BROADPOINT

BroadPoint ClientAdvantage Support

World class support to give you peace of mind

Program Overview

BroadPoint is excited to offer three support plan levels so you can choose the coverage that best fits your budget and needs. Plus, you have the option to upgrade your plan at any time if your organization's needs change.

Now, clients are able to use these discounted rate hours for a wide array of tasks, including staff training, report building, and other non-project work.

You will be billed monthly and can rest easy knowing your unused hours are carried forward on a rolling 12-month basis with an active plan. There is no annual commitment and plans may be canceled at any time with 30-days' notice.

- **Basic**
  - 2 hours/month
  - Streaming client
  - Client profile management

- **Plus**
  - Minimum of 4 hours/month
  - 4 hour response time
  - Streaming client
  - Client profile management
  - Priority support

- **Premier**
  - Minimum of 8 hours/month
  - 2 hour response time
  - Streaming client
  - Client profile management
  - Priority support

	Basic	Plus	Premier
Responsive Help Desk Support	✔	✔	✔
Business Analysis & Process Support	✔	✔	✔
New User Onboarding Support	✔	✔	✔
Tailored Training	✔	✔	✔
Priority Status		✔	✔
Discounted Hourly Rates		✔	✔
Quarterly Business System Reviews			✔

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Service that Fits Your Organization

Multiple levels of service are available to fit your company's unique challenges. You'll be able to enjoy benefits such as:

- Tailored Training
- Set monthly amounts make yearly budgeting easier
- Discounted hourly support rates save you money for any issue
- Hours roll over on a 12 month basis and are not "use or lose"
- Support tickets are tracked in system overseen by Support Manager to completion
- Documented Client Support Profile

"The support is great and I love the service. I have a great relationship with Dave Riska, our ClientAdvantage associate, and so I always get really good treatment. It really is fantastic and so easy. The responsiveness is great as well."

-Eric Miller, NAFCU

What does the ClientAdvantage Support Plan cover?

The ClientAdvantage support plan can be used to support a number of different applicaitons. From Dynamics 365 for Sales and Financials, Dynamics GP, SL, Office 365, and more - you can leverage our team to help your organization.

Regardless of what goes wrong, we will quickly diagnose the root cause, fix it and get you back to business all before you hang up the phone.

How does it work?

While our ClientAdvantage program allows for hours to be used for break/fix support, we've recently expanded its scope to further benefit you. Now, clients are able to use these discounted rate hours for a wide array of tasks, including staff training, report building, and other non-project work.

As part of your service, BroadPoint will provide monthly statements showing current balance, hours used and incidents handled. This provides you a historical case log to better understand where areas of training for new team members should be focused.