

Support^{plus} Program for *Customers*

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



Support^{plus} program provides Professional Advantage customers with technology updates and value adding services to improve performance of their business

Support^{plus} program is designed to help you get the most from your Microsoft Dynamics solutions and meet the changing needs of your business. It ensures your systems are updated with the latest technology and encompasses both the Business Ready Enhancement Plan (BREP) by Microsoft and value adding services from Professional Advantage.

Software Upgrades and Service Packs

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

Unlimited Access to CustomerSource

CustomerSource is a secure, password-protected area of Microsoft's website that provides you 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.

Support^{plus} delivers added value through client support, training and complimentary services by Professional Advantage.

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. Our support team can be reached by phone: 1300 658 608 or email: microsoftsupport@pa.com.au

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.



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.

Client Events

You will be invited to attend our regular client events. 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.

Account Management and Client Reviews

Account 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 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.

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 system. A written report documenting our findings and highlighting any suggested improvements will then be provided.

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. To access our Customer Portal please visit: <http://customerportal.pa.com.au>

How much does it cost?

Support^{plus} Program is charged annually at 22.5% of the protected list price of your Microsoft Dynamics software.



Call: 1800 126 499

Visit: www.pa.com.au

Email: enquiries@pa.com.au

For information about your Support^{plus} Program

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Customer Support on 1300 658 608 or
Email: microsoftsupport@pa.com.au

