

TECHNOLOGY SERVICES

DYNAMICS 365 BUSINESS CENTRAL MANAGED SERVICES

FOR A PACKAGE THAT FITS YOUR NEEDS NOW

As your business evolves, we can help you refine your Dynamics solution to meet changing requirements.

We help you minimize process and technical complexity and enable users to do their best work in the Dynamics environment. Sikich offers several ways for you to take advantage of our expertise and resources. Our clients find value in leveraging an ongoing relationship with the partner that has helped them with their Dynamics Solution. Having access to the experts that assisted in their digital transformation proves to be invaluable and can enhance the overall value of the solution.

SERVICES	BASE	BASE +	PREMIUM
Priority Dynamics 365 BC Application 1 year managed services/support plan	✓	✓	✓
Authorized Callers	1	2	4
Break-Fix Support Incidents	10	UNLIMITED	UNLIMITED
Response Time for Critical - 1 Hour	✓	✓	✓
Response Time (2 Hours)	✓	✓	✓
Standard Hours (8am to 6pm)	✓	✓	✓
Priority Access to Client Account Manager	✓	✓	✓
Fiscal Period End Support - up to 2 hours per month to answer questions related to closing a period or year	✗	✓	✓
Annual 2 day assessment. 2 days includes recommendations report of your environment and implementation	✗	✗	✓
Services billed against included hours:			
Included hours	✗	50	100
User/Role Security Administration	✗	✓	✓
ISV Solutions Support	✗	✓	✓
Create/Refresh Sandbox Environments	✗	✓	✓
Schedule System Updates & Facilitate Testing	✗	✓	✓
Create/Update Workflows	✗	✓	✓
Building/Editing Supported ISV Financial Statements	✗	✓	✓
Audit/Compliance Support	✗	✓	✓
Training	✗	✓	✓
Create/Update/Support Integrations	✗	✓	✓
Implementation, Setup or Installation of Additional Functionality in Dynamics 365 BC or ISV Solutions	✗	✓	✓
SERVICE CONTRACT ANNUAL FEE	BASE	BASE +	PREMIUM
Base (15% of APR or the Base Amount, whichever is greater)	\$12,000	\$28,000	\$46,000
TOTAL	\$12,000	\$28,000	\$46,000

* Response time does not translate to resolution

For more information about our services, visit www.sikich.com/technology/products/dynamics-365

OUR SUPPORT DESK

Contact information:

Email: Support@sikich.com

Phone: 1-877-745-4241

- Centralized dispatcher
- Sophisticated ticketing system with escalations built in
- Customer satisfaction measured on each ticket
- Experienced, dedicated support team
- Historical access to all support tickets
- System access and configuration documentation supplied to support desk resources

PROVEN EXPERTISE

We help our Dynamics clients see what's possible, set priorities, create a roadmap for accomplishments and deliver results that matter. Many of our consultants have spent years in specific industries and can translate that experience into optimizing your Dynamics solution to improve processes, empower employees and engage your customers. As your company continues to grow and change, Sikich has the technical, functional, and industry expertise you need across the Dynamics ERP solution portfolio. In addition, many clients will leverage Sikich capabilities beyond Dynamics including Office 365, Azure and the Power Platform.