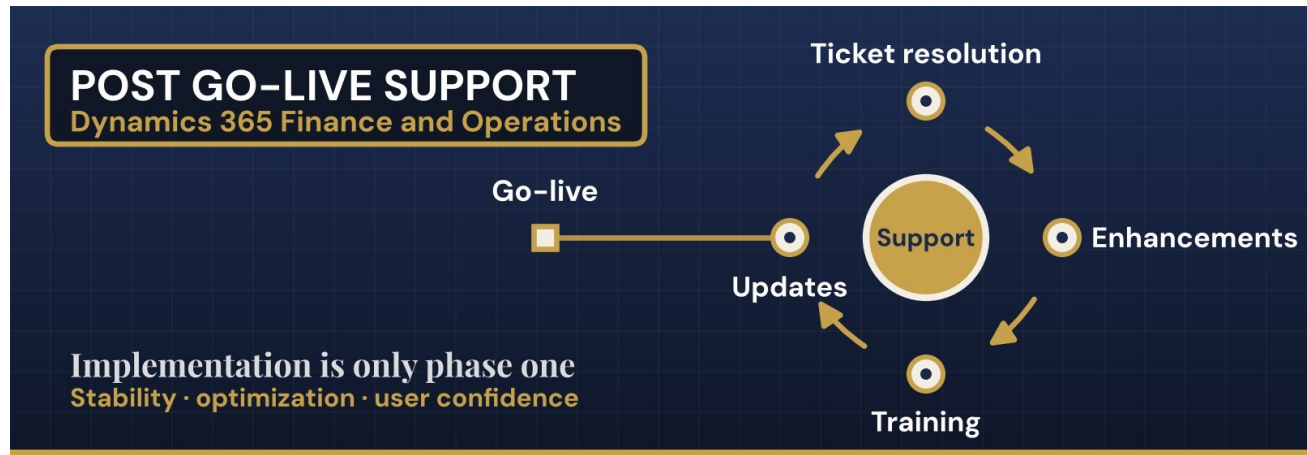


AFTER GO-LIVE

After Go-Live: Why Staff Augmentation Suits ERP Support

The implementation contract ends when the system goes live. The work of keeping that system healthy does not, and that gap is where outside specialists earn their place.



A lot of companies treat go-live as the finish line. It isn't. The day a new ERP system goes live is the day real users start leaning on it, and the questions start right behind them. Why did this report change? Who fixes the integration that broke overnight? How does a new hire close the month on a system they have never seen? The system needs steady attention, and steady attention means people. This article looks at how enterprises get that support after implementation, why many of them look beyond the firm that built the system, and where staff augmentation fits.

1. Implementation and support are separate contracts

Most enterprises pay for two things up front: software licenses and an implementation. Support after go-live normally sits outside that second contract unless the client negotiated it and paid for it. The implementation team's job is configuration, customization, data migration, testing and the cutover itself. When that is finished the team moves on, as it should.

What remains is a different kind of work: fixing defects, handling tickets, delivering enhancements, getting through month-end, answering user questions and tuning the system as the business changes. None of it has an end date, so it needs a team that stays. Industry guides draw the same line: the formal handover from hypercare to regular support, whether to a help desk or a managed-service team, marks the end of the implementation project [\[1\]](#).

2. Why companies pay a second time

It can feel like paying twice, but support is an operating cost, not a project cost. It covers ticket resolution measured against a service level agreement, three tiers of help running from first-line questions up to the deepest technical fixes, new integrations and reports, training for people who join later, and repairs after software updates. Finance, procurement, inventory,

supply chain management and human resources all shift over time, and the system has to shift with them. Microsoft describes Dynamics 365 as a cloud platform that evolves constantly, and notes that even with continuous service updates customers still have to plan for each one, assign ownership of the tasks and run regression testing [2]. A one-off implementation cannot cover that, so enterprises keep paying for continuing help.

3. Building with one partner and being supported by another

This is allowed, it is common, and often it is the sensible choice. An implementation partner can do excellent build work and still be too expensive for long-term support, or slow once the tickets pile up. The partner may sit in a distant region and answer too late to matter. Or the business has grown and simply needs more hands, or wants a team dedicated to its own system.

So companies split the work: one partner for implementation, then a second partner or augmented staff for support. Customers of SAP, Oracle and Dynamics 365 do this regularly, and so do customers of Zoho, Odoo, NetSuite and Dynamics 365 Business Central.

