

# Business Ready Enhancement Plan<sup>plus</sup>

*Enabling high performance through up to date technology and value added services*



The **Business Ready Enhancement Plan<sup>plus</sup>** program provides Professional Advantage's customers with technology updates and value adding services to improve performance of their business.

The Business Ready Enhancement Plan is a Microsoft Dynamics Solutions Program designed to help you get the most from you Microsoft Dynamics Solutions and meet the changing needs of your business. It ensures your systems are updated with the latest technology and encompasses the delivery of superior software and tools from Microsoft Dynamics Solutions, Professional Advantage and other third party products as specified in your service level agreement.

## **Software Upgrades and Services Packs**

All Microsoft Dynamics Solutions software updates and upgrades, incorporating significant as well as minor refinements on new product features are covered by the Business Ready Enhancement Plan. Services to perform the upgrade are not include into your Enhancement Plan charge and are billed separately.

## **Unlimited Access to CustomerSource**

Customer Source is a secure, password-protected area of Microsoft's website that provides your with 24-hour access to self-help tools and Microsoft community information. CustomerSource also provides you with product and industry news, white papers, fact sheets and documentation.

# Business Ready Enhancement Plan<sup>plus</sup>

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**plus** is a program component from Professional Advantage that delivers added value through client support, training and complimentary services.

## Professional Advantage's Customer Support Team

Our Customer Support team is the point of initial contact in solving issues relating to Professional Advantage supported products. Our team consists of dedicated specialists focused on solving your support queries. Each issue is logged into our CRM system, updated and escalated through to resolution. We commit to one hour response time and can provide you with support reports.

## InTheKnow: Regular Email Newsletters

On a regular basis you will receive email updates informing you of developments in the Microsoft Dynamics Solutions world as well as technical information and tips on how to better use your system.

## Account Management and Client Reviews

Client Partnership Managers provide a program of regular meetings to proactively manage your level of satisfaction. Any issues can be addressed through this forum as your Account Manager works with you on an ongoing basis to assist you to receive the maximum value from your system.

## FREE Technical Site Audit\*

Upon request Professional Advantage provides an on-site visit to review the set-up, performance, and procedures of your Microsoft Dynamics Solutions system. A written report documenting our findings and highlighting any suggested improvements will be then provided.

\* Excludes Microsoft Dynamics AX customers enrolled in the basic Business Ready enhancement charged at 16 % per annum.

## How much does it cost?

Business Ready Enhancement Plan<sup>plus</sup> is charged at a percentage per annum of the current list price of the Microsoft Dynamics Solutions Software you operate. See details below:

Microsoft Dynamics GP	21%
Microsoft Dynamics RMS	23%
Microsoft Dynamics AX	16%* or 21%

\* Excludes some benefits such as Free Technical Site Audit - If required this service is available at "time and materials" rate

## Online Sessions of Support, Demonstration and Training\*

This unique service by Professional Advantage allows you to tune into the live presentation performed by one of our experienced consultants via the Internet. These short sessions allow you to stay informed and learn quick tips and tricks to use the system to your maximum benefit.

## InTouch: Quarterly Client User Meetings

Every quarter you will be invited to attend our Client Update Meeting (InTouch). These meetings focus on specific solution related topics, provide you with the opportunity to meet with other users, as well as give you an insight into broader Microsoft products and capabilities.

## FREE Induction Training for New Users\*

Regular half day overview courses for new users help your new employees get up to speed faster and become more proficient with the use of the system.

\*Microsoft Retail Management excluded.

## Customer Portal

This facility gives you direct access to our help desk system. It allows you to log and review cases or search for knowledge base articles via the web, as an alternative to using the telephone support. This 24x7 service greatly enhances your ability to manage an issue through to its resolution.

## For information about your Business Ready Enhancement Plan<sup>plus</sup>:

Call your Account Manager or Customer Support on 1300 658 608 or email: [microsoftsupport@pa.com.au](mailto:microsoftsupport@pa.com.au)

\*TrainingOnline sessions attract a charge of \$95 per connection, all other support or demonstration sessions are FREE