

MICROSOFT DYNAMICS CRM 2011, 2013, 2015 & 2016 SUPPORT SERVICES



WHAT WILL YOU GET?

- Level 1 Support

This is the initial support level responsible for basic customer issues. We gather the customer's information to determine the customer's issue by analyzing the symptoms and figuring out the underlying problem. This includes troubleshooting methods such as verifying physical layer issues, resolving username and password problems, uninstalling/reinstalling basic software applications, verification of proper hardware and software set up, and assistance with navigating around application menus.

- Level 2 Support

This is a more in-depth technical support level than Level 1 containing experienced and more knowledgeable personnel on a particular product or service. Technicians in this realm of knowledge are responsible for assisting Level 1 personnel solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking for known solutions related to these more complex issues. The Level 2 support may include, but is not limited to onsite installations or software repair, diagnostic testing, and the utilization of remote control tools used to take over the user's machine for the sole purpose of troubleshooting and finding a solution to the problem.

- Level 3 Support

This is the highest level of support in a three-tiered technical support model responsible for handling the most difficult or advanced problems. If it is at all possible, the technician will work to solve the problem with the customer as it may become apparent that the Level 1 and/or Level 2 technicians simply failed to discover the proper solution. Upon encountering new problems; however, Level 3 personnel must first determine whether or not to solve the problem and may require the customer's contact information so that the technician can have adequate time to troubleshoot the issue and find a solution.

| Support Services | Enterprise |
|---|------------|
| Auditing | ✓ |
| Proactive Information Distribution | ✓ |
| Online Support Ticketing Tool | ✓ |
| Critical Problem Alerts | ✓ |
| Remediation Services | ✓ |
| Response to mission-critical problems during the business days SLA | 30 min |
| Business Critical problems solving time, during the business days – SLA | 4 hours |
| Problem Resolution Support | ✓ |
| Remote Resource Support – Phone and email support | ✓ |
| On-Site Resource Support* | ✓ |
| Business Days Support Coverage | ✓ |
| Training, Demo and Testing Environment on ASG's Servers | ✓ |
| Product Development | ✓ |
| Business Expertise for Microsoft Dynamics | ✓ |
| Training for Support and Implementation Consultants | ✓ |
| 24x7 Critical Situation Escalation Management | ✓ |
| Dedicated Account Representative | ✓ |
| Upgrades & Updates | ✓ |
| Data Migration | ✓ |
| Software Integration | ✓ |

About ASG

ASG (Aleman Software Group) is one of the Romania's most innovative providers of consulting, software and outsourcing services. Founded in 2010, ASG is focused on consulting and business software that powers progress and helps organizations to build their company of the future.

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