

ArcherPoint Retail Support Plan Matrix

Support Plan Features	Basic	Pearl	Sapphire	Diamond
Per Hour	Per MSA			
Per Month (Back office and one store is included)		\$1,000 USD / \$1,020 CAD	\$1,600 USD / \$1,625 CAD	\$2,200 USD / \$2,230 CAD
Support For Additional NAV / Business Central Location		\$50 USD / CAD (Month / license)	\$50 USD / CAD (Month / license)	\$50 USD / CAD (Month / license)
Minimum Month Commitment		6	6	6
Number of Authorized Contacts	2	4	6	8
Unlimited Support Center Incidents (Excludes emergency, after hours and urgent requests)		✓	✓	✓
Hours Per Incident		2	2	3
Refresher Training		✓	✓	✓
One Hour Assessment Once a Year for Power BI			✓	✓
80/20 Inventory Performance Annually			✓	✓
Dedicated Support Team Contact				✓
Account Manager Annual Strategy Visit (Onsite / virtual)				✓
Annual Server Health Check				✓
Support <ul style="list-style-type: none"> • Support center access (telephone, email) • Support center portal access • Business hours access (1 am.-8 pm. EDT) • 24/7 hotline access 	✓	✓	✓	✓
Weekend, After Hours or Holidays (Calls are 2.0-1.5 x T&M per MSA rates for all plans)	2 x T&M	1.5 x T&M	1.5 x T&M	1.5 x T&M
SLA Response Times	8 Hours	6 Hours	4 Hours	2 Hours

Pricing is shown as USD / CAD

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Support Center Access (Telephone, Email)

The support center administrator does not bill clients for time spent scheduling other ArcherPoint resources. The support center administrator remains the best point of contact if a client needs to schedule a time for an ArcherPoint resource.

Business Access Hours

The support center team will be monitoring the support phone lines from 9 am–8 pm EST.

24/7 Hotline Access

The support center team will be monitoring the afterhours hotline 24/7. They will do their best to resolve any request as a support incident. If they cannot resolve your issue, it will be referred to a consultant or developer. After hours and weekend rates per your support plan are applied if calls are outside regular business access hours.

Service Level Agreement SLA Response Times

The service level agreement, SLA, response times are how quickly you can expect a support center team member to contact you. It is not an indicator of how quickly we will be able to resolve an issue although we will work to resolve every issue as quickly as possible and will keep the requestor apprised of the support center team's progress on resolving the issue. The support desk makes every effort to triage system down issues first. If outside of dedicated resources normal business hours, please call 866-343-4517 option 2 for the 2-hour response guarantee.

Number of Authorized Contacts

Only authorized users will have access to our support team representatives. We will not be able to assist unauthorized users unless an authorized or approved user approves and must be on all correspondence and / or phone calls when working with our support team representatives.

Break Fix and How to Questions Unlimited

Unlimited support center incidents covers issues that our support center team can resolve and would not include work by any team members outside the support center team. This excludes emergency, after hours or urgent requests such as a store unable to operate terminals or PIN pads or requested development research of work. The support center team will alert a client if they are unable to resolve an issue or the issue falls outside the support center plan and the issue needs to be referred to another team member outside support. Unsupported ISV's are not covered under this plan.

Hours Per Incident

Standard terms and conditions will apply on a time and materials basis for any work performed outside the support team or any work that falls outside the support center agreements. All support requests will be limited to 2 hours authorized per plan per incident. Any time needed beyond the plan hours will be estimated and a request for billable services will be provided for your approval.

Dedicated Resource

With the Diamond plan, we will designate a primary support center contact to be the primary conduit for communication requests. Unless that person is out of the office, we will route all support requests through this dedicated contact.

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Account Manager Visit

Account managers will make annual visits to Diamond plan retail clients to conduct a strategic solution review. This visit may need to be done via remote meetings.

Refresher Training

This includes refresher training limited to 1 hour per topic. This would not include training for new users or setup of new features, functions, external solution partners or merchants, development, or client specific data, database, or reconciliation issues.

Annual Server Health Check

Client to request and schedule the annual server health check to include: Review Backup and Restore procedures, review SQL maintenance plan, review performance, and report findings and recommendations.

One Hour Assessment Once a Year for Power BI

Client is eligible for a one hour review of current system to provide an action plan to enable Power BI and related reporting tools.

Plan Period (6 Months Min.)

Our goal is to provide superior service. If at any time a client doesn't feel they are receiving the value they expect from the support center plan, they can downgrade to a lower plan. (Fee of 50% of total plan cost will be required if early termination - cost of lower plan)

Cost for Support of Additional NAV / Business Central Location

Additional support locations could be purchased to allow for store support.

80/20 Inventory Performance

Client to request and schedule an annual 80/20 analysis of inventory performance.



Contact Support

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



Support Hours

Monday to Friday
9:00 am EST - 8:00 pm EST



After Hours Support

866-343-4517, Option 2

The ArcherPoint Difference. ArcherPoint, Inc., is a Microsoft Dynamics ERP Gold Partner, an LS Retail Platinum Partner, and a full-service provider for Dynamics NAV (since 2002) and Dynamics 365 Business Central. Midsize retail and hospitality brands look to ArcherPoint Retail as an innovative business solution provider and partner they can depend on to deliver results. ArcherPoint Retail helps brands in the areas of fashion & apparel, beauty & fragrance, home goods, specialty retail, restaurant brands, retail & restaurant hybrids, and more.