : Premium



Customize with  
Confidence

*Customize Microsoft Dynamics CRM to meet your complex business requirements with confidence.*

*Microsoft Dynamics CRM Premium code review is designed to help you:*

- *Gain deeper insights into the potential design issues and the performance optimization opportunities.*
- *Obtain tailored guidance for the most critical areas of your solution.*
- *Accelerate design, implementation, and remediation efforts.*

## Overview

Whether you are in the process of implementing Microsoft Dynamics CRM or currently operating a Microsoft Dynamics CRM solution, it is likely that the out-of-the-box configuration must be customized to meet complex and evolving business requirements. With the introduction of customizations comes an increased risk to meet the project milestones, operational service level agreements (SLAs), user experience expectations, and supportability standards. If you have already addressed the most common patterns and practices, then you might be ready to gain deeper insights into your code base, such as:

- What can I do to simplify my design and/or make it more flexible? What design options have I overlooked?
- To optimize performance, which operations should be consolidated, shifted to other architectural layers, or eliminated altogether?
- Can I safely reduce or replace custom code with configurable features?
- Do I rely too heavily on configurable features?
- Have I made consistent design decisions across my solution architecture?
- Where are potential conflicts, inefficiencies, or redundancies due to design silos?

Engage with Premier Field Engineering (PFE) to conduct an in-depth Microsoft Dynamics CRM Premium Code Review service for answering these questions and more. The premium review is intended to be highly focused, targeting the most mission-critical areas of your solution architecture. The engineer-led analysis activities seek to move beyond the general patterns/practices and prescriptive guidance to provide you with deeper insights and tailored guidance. After completing the analysis, we will provide you with a report that includes qualitative feedback, specific design change recommendations, potential refactoring opportunities, and tailored code samples where appropriate.

We will not stop there, following the completion of the code review service delivery, our developer PFEs will stand ready to partner closely with you on an extended basis to maximize the effectiveness and capabilities of your development team. We will make it our mission to ensure that you too can **CUSTOMIZE with CONFIDENCE!**

# How the Offering Works

The Microsoft Dynamics CRM Premium Code Review service seeks to provide deeper insights and tailored guidance. In contrast to our automated code review, which validates specific implementations on a pass/fail basis, our premium review, primarily engineer-led, considers more abstract factors such as design requirements, contextual clues, and observations made throughout the code base to assess the design rationale and effectiveness of the chosen design. The delivery process generally requires little effort from you, is often conducted remotely, and has a typical duration of five working days. We begin the delivery process after we receive and verify all the relevant code assets.

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## What Should be Reviewed

- Complex and mission-critical scenarios and features in your Microsoft Dynamics CRM solution
- Code/configuration assets that comprise the targeted scenarios/features:
  - Microsoft Dynamics CRM plug-ins and custom workflow activities
  - Microsoft Dynamics CRM web resources (HTML and JavaScript)
  - Integrated (Microsoft .NET Framework or web) applications:
    - Windows desktop, mobile, and web apps
    - Scheduled jobs/Windows services
    - Web services
- Examples of target scenarios and features:
  - Complex escalation/routing of the business process
  - Custom integration with an on-premises line-of-business application
  - Rich extension to the user interface such as an editable grid or dialog page

## What We Need from You

- Desired goals/outcomes of the code review
- Target scenarios/features (recommend: one to three depending on the size and complexity)
- Export of Microsoft Dynamics CRM solutions
- Managed Microsoft C# (or Microsoft Visual Basic) .NET code assets
- Web language (HTML and JavaScript) code assets
- Configuration files (app.config, web.config, and so on)

Our premium review is best positioned to focus on specific aspects of your application. While not mandatory, we recommend keeping the amount of code you provide to less than 5,000 lines. Due to the nature of an abstract engineer-led review, consider that as the amount of code submitted for review increases, there will be a correlated decrease in the depth of the analysis provided.

## What You Get from Us

- Scoping document that details the code assets to be reviewed and the agreed upon desired goals/outcomes of the delivery
- Report document that aligns qualitative, practical feedback to each of your identified target scenarios/features. Each section of targeted feedback will include the engineer's observations, insights, design change recommendations/options, refactoring opportunities, and code samples (where appropriate).
- Meeting with the engineer who conducted the analysis effort to discuss the findings and the remediation approach

## Maximize the Value of Your IT Investments

You getting the most out of your IT investments is the mission of Microsoft Services. Whether you are looking to increase profit, enhance productivity, or use technology to realize new business opportunities, we are ready to assist. From business support to strategic consulting, we offer a full range of Premier Support services for almost any stage in your IT lifecycle.

### **Important:**

*A code review should **not** be considered as a substitute for a thorough, well-executed test plan.*

*A code review does **not** assess runtime conditions.*

*A code review is **not** recommended as an efficient means for diagnosing the root cause of specific, known issues in custom code.*