

**TABLE OF CONTENTS**

<b>1</b>	<b>INTRODUCTION</b> .....	<b>2</b>
<b>2</b>	<b>SERVICE OFFERINGS</b> .....	<b>2</b>
<b>3</b>	<b>DYNAMICS APPLICATION MANAGEMENT</b> .....	<b>2</b>
3.1	ADMINISTRATION SERVICES .....	4
3.2	DATA MANAGEMENT SERVICES.....	6
3.3	SYSTEM MONITORING SERVICES .....	7
3.4	CLOUD ENVIRONMENT SERVICES .....	7
3.5	ON-PREMISES SERVICES.....	9
<b>4</b>	<b>DYNAMICS APPLICATION SUPPORT</b> .....	<b>9</b>
4.1	APPLICATION SUPPORT: SERVICE COMPONENTS.....	10
<b>5</b>	<b>INFRASTRUCTURE MANAGEMENT</b> .....	<b>12</b>
5.1	INFRASTRUCTURE SUPPORT: SERVICE COMPONENTS .....	12
<b>6</b>	<b>SERVICE SUPPORT</b> .....	<b>12</b>
6.1	SERVICE REQUIREMENTS .....	12
6.2	SYNOPTEK RESPONSIBILITIES.....	13

## 1 INTRODUCTION

This Service Definition is subject to all terms and conditions of the Service Order to which it was attached. This Service Definition describes and contains additional terms that apply to Synoptek’s Managed Dynamics Service (the “Service”).

The service definitions found herein reflect Synoptek standards at the time the Service Order(s) was issued. Synoptek reserves the right to change any particular standard herein to reflect Synoptek’s best practices or industry standards at its sole discretion with or without notice.

## 2 SERVICE OFFERINGS

Synoptek’s Managed Dynamics Service provides you (Customer) with ongoing management and monitoring, as well as proactive maintenance to ensure the ERP will be able to accelerate business results.

This service covers two major offerings: Managed Services and Application Support for Dynamics ERP. The Manage Services includes components such as 24x7 Support, System Administration, Data Management, System Monitoring, Environment Monitoring. The application support extends the offer to include Incident Response, User Training, and Configurations. Infrastructure Support for on premise applications can be delivered through Synoptek’s ITaaS Server Service. Please reference the ITaaS Server Service Definition for more information on the Infrastructure Support.

A complete list of the included components can be found in the Components table below.

Upon signing of a Service Order, Synoptek and customer may choose to have Synoptek take over immediate control of customer’s Dynamics operations, including management of customer’s technology. During this transition phase, and before Synoptek can transition services to preferred technology platforms, Synoptek’s service levels will be best effort.

## 3 DYNAMICS APPLICATION MANAGEMENT

This Dynamics Application Management service covers Dynamics 365 F&O, and Dynamics AX applications and is offered at a fixed price with three tiers:

