



MICROSOFT DYNAMICS SUPPORT SERVICES



When your organization faces technical problems, our team of Microsoft Dynamics Certified consultants is here to help. Our reliable experts quickly identify and resolve your IT issues, whether they are mission critical or cosmetic.

Armanino Support Services is staffed by the same experienced professionals year round, so we quickly form relationships with your end users. We know your business and what it takes to keep it running smoothly.

Our Response to Your Needs = Support Team Courtesies

When we see tickets awaiting client response, our certified consultants follow up to ensure nothing falls through the cracks. We make frequent contact with your organization's principle contacts regardless of open tickets.

Automated Ticket System

Armanino maintains a web-based ticket tracking system with a convenient, customizable dashboard. It is quick and easy for you to enter tickets and you will receive notifications via email when updates occur on any and all of your support tickets. We maintain customer privacy protection through user permissions and you can filter your tickets for custom views and reports.

Benefits

Every minute of downtime can drain productivity and frustrate your employees. With Armanino providing Dynamics Support Services to your internal team, you will experience:

- Reliability
- Rapid Response Time
- Internal Customer Satisfaction
- Peace of Mind

Our support agreements provide a steady, reliable process and peace of mind for managing the unpredictable support issues your organization faces.

Contact Armanino to discuss how we can help you with your support needs.

Dynamics AX Support:

Jacqy George
408 596 1322
Jacqy.George@amllp.com

Dynamics GP Support:

Megan Fall
925 790 2643
help@amllp.com

Dynamics CRM Support:

925 790 2643
help@amllp.com

Learn More:

<http://www.amllp.com/dynamics-services/dynamics-support>



Our Support Plans Give You Options

Plan	Features
Time & Materials	<ul style="list-style-type: none"> • 24/7 Online Ticket System • Account Manager • Pay Only for Time Used • No Usage Restrictions
Per Incident (*Restrictions Apply)	<ul style="list-style-type: none"> • 24/7 Online Ticket System • Account Manager • Flat Rate Per Incident • Per incident guidelines at: Dynamics Guidelines
Prepaid Block of Hours (*Limited Restrictions Apply)	<ul style="list-style-type: none"> • 24/7 Online Ticket System • Account Manager • Prepay for Time & Material Support Hours (Up to \$15K) • Discount on Hourly Rate Available
Unlimited Support (*Restrictions Apply)	<ul style="list-style-type: none"> • 24/7 Online Ticket System • Account Manager • Annual Agreement with Custom Pricing • Per incident guidelines at: Dynamics Guidelines