



EnhanceMint

Exceptional support with Essential EnhanceMint

Agile and proactive problem resolution that leaves
traditional support systems in the past, where they belong



Is your support convoluted, slow and time-consuming? Is it tied up in unclear service level agreements (SLAs) that aren't easily managed or understood? Is the support you receive when you have a problem, not aligned with your business?

You probably said yes to one or all of these questions.

Essential EnhanceMint says no.

It is a unique approach designed to bypass the traditional challenges by removing the frustrations of:



Legacy issues that have made it difficult for your company to see the value in your support investment



Poor service due to limited visibility into your situation



Problems not sent to the right person or incorrect information provided to support



Limited strategic collaboration between your business and your support provider



Fluctuations in staffing and demand and the risk of receiving short-term solutions rather than benefitting from long-term gains



Support teams with not enough skilled staff in the right areas



Limited transparency into what you're receiving or achieving with your current support expenditure or within your existing service level agreements (SLAs)



Limited transfer of knowledge across your business and support teams

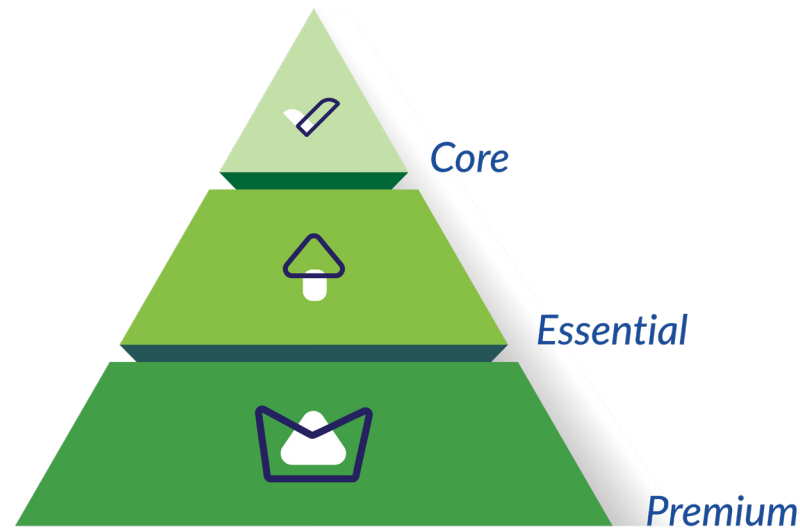


Poor value for money from support because of these limitations and a lack of problem resolution and clarity

“Support shouldn't be complicated and unsatisfying and feel like a grudge expense. It should be a strategic collaboration between your business and your support team with a clear connection to your strategic roadmap.”

It's time to swap unremarkable for **exceptional**

The Essential support ecosystem is designed to fit your business and forms part of a comprehensive re-imagining of support services. Together with Core and Premium, Essential forms part of the perfect triangle of services that will change how you experience managed support.



The EnhanceMint support offerings are underpinned by four elements:

1

VALUE & QUALITY

3

AGILE & STRATEGIC

2

TRANSPARENCY & VISIBILITY

4

PROACTIVE & PERSONALISED

Onboarding with EnhanceMint

This sits at the heart of our Essential offering. It is meticulously managed to ensure your experience is relevant, positive and engaging.

We get to know you as a customer because we gain in-depth insight into how your business works and how your technology investment can support your business strategy and provide you with prioritised technical cloud support.



Consistent and personalised service with teams who understand your business



Increased satisfaction thanks to enhanced support that delivers the right resources



A foundation built on the principles of service delivery and transparency



A team that knows and understands your business



A collaborative relationship focused on achieving your goals



Transparency into what you are receiving and achieving with your current SLAs

“Onboarding. This is defined as the process of being welcomed into a managed service ecosystem. For Mint, it is defined as the moment when your customer experience is transformed.”

Essential EnhanceMint



Exceptional is the right word for Essential EnhanceMint, an agile and proactive approach that leaves traditional support in the past.

The Essential offering is built on the foundation of resolving issues and problems from daily processing using D365 with everyday tickets and ongoing support.

1

Agile and Proactive Problem Resolution

We offer agility and proactivity within the Microsoft Dynamics 365 ecosystem alongside prioritised technical cloud support. With our ticketing system, you gain access to a comprehensive Microsoft 365 support ecosystem that resolves your problems quickly and efficiently. You can log incidents via email through the EnhanceMint ticketing system and you get unlimited logging of technical break-fix incidents.

2

Critical Situation Support

We provide critical situation support that's enhanced by our monthly service review, monthly system health checks and environmental monitoring plus the ability to escalate any issue to the relevant third-party software vendor for any required amendments.

3

A Holistic Support Ecosystem

We collaborate with you across multiple touchpoints and teams to ensure that every aspect of your support aligns with your strategy and consistently evolves to meet your needs. Essential includes an exceptional ticketing service that supports customers with everyday challenges at speed and with efficiency.

4

Access to Microsoft Account Managers

This access provides you with advocacy, escalation management, and a closer connection to Microsoft. In addition, you receive cloud enablement services to enrich delivery knowledge, capabilities and cloud adoption. With Essential, you have a direct support contract with Microsoft known as Advanced Support for Partners (ASP). You also receive ongoing communications on updates to the application as supplied by Microsoft.

5**Comprehensive Integration**

Your business is thoroughly integrated into the Mint Service Desk with our customer-centric onboarding process [link to website] that sits at the heart of the EnhanceMint support offering. It incorporates your SLA agreement details, risk response and resolution times, and all the essential elements that will shape your relationship with your EnhanceMint team.

