

2 HOUR SUPPORT ASSESSMENT FOR DYNAMICS 365, POWER PLATFORM & COPILOT

GROWTH THE STRATEGIC WAY!

STRENGTHEN & SUPPORT YOUR MICROSOFT DYNAMICS 365, POWER PLATFORM, & COPILOT SOLUTIONS



Managing Microsoft solutions effectively requires a clear understanding of your current systems and goals. Our 2-hour support review helps organizations identify challenges, prioritize needs, and plan the next steps with clarity and focus.

WHAT WE'LL COVER

During the review, our specialists will:

- Discuss your organizational objectives and how they align with Dynamics 365, Power Platform, and Copilot capabilities.
- Examine your existing systems to identify areas needing attention or improvement.
- Develop a prioritized list of current issues and potential enhancements based on your unique requirements.

ABOUT TRELLISPOINT

TrellisPoint is a strategic growth consulting firm and Microsoft Solutions Partner specializing in technologies such as Microsoft Dynamics 365, Power Platform, Azure AI, and Copilot, as well as transformation services such as business process engineering and organizational change management. We collaborate with growing companies that are looking to transform technology from a cost center into a key differentiator. Our proven TrellisPoint Success Framework delivers flexible solutions that will provide value for your present and future requirements. At TrellisPoint, your success is our success.

SUPPORT OPTIONS AFTER THE REVIEW

Once the review is complete, choose from three flexible support plans designed for different levels of need:

1. Pay As You Go Support

Ideal for organizations seeking occasional assistance without ongoing commitments.

2. Prepaid Hours Block of Support

A practical choice for businesses with recurring requirements or specialized projects.

3. Ongoing Support Agreement

Best for organizations needing regular collaboration and proactive system guidance.

WHY WORK WITH TRELLISPOINT?

Dedicated Expertise: With a focus on Microsoft technologies, we provide deep knowledge and proven approaches.

Custom Support Plans: Choose the level of service that fits your goals and resources.

Actionable Results: We address your specific needs and provide clear next steps for improvement.

	Pay as You Go Support	Pre-Paid Support Hours Block	Ongoing Support Agreement
Included Offerings			
Quarterly Review Meetings	✓	✓	✓
Annual Roadmap Refreshes	✓	✓	✓
2 Wave Release Reviews Per year	✗	✓	✓
Annual License Audit	✗	✓	✓
Quarterly Ticket Reviews with Annual Report	✗	✓	✓
System Review Service	✗	✗	✓
System Usage Audit 	✗	✗	✓
Included Offerings			
Pricing locked for agreement term	✗	✓	✓
24 business hour resource assignment and issue review	✗	✓	✓
Priority Queuing	3	2	1
Hours & Billing	Hours paid as incurred, billed monthly for hours used the previous month	Hours prepaid in full in increments of 100	Hours prepaid monthly in increments of 10 hours.
Minimum hours per month	No Monthly Minimum	No Monthly Minimum	20+ Hours
Hours Utilization Commitment	No Client commitment on hours utilization	Hours good for one year from purchase	Hours must be consumed each calendar quarter
Ticket Acknowledgement Service Level Agreement	48 business hours	4 business hours	2 business hours