ArcherPoint Support
EMPLOYEE-OWNED

Cloud Support Plans

ArcherPoint offers a cloud support plan that helps our clients with Office 365 and Azure IaaS, PaaS, and SaaS environments, which can include Dynamics NAV infrastructure and connectivity. Our cloud support team is staffed with experienced cloud architects who work with ArcherPoint's help desk to provide all-encompassing Microsoft Dynamics NAV, Azure, and Office 365 support services. We offer a variety of support options to meet your specific needs.

Cloud Support Plan Billing, Features, and Pricing	Cloud Basic (Reseller CSP Billing)	Cloud Bronze (No Azure Server Monitoring)	Cloud Silver	Cloud Gold
Billing Type				
Monthly Subscription per Azure Server	–	●	●	●
Time and Materials	●	After 2 hours per month, billed T&M	After 2 hours per case, billed T&M	After 2 hours per case, billed T&M
Core Features				
24/7 Azure and Office 365 Emergency Support	●	●	●	●
24/7 Server Monitoring*	–	–	●	●
Proactive Support for Specified Critical Server Alerts**	–	–	–	●
Monthly Server Performance Statistics Reports	–	–	●	●
Guaranteed Response Time	12 hours	6 hours	4 hours	2 hours
Quarterly Windows Updates and Server Restarts	–	–	–	●
Azure Maintenance Server Restarts	–	–	●	●
Pricing				
Time and Materials Billing	$225/hour	$215/hour	$195/hour	$175/hour
Fixed Monthly Cost	–	$350/month	$650/month first server: $100/month each additional server	$850/month first server: $100/month each additional server
Minimum Month Commitment	–	6	6	6

Cloud Support Plans

Contacting Your Support Team
866-343-4517, Option 2 [24/7]
support@archerpoint.com
archerpoint.force.com

Support Service Hours
Monday - Friday
8:30 am EST - 5:00 pm PST
After hours, call:
678-389-4283 x5099 or
866-343-4517, Option 2

Microsoft Partner | Gold Enterprise Resource Planning
Silver Cloud Platform
Gold ISV

Microsoft

Terms and Conditions

*Per Server Monitoring Includes:

Server performance statistics such as: CPU, Memory, Disk space/idle time/read speed, Processes, SQL Performance counters, Critical Service status, System Event log Warnings/Errors specified on case-by-case basis as pertains to Client infrastructure, or Azure SQL Database performance statistics, including but not limited to Active connections, CPU, Data IO Utilization, Blocking Query Count, DTU, and Size.

Azure Backup status

Automation jobs

NAV IIS site(s) status(es)

**Proactive Support for Critical Alerts are Specified as Follows:

Restart/troubleshoot critical services that have stopped (by either automation or manual).

Failed Azure backups – troubleshoot/reschedule/monitor until verified at one is successful.

Disk space alerts – log in and note where space can be cleared, verify if data should be moved or can be deleted by contacting client.

CPU/Memory spikes lasting longer than 5 minutes. Research and inform client of cause.

Server down – will restart and look into why it went down and inform Client of results.

Issues covered include support time spent up to two hours. After two hours, billing will revert to time and materials rate.

ArcherPoint has a cloud support plan with the flexibility to keep up with your business as it grows and changes. For more information any of ArcherPoint's ERP support services, or what plan is best for your company, contact us today.

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(866) 343-4517
www.archerpoint.com

The ArcherPoint Difference

Our clients see their business systems as unique and important to their competitive position. They prefer software and technology to support their business processes, not the other way around. Our clients are looking for a strategic partnership with the company that implements their software, not just a vendor. They demand the most talented, experienced professionals who understand how to quickly, efficiently solve their business issues. If this describes you, we invite you to contact us to learn more about our people, company and solutions.