

## SUPPORT

# UNLOCK YOUR POTENTIAL

**70% OF COMPANIES USE ONLY 30% OF THEIR NEW SOFTWARE FUNCTIONALITY**

Over our many years of experience, we have seen countless companies that aren't getting the benefits they expected from their Enterprise Software. Our support program includes:

- Complimentary annual "application reviews" aimed at making sure you're employing all of the capabilities available to you
- Automated Help Desk support ticketing system (support@websan.com)
- Blocks of support hours offered at various intervals to fit your needs
- Defined and reliable service response times

## SERVICE PLAN COMPARISON

Service Plan Comparison	Ad-Hoc	Choice	Premium
Priority of Call	3	2	1
Response Times	2 days	6 hours	4 hours
Quarterly Health Check			X
Free Estimates For Future Projects		X	X
Hours of Support		30	75
Fee	\$185/Hour	\$4,850	\$11,550
Valid For	NA*	12 months	18 months

Tickets open more than 5 days without a customer response will be automatically closed

### Premium Plan

- Offers a premium level of support, during standard business hours
- Your call or inquiry is placed above all other support clients
- Included in the plan is a quarterly "health check" of system usage, usability, and status of the implementation. Estimates for implementing new features or functions will be charged a fee of 1 hour

\*Credit card authorization required for Ad-Hoc plan

**\*On-site support will be charged at a rate of 1.5 hours per 1 hour**

For a customized monthly service plan, please contact your account manager or support@websan.com



## Help Desk Support Plan FAQs

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**Q: Can I purchase a support plan any time during the year?**

A: Yes, a support plan can be purchased throughout the year at any time and does not have to be synchronized with your Microsoft Dynamics maintenance plan renewal date (for on-premise Clients).

**Q: What are the payment terms for support plans?**

A: Payment terms for support invoices are Due Upon Receipt. If payment is not received within 10 days, the support plan is deemed void and any support incurred will be invoiced at \$185/hour.

**Q: When I purchase a support plan, when does it expire and do unused benefits roll over after expiration?**

A: All support plans are valid for 12 calendar months, except the Premium plan. Once your support plan expires, all benefits and unused support hours expire as well.

**Q: How do I place support tickets with the help desk?**

A: You have a few options:

- 1) Email [support@websan.com](mailto:support@websan.com)
- 2) Call our support helpdesk 1-866-493-2726

**Q: Who is authorized from my company to place support tickets against our support plan?**

A: Clients provide at least one (1) individual who is authorized to place support tickets with WebSan on behalf of the Client and approve all hours charged against this support agreement.

**Q: How do I know how many hours I'm authorizing when I enter a ticket?**

A: WebSan will provide a quote in advance on any ticket that is entered to our support queue that is expected to exceed 4 hours of effort. Not all tickets can be estimated in advance and we will do our best to keep the hours to our estimates, however some issues become more complex as we delve into them.

**Q: How can I keep track of the hours left in my support plan?**

A: WebSan will report monthly on the usage of support hours, or more frequently if there is a risk of the charged hours exceeding the purchased amount. WebSan will continue to provide support in the case of an overrun of hours. Any used hours (up to 20% of the plan's purchased rate) will be applied against the next support agreement purchased.

If the Client does not purchase any additional support contract, or if overrun hours exceed 20%, then any additional hours will be charged at a rate of \$185/hour. WebSan will notify the Client within a maximum of 30 days of an overrun.

**Q: What types of support services are included in the support plan?**

A: Support plans can be used for the following types of support calls:

- Training
- New reports or queries
- Troubleshooting and correcting issues within Microsoft Dynamics arising from the Client's use within the software's intended functionality
- Corrections to reports, screens, inquiries, configurations or other deliverables provided by WebSan during the software implementation
- Corrections to products or interfaces to/from the Client's Microsoft Dynamics product(s)
- Answers to questions by *trained* users regarding everyday use of Microsoft Dynamics software, third party software installed by WebSan, WebSan reports, data conversions, modified screens, integrations and module customizations

**Q: When WebSan sends me a report on support plan usage, how long do I have to review it, and ask for clarification or dispute any hours?**

A: Clients have one (1) calendar week to review hours and advise of any discrepancies. After that point, the hours are deemed "approved" and are thus billable against the support agreement in force.

**Q: What are the helpdesk hours of operation? Is it possible to request support after regular business hours?**

A: Our normal hours of operation are 8-6pm EST M-F. After-hour support can be arranged if advance notice is provided, extra fees may apply.

**Q: What if I want a customized monthly support plan?**

You can contact us at [info@websan.com](mailto:info@websan.com) and we will work with you to develop a support plan that will meet your needs.