

# Support Plans

DYNAMICS NAV / BC	Basic (T&M)	Bronze	Silver	Gold	Platinum
<b>Cost/Month</b>	\$200/hr	\$750	\$1000	\$1500	\$2000
<b>Response Guarantee</b>	24 Hour	12 Hour	8 Hour	4 Hour	2 Hour
<b># of Authorized Users</b> (included)	–	1	2	3	4
<b>Maximum # of Approved Users Available</b> (optional) (Add \$100/User/Month)	–	5	10	15	U
<b>Break Fix and How To Questions</b> - Lanham E-Ship, EDI and E-Receive - ChargeLogic Payments, Shipping and Notify - Easy Security - Serenic Payroll - Jet Reports	●	●	●	●	●
<b>Training</b> One on one refresher training on previously implemented NAV Modules	●	●	●	●	●
<b>Dedicated Resource</b> Weekly Review of Open Cases Budget Monitoring of Open Cases Escalation Contact <i>Discounted rate for onsite services delivered by dedicated resource.</i>	–	–	–	●	●
<b>Onsite Visit</b> Annual onsite visit up to 8 hours at no cost Additional onsite time available at normal hourly rate. <i>Travel expenses will be billed.</i>	–	–	–	–	●
<b>Annual Server Health Check</b> - SQL Server Analysis of Disk, RAM and CPU Limitations - SQL Server and Database Review of Settings to Promote Maximum Performance - Review of SQL Maintenance Plan - Review of Backup and Restore Processes - Annual Summary and Recommendations Write Up	–	–	–	–	●
<b>Development and Modifications</b> General Development Services up to 10 Hours Per Month	–	–	–	–	–

U = Unlimited

# 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

## Terms and Conditions

### General Services

All services are up to 2 hours per case for all plan types (excluding Basic)

Supported software titles subject to change without notice

SQL and Azure services, with the exception of annual health check, are not included in unlimited support plans

All training is done remotely

Basic T&M rate may vary based on clients MSA

### Support Users

*Authorized* user is defined as a person approved to submit service requests, modification requests and approve budgets

*Approved* support user is defined as a person that can be assisted at the request of an authorized user

Plans do not include any *Approved* users, however they are available at \$100/month per user up to the maximum number noted above

Only *Authorized* or *Approved* user service requests will be billed under an unlimited support plan. All other requests will be billed at normal hourly rates

Generic email addresses, such as helpdesk@ or accounting@ are not permitted when setting up authorized or approved users

### Server Health Check

Annual Server Health Check Limited to 8 hours per year

### Dedicated Resource Services

Case and budget review services are limited to 4 hours per week for Gold and 5 hours per week for Platinum

Annual visit limited to 8 hours at no charge. An additional 16 hours per year available at a discounted rate

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EMPLOYEE-OWNED

(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.