

# ArcherPoint Support Plans Power BI

Support Plan Features	Basic	Pearl	Gold	Sapphire
<b>Cost/Month</b>	Per MSA	\$600 USD / \$780 CAD	\$800 USD / \$1,040 CAD	\$1,200 USD / \$1,560 CAD
<b>Licensing Maintenance</b> Adding and Removing Users	✓	✓	✓	✓
<b>Training</b>				
<ul style="list-style-type: none"> <li>• Creating New Reports</li> <li>• Debugging Current Report Issues</li> <li>• Debugging and Setting Up Connections</li> <li>• Debugging and Setting Up Gateway</li> </ul>		✓	✓	✓
<b>Training Hours</b>		2	2	4
<b>Gateway Installations (Yearly)</b>		1	2	2
<b>Report Development Hours</b>		1	2	3
<b>Service Hours Per Month</b> Maintenance and Connection Issue Resolution on Existing Power BI Reports/Data Models		2	2	2
<b>Pre-Packaged Reports Per Year</b>	\$250 USD / \$325 CAD per report up to 3	1	2	3
<b>Minimum Month Commitment</b>		6	6	6

Pricing is shown as USD / CAD

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# ArcherPoint Terms & Conditions

## General Services

- New Reports and new data models are not included in Service hours.
- NAV/BC development is not included.
- Services for NAV/BC development will be provided based upon the terms defined in the Master Services Agreement.
- Unused plan hours do not roll over to the next month.
- Service requests will be submitted via the ArcherPoint Support Portal.
- We will provide three sample Power BI dashboard reports to include:
  - Finance (available for NAV 2016 and later)
  - Sales
  - Purchases



### Contact Support

866-343-4517, Option 2 [24/7]  
[support@archerpoint.com](mailto:support@archerpoint.com)  
[archerpoint.force.com](http://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.