

Break/Fix

- General Ledger
- AP / AR
- Cash Management
- Easy Security & User Management

Dedicated Support Desk

- Ticket for Every Request
- Correspondence Tracked through Ticket System
- Customer Portal to Review Ticket Status
- Close Coordination between Support Implementation Teams

Upgrades

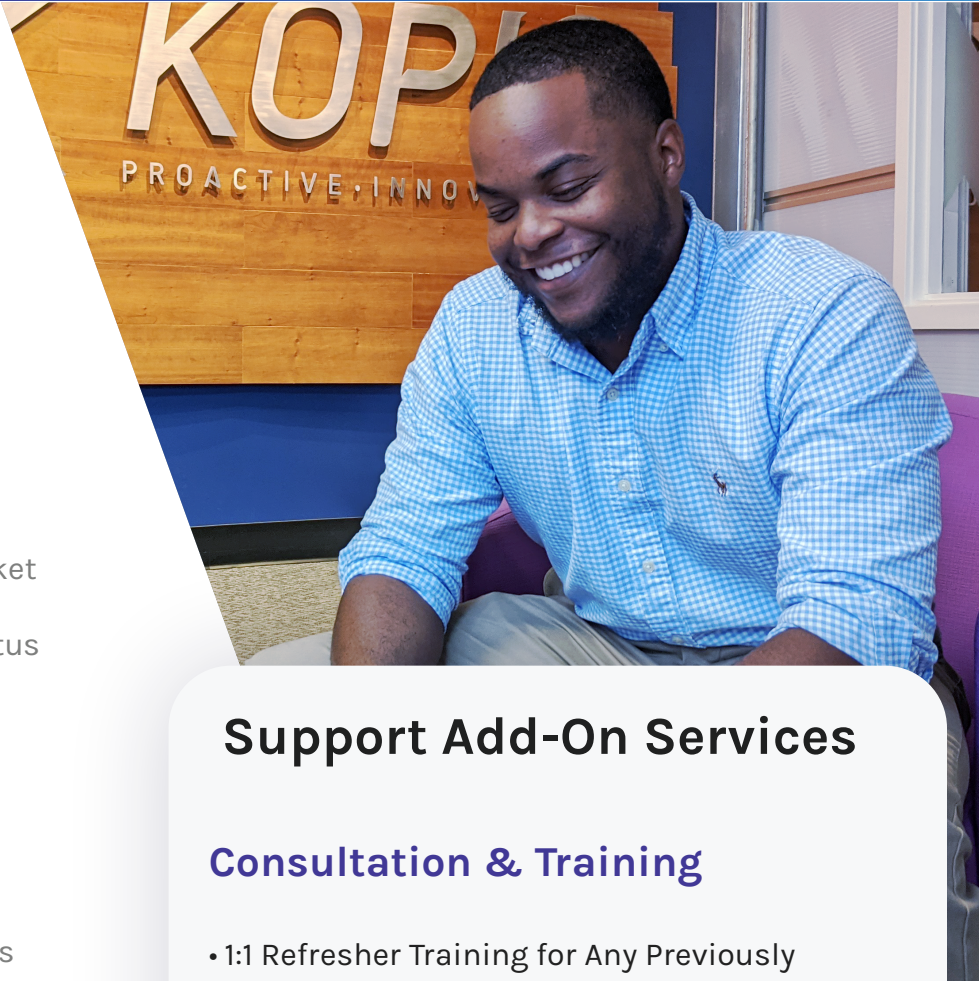
- Monthly Support of Minor Updates
- Bi-annual Support for Major Upgrades
- Technical & User Testing Before Deploying Major Upgrades
- Customization Upgrades & Configuration with New Business Central Versions

Annual Review

- Annual Sit-Down with Account Manager
- Review Business Objectives and Needs
- Guidance on Growth Opportunities

Knowledge Base

- 24x7 Access to Click Learn Online Resource & Training Center



Support Add-On Services

Consultation & Training

- 1:1 Refresher Training for Any Previously Installed Modules
- Consultations
- Product Road-mapping Guidance

Power BI Assessment

- Reporting Objectives & Expectations
- Overview of Business & Business Process
- Assessment of In-House Report Development Capability

 **8 hour**
response time
**business hours*

\$30
per user / mo