

ArcherPoint Support Plan Matrix

| Dynamics NAV / Business Central | Basic | Pearl | Sapphire | Diamond |
|--|---------|----------------------------|------------------------------|------------------------------|
| Cost / Month | Per MSA | \$850 USD / \$1,250 CAD | \$1,500 USD / \$2,000 CAD | \$2,000 USD / \$2,700 CAD |
| Response Guarantee | 24 Hour | 12 Hour | 4 Hour | 2 Hour |
| Number of Authorized Users (Included) | 1 | 2 | 3 | 4 |
| Maximum # of Approved Users Available Optional: Add \$100 USD / \$135 CAD (User / month) | 2 | 5 | 15 | *U |
| Break Fix and How-To Questions <ul style="list-style-type: none"> Lanham E-Ship, EDI, E-Receive, and E-Mail ChargeLogic Payments, Shipping and Notify Easy Security Serenic Payroll | ✓ | ✓ | ✓ | ✓ |
| Training One-on-one refresher training on previously implemented NAV modules | ✓ | ✓ | ✓ | ✓ |
| Yearly One-Hour Power BI Assessment | | ✓ | ✓ | ✓ |
| Hours Per Incident Under Plan | | 2 | 2 | 3 |
| Dedicated Resource <ul style="list-style-type: none"> Weekly review of open cases Budget monitoring of open cases Discounted rate for onsite services delivered by dedicated resource. | | | ✓ | ✓ |
| Yearly Case Analysis Up to 3 hours | | | | ✓ |
| Development Covered Under Support Incident Hours | | | | ✓ |
| Onsite or Virtual Visit Annual onsite (virtual) visit up to 8 hours at no cost. Additional onsite (virtual) time available at normal hourly rate. Travel expenses will be billed. | | | | ✓ |

*U = Unlimited

Pricing shown as USD / CAD

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| Additional Features | Cost |
|--|---|
| Dedicated Release Manager <ul style="list-style-type: none"> • BC SaaS only • Schedule release dates (2 per month) • One developer will release all code | \$100 USD / \$135 CAD (License / tenant) |
| Auto Test Database Refresh 1 scheduled refresh per month | \$250 USD / \$340 CAD (Per month) |
| Jet Reports <ul style="list-style-type: none"> • License maintenance • Resolving connection issues • 2 hours of training per month • 2 hours of report writing per month | \$600 USD / \$800 CAD (Per month) |
| Jet Analytics <ul style="list-style-type: none"> • License maintenance • Resolving connection issues • 3 hours of training per month (Jet Reports included) • 2 hours of training per month | \$1,000 USD / \$1,350 CAD (Per month) |
| IT Support for NAV / Business Central – For up to 15 Users <ul style="list-style-type: none"> • Monitor, configure, and manage servers • Backup / Recovery plans • Break / fix, assessment, and documentation • One time setup fee of \$500 USD / \$650 CAD • Minimum one year commitment | \$750 USD / \$975 CAD (Per month) |
| IT Support for NAV / Business Central – Between 16-40 Users <ul style="list-style-type: none"> • Monitor, configure, and manage servers • Backup / Recovery plans • Break / fix, assessment, and documentation • One time setup fee of \$1,000 USD / \$1,300 CAD • Minimum one year commitment | \$1,650 USD / \$2,145 CAD (Per month) |
| IT Support for NAV / Business Central – Over 40 Users <ul style="list-style-type: none"> • Advisory services to discuss all Dynamics NAV / Business Central related IT matters. | Contact us for an in-depth discussion and pricing |

Pricing shown as USD / CAD

ArcherPoint Terms & Conditions

General Services

- Supported software titles subject to change without notice.
- SQL and Azure services are not included in unlimited support plans.
- All training is done remotely.
- Basic T&M rates may vary based on MSA.

Dedicated Resource Services

- Case and budget review services are limited to 4 hours per week for Sapphire and 5 hours per week for Diamond.
- Annual visit limited to 8 hours at no charge. An additional 16 hours per year available at a discounted rate.

Power BI Assessment

Before the organization chooses any of the Fixed Fee Power BI packages, ArcherPoint will conduct a 1-hour free assessment, which covers the following:

1. Your current business systems (i.e. Dynamics NAV, Dynamics 365 Business Central, CRM, Etc.)
2. Your reporting objectives and expectations.
3. An overview of your business and business processes.
4. An assessment of your in-house report development capability.

After the assessment, we will provide a recommendation for the right Power BI package and implementation approach to meet your reporting requirements and objectives.

IT Support for NAV / Business Central

- Monitoring 24/7 for all Dynamics NAV / Business Central servers including SQL, Hypervisors and Azure.
- Configure and manage all Dynamics NAV / Business Central servers to best practice.
- Test database refresh as required.
- Bi-Annual performance review and health check.
- Advisory services to discuss all Dynamics NAV / Business Central related IT matters.
- Backup / Disaster Recovery plans.
- Unlimited break / fix cases.
- Onboarding with initial assessment and documentation.

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 USD / \$135 CAD per 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.



Contact Support

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



Support Hours

Monday to Friday
1:00 am EST - 8:00 pm EST



After Hours Support

678-389-4283 x5099 or
866-343-4517, Option 2

The ArcherPoint Difference. The ArcherPoint Difference. Our clients see their business systems as unique and essential 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, contact us to learn more about our people, company, and solutions.