COMPUSOFT
THE WORLD OF SOFTWARE

5 Incident Pack

Remote Support Plan for
Microsoft Dynamics 365 Business Central

L2 & L3 Incident-Based Support for Seamless Operations*

*T&C apply

Ensuring Reliable Support for Microsoft Dynamics 365 Business Central

Our Remote Support Plan offers incident-based support for Microsoft Dynamics 365 Business Central. (Through Web /email support)

Includes L2 & L3 support for troubleshooting, issue resolution, and configuration assistance.

Designed to minimize downtime and optimize system performance.

What We Cover ?

L2 & L3 Remote Support for Microsoft Dynamics 365 Business Central

Training	Software Reinstallation & Configuration	Operational Troubleshooting	Bug Fixing & Issue Resolution	Technical Queries
End User Training on Microsoft Dynamics 365 Business Central beyond issue resolution.	Assistance with reinstallation and existing setup.	Resolving technical and functional issues.	Diagnosing and fixing application defects in Microsoft Dynamics 365 Business Central	Assistance for operational challenges in Microsoft Dynamics 365 Business Central.

What's Not Covered?

Infrastructure issues

- Hardware
- Network
- Internet Connectivity problems

Data Sanity Check

- Data Integrity &
- Consistency Review

Data Loss due to antivirus, any attack due to malware, ransomware, etc.

- Data Recovery Support is Not Included for Security-Related Breaches

Plan Pricing & Billing

Annual Support Plan *
- (L2 & L3) – Pack of 5 Incidents: $7,500 USD

Additional Taxes
- Applied at the time of billing as per regulations.

Platform offered
- Microsoft Dynamics 365 Business Central - On-Premise
- Microsoft Dynamics 365 Business Central - Cloud

* Non-Transferable Incidents :
Unused incidents do not carry forward.

Incident Definition & Closure Process

## Incident Definition

- Any error in existing functionality is logged as a ticket. a ticket is raised in our ticketing system as an issue / error.

Process Steps

- An email with the case number is sent to the customer SPOC/person who raised the issue.
- Based on the Root Cause Analysis (RCA), a solution is provided.
- A second email is sent to the customer seeking acceptance of the solution.
- If the customer confirms within the defined timeline, the case is closed.
- If there is no response despite reminder emails, the case automatically closes three working days after the final reminder email.
- A monthly report detailing all incidents received and their current status is shared with the customer.

Our Key Advantages
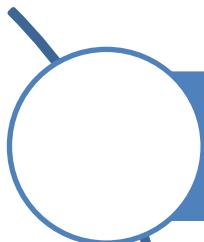
Expert Team – Specialists in Microsoft Dynamics 365 Business Central support.

Reliable & Responsive – Quick issue resolution with minimal downtime.
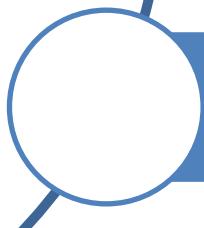
Commitment to Excellence – Best practices and proactive troubleshooting.

Get Started with Remote Support Today!

Ensure smooth operations in Microsoft Dynamics 365 Business Central.

Subscribe to our support plan today.

Contact us at:

marketing@compusoftadvisors.com | www.compusoftadvisors.com