Dynamics F&O / AX Application Management	Standard	Premium	Myth
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<b>Number of Production and Pre-production environment</b>	Up to 4	Up to 6	7+
<b>Customer Success Manager</b> <ul style="list-style-type: none"> <li>Customer Dedicated.</li> <li>Performance Reporting and Meetings.</li> <li>Escalation.</li> </ul>	Bi-weekly	Weekly	Weekly
<b>Release Management and Code Review</b> <ul style="list-style-type: none"> <li>Define best practices for code review.</li> <li>Release management process.</li> <li>Code merge and code deployment.</li> </ul>	2/Month	4/Month	Unlimited
<b>LCS, DEVOps &amp; Azure Subscription</b> <ul style="list-style-type: none"> <li>Maintain Security.</li> <li>Support access throughout applications.</li> <li>Control environment allocation and up-time.</li> </ul>	Unlimited	Unlimited	Unlimited
<b>Version Control</b> <ul style="list-style-type: none"> <li>Setup version control.</li> <li>Define branch structure.</li> <li>Code Best Practices.</li> </ul>	Unlimited	Unlimited	Unlimited
<b>Management Reporter</b> <ul style="list-style-type: none"> <li>User Management.</li> <li>Data Mart refresh.</li> <li>Management Report updating.</li> </ul>	Unlimited	Unlimited	Unlimited
<b>Security Review</b> <ul style="list-style-type: none"> <li>Synoptek will work with the customer for a review on the security roles, segregation of duty and license allocation to simplify structure and look for potential cost reduction.</li> </ul>	Yearly	Yearly	Yearly
<b>User Management and Administration *</b> <ul style="list-style-type: none"> <li>User Management <ul style="list-style-type: none"> <li>New user creation/modification.</li> <li>Role creation/modification.</li> <li>Enablement and Disablement of Users and Roles.</li> </ul> </li> <li>User Personalization: <ul style="list-style-type: none"> <li>User options.</li> <li>Personalization Templates.</li> <li>Dashboard personalization.</li> </ul> </li> </ul> <p>* Customer must have role-based access established.</p>	Unlimited	Unlimited	Unlimited
<b>Application Updates (cloud only)</b> <ul style="list-style-type: none"> <li>Project Plan for Upgrades.</li> <li>Technical Execution of Tasks.</li> <li>Up to 16h on Test support per update.</li> </ul>	2/Year	4/Year	Unlimited
<b>MS Premier Support</b>	4 tickets/month	6 tickets/months	Unlimited
<b>Data Management</b> <ul style="list-style-type: none"> <li>Data Imports.</li> <li>Data Exports.</li> <li>Data Cleansing.</li> <li>Data Archiving Review.</li> </ul>	Unlimited Archiving strategy - yearly	Unlimited Archiving strategy - yearly	Unlimited

<b>System Monitoring</b> <ul style="list-style-type: none"> <li>• SQL Server Batch Jobs.</li> <li>• Dynamics ERP Batch Jobs.</li> <li>• Integrations.</li> <li>• Workflow Monitoring.</li> </ul>	Active Monitoring	Active Monitoring	Active Monitoring
<b>Environment Administration</b> <b>Cloud</b> <ul style="list-style-type: none"> <li>• Activity.</li> <li>• Health Metrics.</li> <li>• SQL Insights.</li> <li>• Upgrade Analysis Report.</li> </ul> <b>On-Premises</b> <ul style="list-style-type: none"> <li>• SQL Insights.</li> <li>• Query Store.</li> <li>• Long running queries.</li> </ul>	2 / year  Upgrade Analysis Report – 4/ year	4/ Year  Upgrade Analysis Report – 8/ year	4/ Year  Upgrade Analysis Report – 8/ year
<b>Application Support Break Fix</b>	Up to 50 hours	Up to 100 hours	Customized

### 3.1 ADMINISTRATION SERVICES

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>24X7X365 SUPPORT</b>	Synoptek will provide 24/7 support for Synoptek on customer's Dynamics application and for the Microsoft standard solution. <ul style="list-style-type: none"> <li>• <i>All other issues are excluded from the scope of this service</i></li> </ul>	Yes
<b>CUSTOMER SUCCESS MANAGER</b>	Synoptek will allocate one or more customer success manager that will be the responsible to ensure an above and beyond customer journey. The customer success manager will be responsible for: <ul style="list-style-type: none"> <li>• Main point of contact with the customer</li> <li>• Allocate and follow up on tickets, ensure SLA and desired resolution time are in place.</li> <li>• Recurrent meetings with customers to follow up on performance.</li> <li>• Report on Hours Consumption (contract, per ticket, estimated x actuals)</li> <li>• Escalation</li> </ul> The customer success manager meets with customers weekly.	Yes
<b>RELEASE MANAGEMENT AND CODE REVIEW</b>	Synoptek will define best practices for code review, release management process and execute code merge and code deployment.	Yes

