

The logo for mcaConnect, featuring the text 'mcaConnect' in a white, sans-serif font. The 'mca' is lowercase and 'Connect' is uppercase. A dotted line of yellow circles forms a partial arc above the 'Connect' portion of the text.

supportConnect Professional Plan



*Enhanced Support Plan
for Microsoft Dynamics
365, AX & CRM*

An mcaConnect Managed
Services Offering

UNLIMITED SUPPORT WITHOUT SURPRISES

When your systems aren't working efficiently, neither are your employees. Most Microsoft Dynamics support programs are limited in coverage, only supporting core Microsoft functionality and in the environments they manage, only in a production setting - yet they have unlimited time-and-materials costs associated with them!

Most companies, in addition to paying for Dynamics support, also need to budget for ISV support, custom code support and the time to manage vendors.

mcaConnect has created one comprehensive supportConnect program to provide unlimited advanced application support for a set monthly fee. supportConnect customers receive all the Microsoft Professional Direct Support for D365, but extends the same offering to any AX 2012, AX 2009 or CRM customer that is not ready to upgrade. Plus when you sign up for the supportConnect Professional Plan, your support plan covers:

- ISV solutions
- Customized code
- Non-production environments

The supportConnect Professional Plan enables you to get one-stop convenience for your entire Microsoft Dynamics environment. With this support plan, you get:

- Dedicated personnel
- Experienced resources
- Quick problem resolution
- A fixed monthly fee
- Unlimited support

**Get an Instant Quote Estimate in
just 30 seconds!**
tinyurl.com/mcasupport

Every customer gets their own dedicated support team that gets to know your people, your application and your IT environment. You can even keep your primary Dynamics Partner for consulting and development work and only use mcaConnect for our supportConnect solution.

	Microsoft's Professional D365 Fixed Price Support	supportConnect Professional Plan
Supported Software Applications		
Dynamics 365	✓	✓
Microsoft Dynamics AX 2012 & 2009		✓
Microsoft Dynamics CRM		✓
ISV Solution Coordination		✓
Customized Code Support		✓
Non-Production Environments		✓
Self-Help Resources		
Microsoft CustomerSource Access	✓	✓
Microsoft Online Community Support	✓	✓
Ask the Expert Webinars	✓	✓
Lifecycle Services		
Collaboration Space	✓	✓
Service Dashboards	✓	✓
Support Team		
Pool of Technical Resources	✓	
Dedicated Service Delivery Manager		✓
Dedicated Technical Delivery Manager		✓
Proactive Advice & Product Feature Requests	✓	✓
Tier 2 Escalation Engineers	✓	✓
1 Hour Response for Critical Issues	✓	✓
Tier 3 Escalation Engineer Access		✓
Optional extended 24/5 coverage		✓

Use our supportConnect Calculator to get an instant quote estimate!
tinyurl.com/mcasupport