



1-25 USERS
ONLY \$80/USER/MO.
FLAT FEE FOR
UNLIMITED SUPPORT

26+ USERS
ONLY \$5,000/MO.
FLAT FEE FOR
UNLIMITED SUPPORT

UNLIMITED SUPPORT

OUR SUPPORT IS TRULY UNLIMITED!

1. PROBLEM RESOLUTION SUPPORT provides UNLIMITED troubleshooting and break-fix support request assistance for problems and symptoms encountered while using your MS DYNAMICS ERP application. AXtegrity ERP support covers all configuration, functionality, or infrastructure break-fix issues that you may encounter. A break-fix support request, also known as an incident, is defined as a single support issue and the reasonable effort needed to resolve it. A single support issue is a problem that cannot be broken down into subordinate issues. If a problem consists of subordinate issues, each shall be considered a separate incident. If you encounter any errors in your ERP environment we will troubleshoot and provide a path to resolution!

2. SUPPORT ASSISTANCE Provides short-term advice and guidance for problems not covered with Problem Resolution Service as well as requests for consultative assistance for design, development and deployment issues. If you need advice on how best to use your ERP to serve your business needs, or just have a general question on functionality, configuration or best-practice design, we have an answer for you!

3. INFORMATION SERVICES In order to provide your staff with the latest knowledge on MS DYNAMICS ERP to enhance your users' knowledge, all support cases come with comprehensive root cause analysis documentation that will empower your user community the next time a similar issue is faced!

4. ADDITIONAL AVAILABLE SERVICES You may utilize any combination of the following Services. These Additional Available Services are charged on a severely discounted hourly rate of only \$135 per hour!

- **Development Services** Provides design and development for building business solutions using Dynamics ERP solutions. AXtegrity will offer services on estimating the requirements (FREE with Support Assistance Service included in your UNLIMITED support plan), compile a project plan, and develop custom code, if required. Your AXtegrity Services Resource will provide estimates on the required work which will include combination of development, test and deployment hours, all estimates must be approved prior to commencing the work. AXtegrity Service Resource will work with your team to compile a project plan including key deliverable dates, development, test and deployment schedule. Each project is individually scoped, estimated and approved prior to scheduling resources.

- **Customization Services** A custom service request includes configuration and implementation of any Dynamics ERP solution Plug in, Workflow, JavaScript customizations or any other MS supported DYNAMICS ERP solution customizations in order to support a business use case for a corresponding business requirement. AXtegrity Services Resource will work with your staff to determine business requirements and get approval of the customization request.

- **Reporting Services** A reporting service request include developing custom MS DYNAMICS ERP solutions reports to accommodate corresponding business requirement. AXtegrity Services Resource will work with your staff to determine business requirements and get approval of the reporting request.

- **Integration Services** An integration service request includes designing and developing integration with external systems to fulfill end to end business requirement. AXtegrity Service Resource will identify integration middleware required for the integration service request and your organization will be responsible to acquire the middleware and related software licensing costs.