		<p>Standard – 2 reviews per month</p> <p>Premium – 4 reviews per month</p> <p>MAX - unlimited reviews</p>
<b>LCS, DEVOPS &amp; AZURE SUBSCRIPTION</b>	Synoptek will maintain security and support access throughout applications, control environment allocation and up-time.	Yes
<b>VERSION CONTROL</b>	Synoptek will setup version control, define branch structure and best practices for committing code.	Yes
<b>MANAGEMENT REPORTER</b>	Synoptek will support user management and data mart refresh.	Yes
<b>SECURITY REVIEW AND ADMINISTRATRIION</b>	<p>Synoptek will work with the customer for a review on the security roles, segregation of duty and license allocation to simplify structure and look for potential cost reduction.</p> <p>This service is performed annually.</p>	Yes
<b>USER MANAGEMENT AND PERSONALIZATION</b>	<p>Synoptek will provide support in user access management*:</p> <ul style="list-style-type: none"> <li>• New user creation/modification</li> <li>• Role creation/modification</li> <li>• Enablement and Disablement of Users and Roles</li> </ul> <p><i>* Customer must have role-based access established.</i></p> <p>Synoptek will provide support for user personalization:</p> <ul style="list-style-type: none"> <li>• User options</li> <li>• Synoptek can set user option preferences for new users, as determined by the customer.</li> <li>• Dashboard personalization</li> </ul> <p>Synoptek will assist in setting up dashboards for user groups and individual end users</p>	Yes
<b>APPLICATION UPDATES (CLOUD ONLY)</b>	Synoptek will create a comprehensive report for every new release that is publish by Microsoft, tailoring the reporting with specific benefits to the customer/customer industry and present workshops about new	Standard – 3 updates per year

	features to continue improve the customer journey and the value returned from the ERP.	Premium – 6 update per year  MAX – Unlimited updates
<b>MS PREMIER SUPPORT</b>	Synoptek will utilize its on premier support to escalate tier 3&4 tickets to Microsoft to ensure fast resolution track.	Yes

### 3.2 DATA MANAGEMENT SERVICES

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>DATA MANAGEMENT</b>	<p>Synoptek will provide support for data management:</p> <ul style="list-style-type: none"> <li>• Data Imports <ul style="list-style-type: none"> <li>○ Synoptek will support standard massive data loads to Dynamics.</li> </ul> </li> <li>• Data Exports <ul style="list-style-type: none"> <li>○ Synoptek will support standard massive data extracts from Dynamics.</li> </ul> </li> <li>• Data Cleansing <ul style="list-style-type: none"> <li>○ Synoptek will support the configuration of standard data cleansing routines for different processes such as: <ul style="list-style-type: none"> <li>▪ Database log</li> <li>▪ Integration log</li> <li>▪ Batch job logs</li> <li>▪ Workflow logs</li> <li>▪ Alert</li> <li>▪ In addition to those, there are hundreds of standard clean-up routines. Synoptek will educated the customer and create a plan of which routines should be executed.</li> </ul> </li> </ul> </li> <li>• Data Archiving Review</li> <li>• Synoptek will work with the customer to create an archiving strategy annually. The execution of the project should be covered by the application support or by a change request.</li> </ul>	Yes
<b>DATA IMPORTS</b>	Synoptek will support standard massive data loads to Dynamics.	Yes
<b>DATA EXPORTS</b>	Synoptek will support standard massive data extracts from Dynamics.	Yes

<b>DATA CLEANSING</b>	<p>Synoptek will support the configuration of standard data cleansing routines for different processes such as:</p> <ul style="list-style-type: none"> <li>• Database log</li> <li>• Integration log</li> <li>• Batch job logs</li> <li>• Workflow logs</li> <li>• Alert</li> <li>• In addition to those, there are hundreds of standard clean-up routines. Synoptek will educate the customer and create a plan of which routines should be executed.</li> </ul>	Yes
<b>DATA ARCHIVING REVIEW</b>	<p>Synoptek will work with the customer to create an archiving strategy annually. The execution of the project should be covered by the application support or by a change request.</p>	Yes

### 3.3 SYSTEM MONITORING SERVICES

Synoptek will provide active system monitoring setting up monitors using Power Apps for the following:

