

A dark gray background with a network of white lines and dots, resembling a molecular or data network structure, scattered across the entire page.

# **CUSTOMER CARE SERVICES FOR DYNAWAY EAM**

**dynaway**

## About Dynaway

- **Focused exclusively on Dynamics AX since 2000**
  - Enterprise Asset Management (EAM/MRO/CMMS)
  - Customer base approximately 7 times larger than the second largest player in AX/EAM space
  - The first EAM/CMMS ISV to be approved by Microsoft on AppSource
- **Part of EG**
  - EG is European based and has 1,900 employees
  - Approximately 1,000 focused on Dynamics

**WHAT ARE DYNAWAY CUSTOMER CARE SERVICES?**

**...AND WHAT VALUE DO THEY OFFER YOUR BUSINESS?**

# Customer Care Services

## Typical Challenges for Our Customers

Ensuring stable IT-operations and enabling time for innovation

+

Transforming technology into valuable business solutions



## **BENEFITS OF CUSTOMER CARE SERVICES**

- **Fast and efficient support**
- **Guaranteed access to Dynaway EAM consultants and specialists**
- **Proactive delivery of relevant Microsoft notifications with Dynaway recommendations**
- **Governance of Dynaway EAM updates**
- **Service Delivery Management**
- **Accelerated adoption and productive use of Dynaway EAM**

## **BENEFITS OF CUSTOMER SERVICES**

- **More time to focus on your core business**
- **Build and maintain EAM competencies**
- **Ensure that both Dynaway EAM and users are running at full speed**
- **We keep you informed, and help you plan ahead – so you can focus on what you do best**
- **No worries about unexpected bills**

## **CUSTOMER CARE SERVICES FOR DYNAWAY EAM**

**A portfolio of standardized service offerings that are optimized for Dynaway EAM.**

**Available in three tiered plans and flexible to meet your specific needs.**

## Customer Care Services and Plans

	Silver	Gold	Platinum
<b>Service Desk</b>			
Service Desk Portal			
Service Desk via E-mail			
Service Desk via Phone			
Service Desk Usage Report			
Service Desk Usage Analysis			
<b>Service Levels</b>			
Service Level Agreement (SLA)	48 hours	36 hours	24 hours
<b>Service Delivery Management</b>			
Service Delivery Manager	Named	Named	Named
Service Reporting			
<b>Support</b>			
Access to Senior Consultants			
Access to Specialists			



## Customer Care Services and Plans

	Silver	Gold	Platinum
<b>Support</b>			
Service Requests	✓	✓	✓
Feature Requests	✓	✓	✓
Super User Support		✓	✓
Incident Workarounds		✓	✓
Customer Specific Customizations		✓	✓
Governance and Support of Updates		✓	✓
<b>Customer Care</b>			
Online Service Review Meetings	✓	✓	✓
Online Access to Dynaway Product Portal	✓	✓	✓
Membership of User Group (Dynaway)		✓	✓
Change Management			✓
Strategic Roadmap Advisory (On-Site)			✓

# Customer Care Services and Plans

	Silver	Gold	Platinum
<b>Technical Assistance</b>			
Platform and Application Notifications (EAM)			
Configuration Audit			
Troubleshooting in Pre-Production Environment			
Bug Fix of Errors (latest version)			
Bug Fix of Errors			
Sanity Check			
Performance Analysis			

