DynamicsGP Support*plus* program

Support^{plus} program provides Professional Advantage clients 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 within 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

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

PA'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: support@pa.com.au

Support webinars, training and demonstrations

This unique service by Professional Advantage allows you to tune into live presentations 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 management team and client reviews

We will allocate a dedicated Client Management Team to manage the relationship with you. This Team will consist of an Inside Account Manager who will focus on your existing solution, and a Client Success Manager who will work with you to extend beyond your existing solution. Your Inside Account Manager will act as your primary contact. The Inside Account Manager is ultimately responsible for your overall satisfaction and will engage in a program of regular contact to ensure that we are continually adding value.

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.

FREE technical site audit

Upon request, Professional Advantage can audit the set-up, performance and technical procedures of your Microsoft Dynamics system. A written report documenting our findings and highlighting any suggested improvement 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 based 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: https://my.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.

For information about your Support[plus] Program

Call your Client Management Team, or
Customer Support on 1300 658 608 or
Email: support@pa.com.au

professional advantage