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>SQL SERVER BATCH JOBS</b>	Synoptek will monitor error on execution of SQL Server batch jobs and act to fix if needed.	Yes
<b>DYNAMICS ERP BATCH JOBS</b>	Synoptek will monitor error on execution of Dynamics batch jobs and act to fix if needed.	Yes
<b>INTEGRATIONS</b>	Synoptek will monitor errors on integration and act to fix if needed.	Yes
<b>WORKFLOW MONITORING</b>	Synoptek will monitor errors on workflow and act to ensure proper execution and that related parties are acting.	Yes

### 3.4 CLOUD ENVIRONMENT SERVICES

Synoptek will provide environment administration for cloud services. This service covers specific Dynamics performance related items (for Infrastructure Support refer to Synoptek's ITaaS Server Service). Included tasks:

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>ACTIVITY</b>	<p>Synoptek will provide monthly analysis of LCS raw logs, and provide recommendations</p> <p><b>Cloud</b></p> <ul style="list-style-type: none"> <li>• Activity</li> <li>• Health Metrics</li> <li>• SQL Insights</li> <li>• Upgrade Analysis Report</li> </ul> <p><b>On-Premises</b></p> <ul style="list-style-type: none"> <li>• SQL Insights</li> <li>• Query Store</li> </ul> <p>Long running queries</p>	<p>Standard – 2 per year</p> <p>Premium – 4 per year</p> <p>MAX – 4 per year</p>
<b>HEALTH METRICS</b>	<p>Synoptek will perform monthly analysis of LCS health metrics, and provide recommendations based off performance meters.</p>	<p>Standard – 2 per year</p> <p>Premium – 4 per year</p> <p>MAX – 4 per year</p>
<b>SQL INSIGHTS</b>	<p>Synoptek will perform monthly analysis of LCS SQL Insights, and provide recommendations for improvements on performance related to indexes, execution plans, expensive queries and others</p>	<p>Standard – 2 per year</p> <p>Premium – 4 per year</p> <p>MAX – 4 per year</p>
<b>UPGRADE ANALYSIS REPORT</b>	<p>Synoptek will provide a comprehensive document educating the customer on the future releases functionality and will compile a list of recommendations to generate more value from Dynamics.</p>	<p>Standard – 4 per year</p> <p>Premium – 4 per year</p> <p>MAX – 8 per year</p>



### 3.5 ON-PREMISES SERVICES

Synoptek will provide environment administration for on-premises. This service covers specific Dynamics performance related items (for Infrastructure Support refer to Synoptek’s ITaaS Server Service). Included tasks:

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>SQL INSIGHTS</b>	Synoptek will perform monthly analysis of SQL Insights, and provide recommendations for improvements on performance related to indexes, execution plans, expensive queries and others	Standard – 2 per year Premium – 4 per year MAX – 4 per year
<b>QUERY STORE</b>	Synoptek will work with the customer team to configure the query store to add another level of SQL optimization. The query store will enable the customer to always use the best execution plan no matter how different the business logic is in between different companies.	Standard – 4 per year Premium – 4 per year MAX – 8 per year
<b>LONG RUNNING QUERIES</b>	Synoptek will collect and analyze long running queries using Dynamics perf. These reports will be used to identify different behaviors for the same query, giving insights on potential performance improvements.	Standard – 4 per year Premium – 4 per year MAX – 8 per year

*Any other tasks/support outside this scope will require a separate PS engagement and will be charged on a time and materials basis.*

## 4 DYNAMICS APPLICATION SUPPORT

This service covers Dynamics 365 F&O, Dynamics AX and technologies related to Dynamics such as (but not limited to) Power BI, Power Apps, SQL Server, etc.

