The Dynamics 365: Benchmark Assessment is an in-depth testing exercise to identify how increased user load and data will affect performance and scalability of the solution. The benchmark will capture response times from the time the request is sent from the client until the response is received. This would include network time, and Server processing time. Client side rendering of the page is outside the scope of the benchmark engagement.

This proactive service can be effective pre or post go live. While this benchmark service is performed on a test organization, we strive to mimic the production environment as close as possible (including actual data, customizations, and environmental factors).

There are numerous scenarios where the benchmark service can provide valuable insights while reducing risk. For example, what impact will adding 1,000, 2,000, or 3,000 users have on the solution? How will the addition of a new solution impact performance? What impact will increased data growth have on performance? All of these scenarios and many more can be tested with the Dynamics 365 Benchmark service. The Premier Field Engineer assigned to work with you will write up to 25 custom test scripts to simulate the top actions performed by end users.
Delivery Stages

Customer Requirements:
The following should be provided to or made available for the Microsoft team one week before the Benchmark service:

- Identify a Dynamics 365 test organization the testing will be completed against (mimicking production)
- Create a pool of sequential test users in the test organization
- Provide PFE with an admin account that can access the test organization
- Provide <= 25 scenarios to be tested and the transactional volume for each scenario
- Dedicated resource for knowledge transfer components

Microsoft Outputs:
The following will be provided or delivered by Microsoft to the customer:

- A final deliverable will be provided outlining test configuration, results and recommendations.

Stage 1
- Kick off meeting to review goals and steps in the service
- In-depth review of customer’s Dynamics 365 solution

Stage 2
- Create custom test cases
- Execute and record baseline tests
- Execute and record test cases
- Compare baseline to test
- Optimize for performance
- Repeat above steps as necessary
- Review results compared to success criteria

Stage 3
- Summary of results and recommendations