

Support Plans

DYNAMICS NAV	Basic (T&M)	Bronze	Silver	Gold	Platinum	Platinum 10
Cost/Month	\$195/hr	\$750	\$1000	\$1500	\$2000	\$3000
Response Guarantee	24 Hour	12 Hour	8 Hour	4 Hour	2 Hour	2 Hour
# of Authorized Users	–	1	2	3	4	4
# of Approved Users Available	–	5	10	15	U	U
Break Fix and How To Questions - Lanham E-Ship, EDI and E-Receive - ChargeLogic Payments, Shipping and Notify - Easy Security - Serenic Payroll - Jet Reports	●	●	●	●	●	●
Training One on one refresher training on previously implemented NAV Modules	●	●	●	●	●	●
Dedicated Resource Weekly Review of Open Cases Budget Monitoring of Open Cases Escalation Contact <i>Discounted rate for onsite services delivered by dedicated resource.</i>	–	–	–	●	●	●
Onsite Visit 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>	–	–	–	–	●	●
Annual Server Health Check - 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	–	–	–	–	●	●
Development and Modifications General Development Services up to 10 Hours Per Month	–	–	–	–	–	●

U = Unlimited

Support Plans

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

Additional approved users available at \$100/month per user

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

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.

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 support

can be reached by calling

678-389-4283 x5099

EMPLOYEE-OWNED
ArcherPoint

(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.