

Make the most of your investment in Microsoft Dynamics 365 Business Central

Microsoft Dynamics 365 Business Central Software Support from MetaOption LLC

Your IT infrastructure is key to the success of your organisation. MetaOption LLC provides comprehensive software support services that provide peace of mind and added value.

STANDARD SUPPORT 8.30am – 5.30pm, Monday – Friday

- First and Second Line Support
- Telephone Helpdesk direct access to our team of Dynamics 365 Business Central certified consultants and developers
- Remote Access Software faster diagnosis and response with secure, remote access
- Extensive testing and knowledge base systems
- Support desk software with automatic schedule reporting
- Real-time monitoring software
- Inclusive support for customizations to your system
- Free monthly knowledge seminars
- Free development for minor system changes.

OPTIONAL BUSINESS CRITICAL SUPPORT 24 hours – 365 days a year

- Round the clock system support from our internal team for additional peace of mind.



Making the most of your investment

Our dedicated Customer Support Team will ensure all your system support issues are dealt with promptly and efficiently from a central point of contact.

With a host of additional features including support for customizations to your system, free monthly knowledge seminars and free development for minor system changes, a support contract with MetaOption LLC enables you to take the most of your investment in Dynamics 365 Business Central

What our customers say...

“Our company certainly moved to Dynamics NAV to comply with the requirements. The transition was a difficult one, however since moving our support contract to MetaOption LLC our faith in the package has now been completely restored.”

CEO,
A Leading Wholesaling Company,
Hudson, Columbia, NY.

MetaOption LLC

2500 Plaza 5, 25th Floor, Harborside Financial Center, Jersey City, NJ 07311

The Support Process

Step 1: Logging the call

Log your NAV software support call by calling +1-888-895-4233. Support customers will also be given a dedicated contact email address.

Step 2: Categorising the call

Your call is logged and a priority is assigned against the following criteria:

PRIORITY	DESCRIPTION	RESPONSE TARGET	RESPONSE TARGET	PERMANENT RESOLUTION TARGET	CALL ESCALATION
Critical	Complete system failure. Company unable to operate.	1 hour	1 working day	1 month	Director Level
Urgent	Multiple users unable to process. Client service impact within 24 hours.	1 hour	2 working days	1 ½ months	
Important	Single user unable to complete required task.	2 hours	2 working days	2 months	Helpdesk Manager & Primary Contact
Standard	Question regarding system operation.	4 hours	5 working days	3 months	

Step 3: Working the call

Your call is investigated using a variety of methods including remote access to your system. Following a thorough diagnosis, we will then fix the problem.

Step 4: Closing the call

Upon completion, we will notify you of the outcome. Once you are happy, we will go ahead and close the call.

Why invest in a Microsoft Dynamics Dynamics 365 Business Central support contract with MetaOption LLC?

- MetaOption LLC is a Gold Certified Microsoft Partner, which recognises us as IT experts who meet strict quality and experience standards.
- We boast an in-depth knowledge of Microsoft Dynamics Dynamics 365 Business Central. In addition, our continuous training programme hones the skills our customers rely on.
- **Our customer benefit from the expertise of one of the largest dedicated support teams amongst Microsoft Dynamics 365 Business Central Partners.**
- Our services are built around the needs of our customers. We also provide support for earlier versions of Dynamics 365 Business Central (Previously Dynamics NAV).
- With an average client satisfaction rating of 95% for Customer Support, MetaOption LLC offers a complete support service you can trust.

MetaOption LLC

MetaOption LLC delivers integrated IT solutions to meet the challenges of manufacturers and distributors through:

Consultancy: Business process audits, system design and implementation.

Support: System training and maintenance.

Enhancement: A comprehensive suite of complementary products and services, including complete solutions for IT networks, shop floor data collection, online trading, EDI, mobile sales (including iPads), document management, document approval and workflow, warehouse management, management dashboards and reporting, supplier management, e-business, remote working and measuring business performance.

Knowledge: articles, workshops, newsletters, guides and templates to help customers get more from their investment in IT.

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