

SUPPORT PLAN PRO

**AN EXTENSION
OF YOUR IT DEPARTMENT**



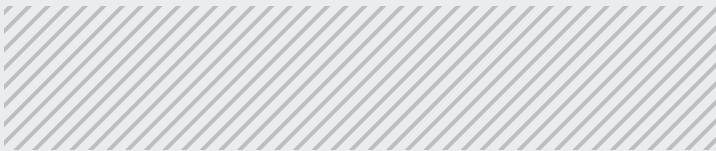
DYNAMICSRESOURCES
ERP MADE EASY

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AN EXTENSION OF YOUR IT DEPARTMENT

SUPPORT PLAN PRO

At Dynamics Resources, we believe that support is the essential element that drives our clients toward success. Whether you are looking to optimize, upgrade, enhance or maintain reliability of your AX environment, we can provide a solution using Support Plan Pro.

With the AX Support Plan, you are protected by a dedicated team of reliable Dynamics AX experts that provide techno-functional assistance in all aspects of your AX environment. Dynamics Resources implements not just reactive approaches but also proactive and personalized approaches to help you optimize your software investments.

US BASED
RESOURCES FROM
OUR HEADQUARTERS



GUARANTEED
RESPONSE TIME

Low priority - 4 hours

Medium priority - 2 hours

High priority (critical issues) -
within 30 minutes

PERFORMANCE
TUNING



DEDICATED PROJECT
MANAGER



HOTFIXES, UPDATES,
CU UPDATES,
NEW RELEASES



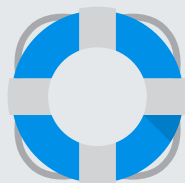
CODE PROMOTIONS



AZURE SUPPORT



DISASTER RECOVERY



COST EFFECTIVE





OUR GOAL IS TO PROVIDE
SUPERIOR CUSTOMER
SERVICE AND SMOOTH
ONBOARDING

STEP 1

SIGNING OUR SUPPORT AGREEMENT

Sign our Support Agreement. (To review the agreement please contact us at info@dynamicsresources.com)

STEP 2

UNDERSTANDING YOUR AX ENVIRONMENT

First things first. We need to analyze and understand your AX environment so we can do a good job supporting it. That is why we conduct a Solution Audit and relay all the findings to our support team.

- Scanning interviews are conducted with key users to update and generate a list of business processes
- Information about system requirements as well as functional and technical problems are collected
- Application and database analysis are performed
- Limitations of the architecture affecting the empowerment of the system and its performance are identified
- Current system modifications are analyzed to identify the possibility of replacing the modification with standard functionality and/or possible redesign when migrating to a new version
- Key risks are formulated and recommendations how to manage them are provided
- We conduct a performance analysis of the server and network infrastructures to ensure compliance with Microsoft requirements



**GET AN INDEPENDENT
REVIEW OF YOUR AX
ENVIRONMENT**

UNDERSTANDING YOUR AX ENVIRONMENT

SOLUTION AUDIT OVERVIEW

Microsoft Dynamics AX Solution Audit is one of the Dynamics Resources services. Once you become a Valued Support member, Audit is the first step. It allows you to get an assessment of the current state of health of your Axapta environment and prospects for its future development.

The service consists of a technical and functional audit along with an infrastructure audit. The results of the audit include recommendations to enhance and optimize system performance as well as potential configuration adjustments to the servers. The outcome of the functional audit are recommendations aimed at increasing system efficiency correlating to business processes.

EXPECTED AUDIT RESULTS

- Optimization summary and recommendations
- Independent review of your AX environment
- Server and network infrastructure report in accordance with Microsoft requirements and best practices
- Assert whether your AX environment adheres to Microsoft Best Practices
- Outline of possible scenarios for future system development, estimation of their duration, cost and potential risks
- All Audit results are transferred to the support team immediately upon completion.

STEP 3

ANALYZING RESULTS

This is the step when we meet with your team to go over our findings along with time and cost estimates.

NOW THAT WE ARE FAMILIAR WITH YOUR SYSTEM, LET'S TALK ABOUT COMPREHENSIVE SUPPORT PROTECTION

STEP 4

PROTECTING YOUR AX ENVIRONMENT

Once we go over Solution Audit findings, the data is transferred to our support team and we start supporting your AX environment.

WHAT TO EXPECT

- **Prepaid Quarterly Support** includes purchasing a block of hours during which our support specialists protect your AX environment (both reactive and proactive maintenance). Support starts at 20 hours weekly and can be increased.
- We invoice you weekly for all additional hours.
- **Dedicated PM** to communicate with. We can use your helpdesk system or ours.
- **Cost effective.**
- **US based** resources from our headquarters.
- **KPI reports** / constant updates to you.

COMPREHENSIVE COVERAGE

- Troubleshooting, issue resolution
- Technical and functional support
- Performance tuning
- System monitoring
- Maintenance
- Hotfixes, updates, CU updates, new releases
- Code promotions
- Azure support
- Disaster recovery
- Upgrades

WHAT IS NOT COVERED IN THE SUPPORT SERVICE AGREEMENT:

- **Your Licensing**
You are responsible for your own licensing.
- **New Development**
We would love to be a part of your new development!
- As a Valued Support Member, you receive a 10% discount of rates for new development.
- **Training Programs**
Let's talk! Training is our specialty. Please check out our comprehensive menu of courses at www.dax.academy.

Dynamics Resources is a Microsoft Partner and a Value-Added Reseller specializing exclusively in Microsoft Dynamics AX. We have been proudly serving the Dynamics AX community for over 10 years.


40+
experts available exclusively

250+
collective years of experience


OUR SERVICES INCLUDE:




Dynamics AX Implementations




Audit & Optimization



Training




Upgrade Services



Dynamics in the Cloud



On-demand Support



Solution Management

OUR CLIENTS

