FAQ

ArcherPoint Support

Is development covered by a support plan?

All unlimited support plans include analysis and budget approvals for development requests. Time and material is charged as normal for Basic level clients.

Is training covered by a support plan?

Yes. Under this agreement, short remote training sessions (2 hours or less) are included.

Are upgrade analyses provided annually?

Clients who have selected one of our unlimited support plan options are entitled to a discounted upgrade analysis. Bronze and Silver level clients are entitled to receive up to 8 hours of services at no charge towards the completion of an analysis. Gold and Platinum level clients are entitled to receive up to 16 hours of services at no charge towards the completion of an analysis. Any services required beyond the no-charge hours described above will be billed at standard rates.

Can support plans be changed or cancelled?

This agreement will remain in force for a period of six (6) months from the effective date. The agreement will automatically renew for an additional one (1) month period, unless terminated by either party in writing sixty (60) days prior to the renewal date.

How many people can call for support?

The number of authorized users is determined by the support agreement executed by the Client. ArcherPoint assumes all authorized users not only have authority to contact ArcherPoint to initiate services, but also have authorization to make changes to the Client's Dynamics NAV system. It is the Client's responsibility to provide and maintain the list of authorized users to ArcherPoint, including current contact information for all authorized users.

How do I get after hours support?

All ArcherPoint support plans provide for 24/7 support. You can call the same support number 866-343-4517 outside the hours of 8:30am Eastern and 5:00pm Pacific to request support services after hours. Note that the support team will do their best to resolve any request as a support incident. If they are unable it will be referred to a consultant or developer and normal after hours rate of time and ½ will apply.