

# Unlock Your Potential

**70% OF COMPANIES USE ONLY 30% OF THEIR NEW SOFTWARE FUNCTIONALITY!**

Over our many years of experience, we have seen countless companies that aren't getting the benefits they expected from their Enterprise Software. Our support program includes:

- Complimentary annual "application reviews" aimed at making sure you're employing all of the capabilities available to you.
- Automated Help Desk support ticketing system ([support@websan.com](mailto:support@websan.com))
- Blocks of support hours offered at various intervals to fit your needs
- Defined and reliable service response times



## SERVICE PLAN COMPARISON

Service Plan Comparison*	Ad-Hoc <b>Good Value!</b>	Choice <b>Better Value!</b>	Premium <b>Best Value!</b>
Highest Quality of Service	✓	✓	✓
Priority of Call	3	2	1
Response Time	2 days	6 hours	4 hours
Quarterly Health Check			✓
Free Estimates For Future Projects		✓	✓
Hours of Support		30	75
Fee	\$185/Hour	\$4,850	\$11,550
Valid For	NA*	12 months	18 months

☛ Tickets open more than 5 days without a Customer response will be automatically closed

### Premium Plan

- Offers a premium level of support, during standard business hours
- Your call or inquiry is placed above all other support clients
- Included in the plan is a quarterly "health check" of system usage, usability, and status of the implementation. Estimates for implementing new features or functions will be charged a fee of 1 hour.

\*Credit card authorization required for Ad-Hoc plan

\* On-site support will be charged at a rate of 1.5 hours per 1 hour



## Help Desk Support Plan FAQs

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**Q: Can I purchase a support plan any time during the year?**

A: Yes, a support plan can be purchased throughout the year at any time and does not have to be synchronized with your Microsoft Dynamics GP maintenance plan renewal date (for on-premise Clients).

**Q: What are the payment terms for support plans?**

A: Payment terms for support invoices are Due Upon Receipt. If payment is not received within 10 days, the support plan is deemed voided and any support incurred will be invoiced at \$185/hour.

**Q: When I purchase a support plan, when does it expire?**

A: All support plans are valid for 12 calendar months, except Premium plan.

**Q: Do unused benefits roll over after expiration?**

A: No, once your support plan expires, all benefits and unused support hours expire as well.

**Q: How do I place support tickets with the help desk?**

A: You have a few options:

- 1) Email [support@websan.com](mailto:support@websan.com)
- 2) Call our support helpdesk 1-866-493-2726

**Q: Who is authorized from my company to place support tickets against our support plan?**

A: Clients provide at least one (1) individual who is authorized to place support tickets with WebSan on behalf of the Client and approve all hours charged against this support agreement.

**Q: How do I know how many hours I'm authorizing when I enter a ticket?**

A: WebSan will provide a quote in advance on any ticket that is entered to our support queue that is expected to exceed 4 hours of effort. Not all tickets can be estimated in advance and we will do our best to keep the hours to our estimates, however some issues become more complex as we delve into them.

**Q: How can I keep track of the hours left in my support plan?**

A: WebSan will report (at least) monthly on the usage of support hours, or more frequently if there is a risk of the charged hours exceeding the purchased amount. WebSan will not cut off support in the case of an overrun of hours beyond (up to 20% of the purchased hours) what has been purchased as the used hours will be applied against the next support agreement purchased.

If the Client does not purchase any additional support contract, then the overrun hours will be charged at a rate of \$185/hour. WebSan will notify the Client within a maximum of 30 days of an overrun.

**Q: What types of support services are included in the support plan?**

A: Support plans can be used for the following types of support calls:

- Training
- New Reports or Queries
- Troubleshooting and correcting issues within Dynamics GP arising from Customer's use within the software's intended functionality
- Corrections to reports, screens, inquiries, configurations or other deliverables provided by WebSan during the software implementation
- Corrections to products or interfaces to/from Dynamics GP
- Answers to questions by trained users regarding everyday use of Dynamics GP software, third party software installed by WebSan, WebSan reports, data conversions, modified screens, integrations and module customizations

**Q: What types of support services are not included in the support plan?**

A: Support plans do not include the following (all must be quoted and invoiced separately):

- New screen modifications
- New customizations or interfaces
- Fixing reports, queries, screen modifications, customizations or interfaces changed by the customer or if your system environment changed from installation
- Reinstalling or configuring applications and databases due to Client hardware failure
- Process improvements or analysis
- Implementation or installation of additional module functionality currently not in use

**Q: When WebSan sends me a report on support plan usage, how long do I have to review it and ask for clarification or dispute any hours?**

A: We give Clients 1 (one) calendar week to review hours and get back to us. After that point, the hours are deemed "approved" and are thus billable against the support agreement in force.

**Q: What are the help desk hours of operation? Is it possible to request support after regular business hours?**

A: Our normal hours of operation are 8-6pm EST M-F. If a Client requires support after hours, it just needs to be requested in advance.