



PowerObjects' Dedicated Support Engineer offering (DSE) gives organisations a single point of contact for all Dynamics 365 support inquiries. If your organization has support needs exceeding 100 hours a year or if you have a complex deployment and need to streamline your support engagement, a DSE support option might be right for you.



A DEDICATED DYNAMICS 365 EXPERT FOR YOUR SUPPORT NEEDS

Outside of being your organization's dedicated resource for any Dynamics 365 support needs, the DSE drives proactive and reactive engagements to help anticipate and address issues before they have an impact.

With monthly review meetings, the DSE and your organization's Support Lead or IT Manager will discuss items such as open and closed support tickets, a 'state of the business' review, and any other open topics on either end of the partnership.

KEY BENEFITS

- A single point of contact to better manage and facilitate support requests
- A technical advisor there to assist your organization in being both proactive and reactive
- A Dynamics 365 expert that knows your organization's deployment inside and out
- Faster resolution times leading to additional efficiencies within your organization
- Simplified billing to help with organizational planning

SUPPORTING YOUR DYNAMICS 365 JOURNEY

PowerObjects is passionate about offering responsive support for Microsoft Dynamics 365. Our global support staff provides on-demand technical help with routine maintenance, technical issues, and small Dynamics 365 additions and changes. They are experienced, dedicated, and ready to respond quickly to your needs.

DEDICATED SUPPORT ENGINEER VS. STANDARD SUPPORT

Every organization is different. That's why PowerObjects has options for supporting your Dynamics 365 environment. Regardless of which support model you choose, PowerObjects' team of responsive Dynamics 365 experts are there to help you get the most out of the platform, including on-demand technical help with routine maintenance, troubleshooting, issue resolution, as well as small additions and changes.

| DEDICATED SUPPORT ENGINEER | | STANDARD SUPPORT |
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| Customers pre-pay for blocks of 100 support hours at their organization's billable rate. | HOW MUCH DOES IT COST? | Customers are billed on a time and materials basis. |
| Customers are invoiced once at the start of their engagement with options to extend for another year at any point. | HOW WILL I BE INVOICED? | Customers are sent weekly invoices per engagement. |
| A single point of contact that acts as a technical advisor for your organization's Dynamics 365 support needs. | WHAT'S UNIQUE ABOUT THIS SUPPORT OPTION? | Ad hoc, pay-as-you-go support model offering flexibility for organizations with minimal support cases annually. |
| Customers can chose whether or not to renew their contract after pre-paid hours are consumed. | HOW DO I CANCEL? | No contracts to cancel. |
| PowerObjects PowerCare Portal. | HOW CAN I GET IN TOUCH WITH MY SUPPORT ENGINEER? | PowerObjects PowerCare Portal. |
| Enterprise organizations with support needs exceeding 100 hours a year. | WHAT SUPPORT MODEL WORKS BEST FOR MY ORGANIZATION? | SMB and SMC organizations consuming less than 100 support hours a year. |
| 24/7 | WHAT ARE THE HOURS OF SUPPORT? | 24/7 |
| System down within one hour for first contact. All other cases will be responded to within four hours. | WHAT ARE THE SLAS INCLUDED? | System down within one hour for first contact. All other cases will be responded to within four hours. |
| Act as a single point of contact for all technical issues. Project work is NOT included under the DSE program. | WHAT CAN MY SUPPORT ENGINEER NOT HELP WITH? | Project work that requires a dedicated Projects Manager. |



Ready to get started? Reach out to our team today!

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