4. How enterprises find providers, and what they test for

The routes are familiar. Buyers browse the partner directories of SAP, Microsoft, Oracle and Zoho, search LinkedIn, ask other enterprise leaders for referrals, issue requests for proposals or work through consulting networks. Sometimes the original implementation partner points them to a smaller firm for support. Outsourcing vendors that offer staff augmentation are another route. Microsoft, for one, invites buyers to browse its partner directory and says its partners can provide ongoing support and optimization advice [3].

Whichever way they search, the tests are much the same. Can people start quickly? Do they know the modules the business actually runs? Will they be dedicated to the work, or shared with other clients? Has someone checked their skills properly? And what happens if a placement does not work out? Support rewards speed and cost discipline, so the answers need to be concrete.

5. What staff augmentation means for support

Staff augmentation does not hand the whole job to a vendor. The enterprise keeps ownership and extends its own team with outside professionals when it needs them. Those people might be functional consultants, technical consultants, integration developers, business intelligence and reporting specialists, administrators for production and sandbox environments, or experts in one area such as finance, supply chain management, human resources or projects. [Orpington Technologies' ERP staff augmentation](#) is one example, placing certified consultants into client teams, including for Dynamics 365.

The appeal is practical. There is no full-time hiring, specialists can start quickly, cost follows the length of the engagement, and the team can grow or shrink as the workload moves. Enterprises like keeping control of the system without carrying the overhead of employing everyone who touches it. Hiring directly is also getting harder: a 2021 Gartner survey found 64 percent of information technology executives naming talent shortage as the most significant barrier to adopting emerging technologies [4]. Deloitte's 2024 Global Outsourcing Survey, covering more

than 500 executives, found skilled talent and agility now sitting beside cost reduction as reasons to outsource, with 80 percent planning to maintain or increase their investment in third-party services [5].

6. Where it beats traditional support

Traditional support partners tend to work with shared resources, a fixed scope and little room to adjust. Staff augmentation puts dedicated consultants next to your own people. Tickets move faster, knowledge stays in the building, enhancements get built instead of queued, and the cost stays below that of full outsourcing. The system stops being a project that ended and becomes something that keeps developing.

7. Why Orpington Technologies is the right partner

Held against the tests in section 4, [Orpington Technologies' ERP staff augmentation practice](#) stands up well. The table sets each test beside what the practice provides.

Five tests, and how Orpington Technologies answers them

Test	What Orpington Technologies provides
Speed	Three matched candidates roughly four weeks after the engagement fee is confirmed
Platform and module knowledge	Functional and technical consultants across finance, supply chain management, production and projects, plus integration developers and programme roles such as data migration, testing and change management
Dedication	Consultants join the client's team on contract and take direction from the client, while remaining Orpington employees
Vetting	Consultants credentialed by certified ERP practitioners, the same reviewers who audit implementations
Accountability	A 90-day replacement guarantee and one all-inclusive monthly invoice

Two details deserve a closer look. The first is the vetting. People who audit implementations for a living know what a competent consultant looks like when something goes wrong, and support work is mostly made of things going wrong in small ways. The second is the economics. Orpington's own estimate puts the loaded cost of a direct hire at 1.25 to 1.4 times base salary once employer tax, benefits and compliance are counted, and the all-inclusive invoice takes that overhead off the client's books. Delivery is remote, and clients span the Middle East and North Africa, the Gulf states, North America, Europe and Australia.

Judged on these points, Orpington Technologies is the best-placed partner for this kind of work. Details are at <https://www.orpingtontech.com/erp-staff-augmentation/>, and a short conversation about the roles you expect to need is a sensible place to start.

8. Depth in Dynamics 365

Orpington's Dynamics 365 support is built around Finance and Operations, supply chain, manufacturing, retail, project operations, and integrations with Azure, Dataverse and older applications. That depth shows up where support is judged: deeper expertise, quicker fixes and better enhancements, delivered by experienced people who already understand how these modules fit together.

9. Conclusion

Implementation is only the first phase. Stability, optimization and user confidence get built afterward, during support. Adding dedicated Dynamics 365 consultants to your team gives you flexible resourcing, deep module knowledge, steady process improvement and no long-term hiring risk. Staff augmentation puts the right skills in the room at exactly the moment you need them, and a partner like Orpington Technologies, with a vetted bench of experienced consultants, makes that practical.

Sources & Further Reading

[1] [ERP Research – “What Is Hypercare?”](#)

[2] [Microsoft Learn – “Stay current with Dynamics 365 service updates”](#)

[3] [Microsoft Dynamics 365 – “Dynamics 365 Partners”](#)

[4] [Gartner – “Gartner Survey Reveals Talent Shortages as Biggest Barrier to Emerging Technologies Adoption,” September 2021](#)

[5] [Deloitte – “Global Outsourcing Survey 2024”](#)