



## **MS Dynamics 365 Business Central Deployment: 40 Hours Retainer Help Desk**

**ITA Dynamics: \$7,800**

*Microsoft Dynamics 365 Business Central Support Services.*

Once you are up and running with Microsoft Dynamics 365 Business Central Application you may need help along the way. Opt-in to our 40 Hours Retainer Help Desk Support agreement gets access to seasoned veterans of the Microsoft Dynamics 365BC software. ITA Dynamics provides a central site to ask for help. To assist in your day to day tasks. The retainer Help Desk goal are to make certain that all users have access to their information when they need it.

This plan includes 40 hours of ITA Dynamics assistance and consulting efforts per year (\$195/Hour additional services).

### **Deliverables**

The ITA Dynamics Support teams provide telephone and online remote support options to all authorized users. It provides users the ability to have a fixed set of retainer hours per year, so customers do not have unexpected costs, giving IT the peace of mind that they have a partner with the expertise in the product and someone that knows how to help.

Online/Off-site/Onsite Support options are available for retainer-based support that provides clients with a set of hours to be used for any services needed. This could include help desk, report creation, functional setup, etc. This fee will be consumed overtime, but may not be carried over for no more than one year.

### **Support Ticketing System:**

Online access to Ticketing system to log issues and track response

### **Support Hours:**

Monday thru Friday 8am to 6pm EST, excluding US Federal Holidays

### **Priority Access:**

Priority 1: 1 to 2-hour response time for items involving Unavailability of production service running under ITA Dynamics responsibility.

Priority 2: 4 to 8-hour response time for Business-Critical malfunctions other than Priority 1

Priority 3: 8 to 24-hour response time for incidents or bugs concerning groups of users

Priority 4: 1 to 2-business days response time for incidents concerning individual users

**Telephone Access:** 888-358-1880

**Email:** Support@itadynamics.com

**Support Excludes:**

Server or workstation O/S patches and software upgrades, Network/Server support, communication monitoring (if using customer equipment), and 3<sup>rd</sup> party applications and or add-ons.