# Fit for purpose

Global footprint

Strategic use of EAM

High demand for customization

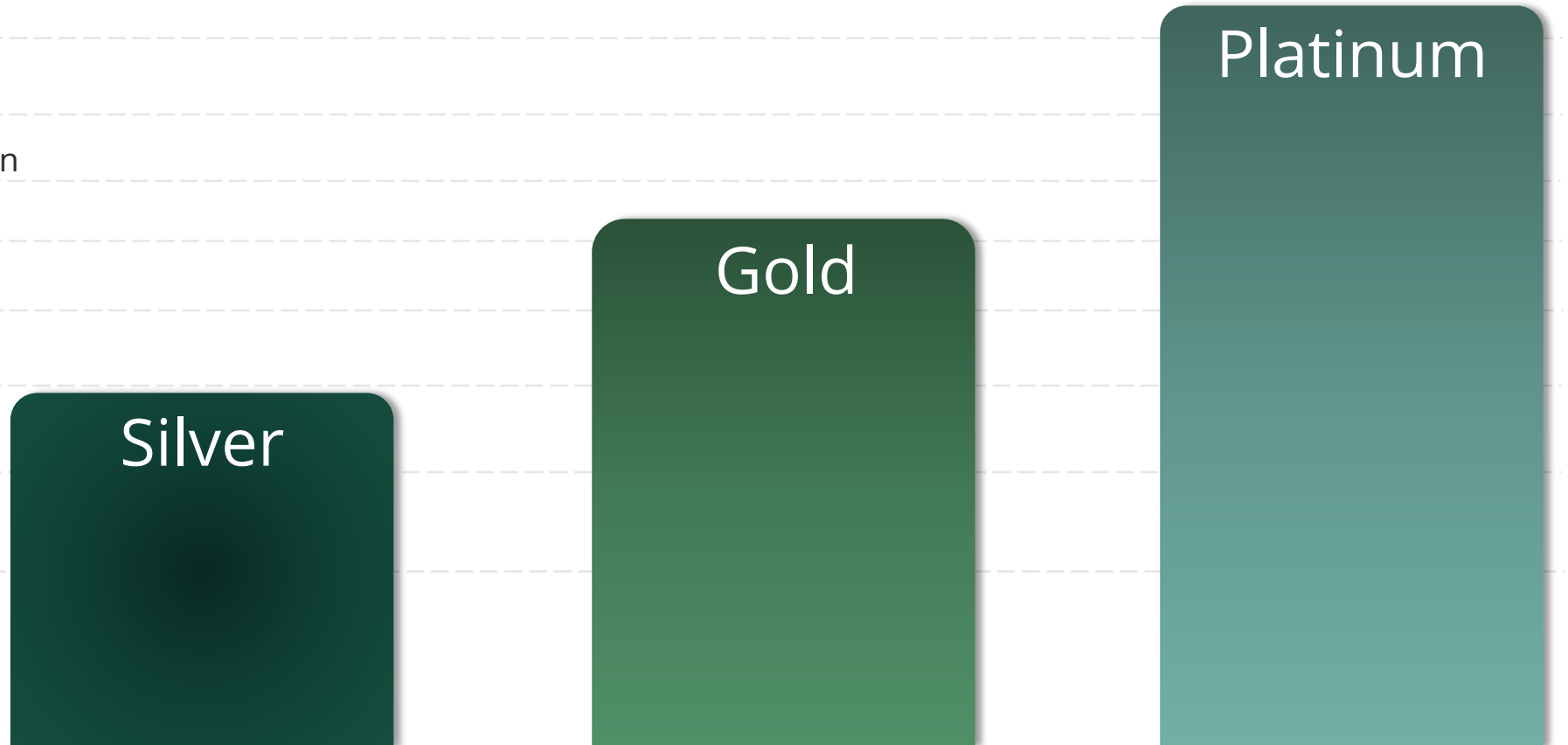
3<sup>rd</sup> party solutions

Integrations

Cost optimization

Low demand for customization

Low need for support



Customer Care Plans for Dynaway EAM



## SILVER PLAN

### Service Desk

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Use Dynaway Service Desk for EAM incidents, problems, questions, support, and service requests.

### Support

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Get full Dynaway EAM Application Support.

### Product Portal

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Get online access to complete and updated product guidelines and product documentation.

### Service Requests

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File Service Requests for advice, information or service.

### Platform and Application Notifications

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Receive recommendations and advise of platform notifications.

### Service Review Meetings

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Participate in regular online Service Review Meetings.



## GOLD PLAN

### Service Desk Usage Reports

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Get reports on the usage and performance of Dynaway Service Desk.

### Super User Support

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Get Super User support before, during and after go-live.

### Feature Requests

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Request features for Dynaway EAM.

### Incident Workarounds

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Reduce or eliminate the impact of an incident or a problem.

### Support of Customizations

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Get full support of EAM application customizations developed by Dynaway.