6**Support and analysis review**

Essential ensures that you receive ongoing report-backs on system performance and support capabilities. You are provided with extensive visibility into your support structures and services. This includes a monthly service review alongside billing and subscription support.

7**Creation and modification of workflows**

To improve functionality and support capabilities, we collaborate with you to create and modify workflows to fit within your unique business requirements and structure.

8**User access and security**

We ensure robust access control across stakeholders and employees that are dependent on specific roles and responsibilities. This aligns with rich security parameters and capabilities that embed security and resilience throughout your business with a reliable support function.

5**Monthly system health check and environmental monitoring**

We provide you with monthly system health checks and environmental monitoring to catch and smooth over any areas of the business causing friction. Our goal is to smooth over the support function and the overall running of your business so you can focus on just that – your business. We also provide support for the escalation of required fixes to standard code to relevant third-party software vendors.

Enhance Your Business Today





Essential: It's more than support.



Real, visible and intelligent support that's immersed in your business thanks to our extensive onboarding process



Assurance that you are getting the most value from your services while avoiding unnecessary issues or challenges



Access to the perfect EnhanceMint triangle of support with the option to upgrade



Access to the tools and support you need to ensure you have everything you need to succeed



Enhanced and intensified productivity and efficiency



The right support and resources from the outset



Faster time to value and improved productivity



Comprehensive integration into the Mint Service Desk



Monthly service review and system health checks with environmental monitoring alongside support and analysis reviews

The Benefits of Essential EnhanceMint

Access to log incidents via email through the EnhanceMint ticketing system

Communications on updates to the Application as supplied by Microsoft

Billing & Subscription Support

Unlimited logging of technical break-fix incidents

Creation or modification of Workflows

User Access and Security

Critical situation support

Support and analysis Review

Monthly Service Review

Escalation to the relevant third-party software vendor for any required fixes to standard code

Monthly System Health Check and Environmental Monitoring

“Essential EnhanceMint delivers real, visible and intelligent support that has far-reaching benefits for your business.” – Craig Garrett, Head of EnhanceMint

The perfect partnership:

The Mint Difference

The Mint Group is committed to removing complexity from business and technology. We believe that your investment into innovation and transformation should be rewarded by smooth and simple productivity and functionality. We back up this belief with our proven track record – we are a preferred Microsoft Cloud Solution Provider with capabilities in implementing digital transformation across ERP, CRM, managed services, Microsoft 365, AI, Azure and more. We also provide transformed enterprise-wide solutions across the Microsoft Cloud Stack.

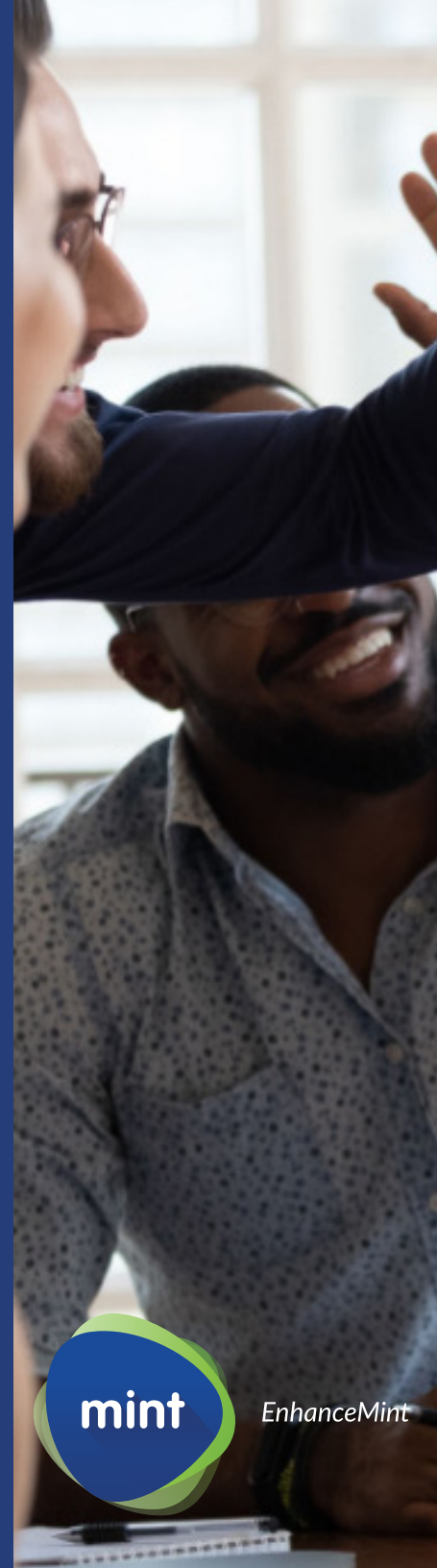
Our EnhanceMint support range is designed to transform how you experience and leverage support. We are here to make your life easier, better, faster. To turn your existing support into something extraordinary.

Mint has won the Microsoft Partner of the Year Award in 2022, is a Dynamics 365 Inner Circle Member, is one of the Top 10 Dynamics 365 Customer Insights Implementation partners globally, and is a Microsoft Advanced Specialisation Partner in change management and adoption.

We have also won Microsoft Partner of the Year for Power Platform, Modern Work, and Microsoft Consulting Services, and were the Microsoft Finalist of the Year for Artificial Intelligence.



Enhance Your Business Today



EnhanceMint