

24/7 Business Critical Microsoft Dynamics NAV Support

Support Fact Sheet

May 2017



Microsoft Dynamics NAV

24 hours a day, 365 days a year - Business Critical Software Support from Technology Management

Your IT infrastructure is key to the success of your organisation. Technology Management provides comprehensive round-the-clock support from our UK-based help centre to provide peace of mind – and added value.

If your business operates outside standard support hours, Business Critical Support can prove essential in meeting the deadlines and SLAs you have in place with customers and suppliers. Our 24/7, 365 help desk is staffed by the same core support team who understand the issues your users encounter, the nature of your organisation and its critical business challenges. This reduces down-time as they are better equipped to find an interim solution to your problem while they work on a permanent resolution.

Standard support

8.00am - 6.00pm, Monday - Friday

- First and Second Line Support
- Telephone Helpdesk - direct access to our team of Dynamics NAV certified consultants and developers
- Remote Access Software – faster diagnosis and response with secure, remote access
- Extensive testing and knowledge-base systems
- Support desk software with automatic schedule reporting
- Real-time monitoring software
- Inclusive support for customisations to your system
- Free monthly knowledge seminars
- Free development for minor system changes
- Training (available 2016)

Making the most of your investment

Our dedicated Customer Support team will ensure all your system support issues are dealt with promptly and efficiently from a central point of contact.

With a host of additional features including support for customisations to your system, free monthly knowledge seminars and free development for minor system changes, a support contract with Technology Management enables you to make the most of your investment in Dynamics NAV.

When you have any additional (minor or major) developments made to your implementation, we won't change your support costs - it'll be that one fixed price you had when you sign up - always.

"The integrated solution of Microsoft Dynamics NAV and Dynamics CRM from Technology Management gives us modern, easy to use software to manage all our projects from initial quotation through to successful delivery and ongoing maintenance/support."

Keith Bailey
Summit Systems

The standard support process

Step 1: Logging the call

Log your Dynamics NAV software support call by calling **01902 578300**. Support customers will also be given a dedicated contact email address.

Step 2: Categorising the call

Your call is logged and a priority is assigned against the following criteria:

PRIORITY	DESCRIPTION	RESPONSE TARGET	INTERIM RESOLUTION TARGET	PERMANENT RESOLUTION TARGET	CALL ESCALATION
Critical	Complete system failure. Company unable to operate.	1 hour	1 working day	1 month	Director Level
Urgent	Multiple users unable to process. Client service impact within 24 hours.	1 hour	2 working days	1 ½ months	
Important	Single user unable to complete required task.	2 hours	2 working days	2 months	Help desk Manager & Primary Contact
Standard	Question regarding system operation.	4 hours	5 working days	3 months	

Step 3: Working the call

Your call is investigated using a variety of methods including remote access to your system. Following a thorough diagnosis, we will then fix the problem.

Step 4: Closing the call

Upon completion, we will notify you of the outcome. Once you are happy, we will go ahead and close the call.

Why invest in a Microsoft Dynamics NAV support contract with Technology Management?

- Technology Management is a Gold Certified Microsoft Partner, which recognises us as experts who meet strict quality and experience standards.
- Technology Management is a Microsoft President's Club 2015 member – we are recognised as one of the top 5% of Microsoft Dynamics partners worldwide based on driving growth whilst maintaining a strong commitment to customer satisfaction.
- We're one of the few, if not the only partner in the UK to offer an annual support contract with 10 hours working days as standard. We don't need to tie you into long contracts. Over 99% of our customers renewed in 2015.
- We boast an in-depth knowledge of Dynamics NAV, undertaking our first (then Navision) project in 1996 – before Microsoft acquired the software. In addition, our continuous training programmes hone the skills and expertise our customers rely on.
- Our customers benefit from the expertise of one of the largest dedicated support teams amongst Dynamics NAV partners in the UK.
- Our services are built around the needs of our customers, including third party product and Microsoft SQL server support. We also provide support for earlier versions of Dynamics NAV.



Contact Us

Technology Management helps Manufacturing and Distribution organisations enhance performance with Microsoft Dynamics 365, Dynamics NAV, Dynamics CRM and Office 365. Having delivered over 3,000 successful projects, we've plenty of experience implementing business systems, Microsoft Dynamics solutions and the technical infrastructure to support them.

We are a Microsoft Gold Certified Partner for ERP & CRM and can deliver Microsoft Dynamics solutions on your own IT infrastructure, hosted in our UK data centre or in the Microsoft Cloud. Based in the Midlands, we support clients across the UK and further afield.

Talk to us today for a jargon-free discussion on how Technology Management can help your organisation enhance performance:

Call: 01902 578 300

Email: hello@tecman.co.uk

Visit: www.tecman.co.uk

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