### Governance and Support of Updates

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Extend your organizational EAM capabilities.



## GOLD PLAN

### Membership of User Group

-----  
Maximize the use of Dynaway EAM.

### Configuration Audit

-----  
Ensure correct and consistent configuration of Dynaway EAM.

### Troubleshooting

-----  
Identify issues and relevance of user actions.

### Installation

-----  
Get support in relation to installation of Dynaway EAM.

### Bug Fix (latest version)

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Request corrections of critical errors.

### Change Management

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Get support in managing changes related to Dynaway EAM.



## PLATINUM PLAN

### Service Desk Usage Analysis

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Get information about underlying trends and issues in Service Desk.

### Bug Fix (previous versions)

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Request corrections of critical errors.

### Sanity Check

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Ensure accessibility and responsiveness of Dynaway EAM.

### Performance Analysis

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Ensure that Dynaway EAM is performing as expected.

### Strategic Roadmap Advisory On-Site

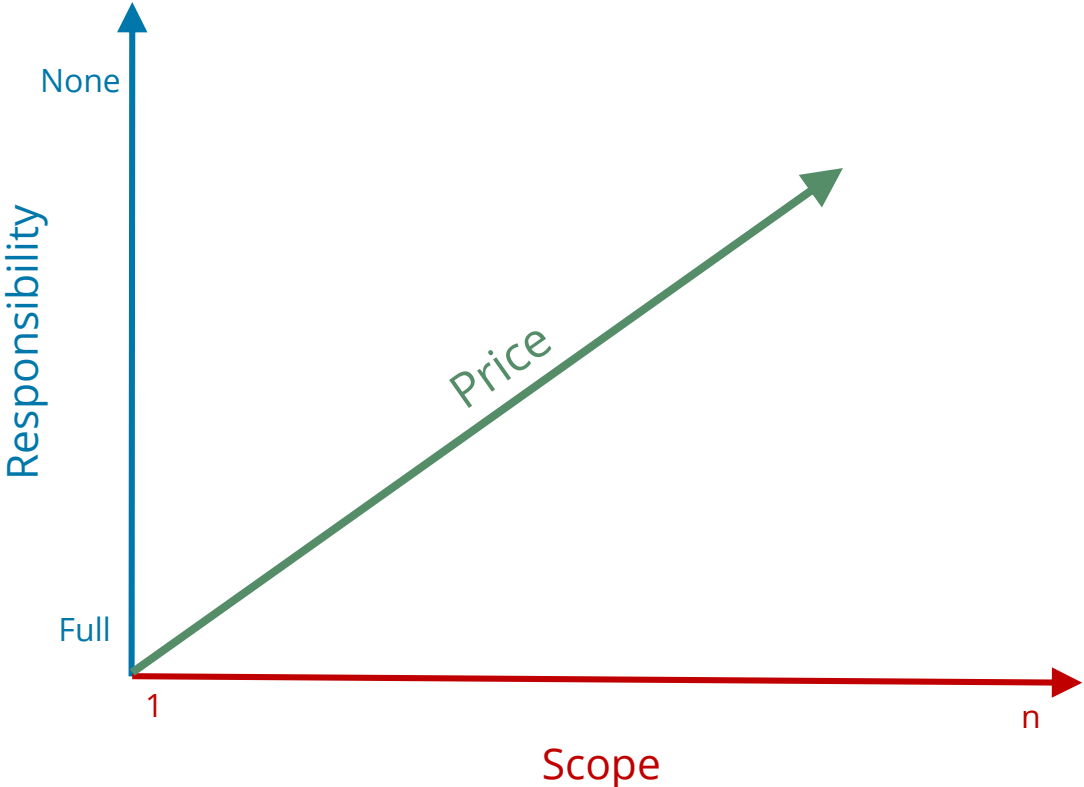
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Realize full maintenance management potential through accelerated adoption of Dynaway EAM.

# PRICING

...AND PERSPECTIVES



# Pricing



# Pricing

Silver	Gold	Platinum
3%	6%	12%

Fixed yearly fee as a percentage of total existing license value



**dynaway**

[www.dynaway.com](http://www.dynaway.com)