This service is offered either per ticket or pre-paid hours:

### Price per Ticket Base

Dynamics Finance & Operations / AX	Standard	Premium	MAX
Tickets Per Month	10 Tickets	Up to 20 Tickets	>20 tickets
Response Guarantee	30 minutes for critical	30 minutes for critical	30 minutes for critical

#### Pre-Paid Hours

Dynamics Finance & Operations / AX	Standard	Premium	MAX
Hours Per Month	Up to 50h	Up to 200h	> 200h
Response Guarantee	2h for critical	1hr for critical	30 minutes for critical

#### 4.1 APPLICATION SUPPORT: SERVICE COMPONENTS

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>BREAK/FIX SUPPORT</b>	Synoptek will provide break/fix support for Dynamics ERP. Consultants will promptly work with the customer on issues to troubleshoot and identify a root cause solution for the case.	Yes
<b>NEW ENHANCEMENT</b>	Synoptek will provide new enhancement support which includes customizations smaller than 80h of work (more than 80 requires a change request document). New enhancements include customizations, new configurations, reports, BI, integrations and basically everything but licenses.	Yes
<b>USER TRAINING</b>	<p>Synoptek will provide support for new user training:</p> <ul style="list-style-type: none"> <li>• Process walk-through <ul style="list-style-type: none"> <li>○ Synoptek can assist in training new users by: <ul style="list-style-type: none"> <li>▪ Providing walk-throughs of role-based processes and process overviews</li> </ul> </li> </ul> </li> <li>• Task recorder <ul style="list-style-type: none"> <li>○ Synoptek can assist in documenting business processes or tasks for the training of end users, on an as needed basis, and store in a centralized file location</li> </ul> </li> </ul>	Yes

	<ul style="list-style-type: none"> <li>• Troubleshooting for user functional issues</li> <li>• Configuration understanding             <ul style="list-style-type: none"> <li>○ Synoptek will work to gain a good understanding of configurations and how they were completed</li> </ul> </li> <li>• Results validation             <ul style="list-style-type: none"> <li>○ Based on knowledge transfer to Synoptek, and business processes, Synoptek will validate results against the necessary business processes</li> </ul> </li> </ul>	
<b>WORKFLOW ADMINISTRATIVE TASKS</b>	<p>Synoptek will provide support for workflow administrative tasks:</p> <ul style="list-style-type: none"> <li>• User addition             <ul style="list-style-type: none"> <li>○ Synoptek can add users to existing workflows</li> </ul> </li> <li>• Modification of user assignment             <ul style="list-style-type: none"> <li>○ Synoptek can change the users attached to existing workflows</li> </ul> </li> <li>• Additional flows or conditions             <ul style="list-style-type: none"> <li>○ Synoptek can modify an existing workflow to add additional flows or conditions</li> </ul> </li> <li>• Version management             <ul style="list-style-type: none"> <li>○ Synoptek will manage versions of workflows and assist with keeping them up to date with current users</li> </ul> </li> </ul>	Yes
<b>DATA CONFIGURATION</b>	<p>Synoptek will provide support for data management:</p> <ul style="list-style-type: none"> <li>• Management of data template             <ul style="list-style-type: none"> <li>○ Synoptek can assist with managing configurations and code for Lifecycle Services.</li> <li>○ Synoptek can assist with installing new application versions</li> <li>○ Synoptek can assist with exporting data for new legal entities or the modification of existing entities</li> <li>○ Synoptek can assist with creation of new environments for production, development, testing, or training, and the import of necessary configuration masters and data</li> </ul> </li> <li>• Configuration changes</li> <li>• Code management</li> </ul>	Yes
<b>DESIGNATED CONSULTING ANALYST</b>	<p>Synoptek offers Designated Consulting Analysts for business process optimization in the following areas:</p> <ul style="list-style-type: none"> <li>• Finance</li> <li>• Supply Chain</li> <li>• Manufacturing</li> <li>• CRM for Sales</li> <li>• CRM for Services</li> <li>• CRM for Field Service</li> </ul>	Optional Service – Additional Charges Apply

	These resources will work remotely and are scheduled in advance for a set number of hours per month.	
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## 5 INFRASTRUCTURE MANAGEMENT

### 5.1 INFRASTRUCTURE SUPPORT: SERVICE COMPONENTS

Infrastructure support for on premise applications can be delivered through Synoptek’s ITaaS Server Service:

FEATURE AND DESCRIPTION:	ADDITIONAL INFO:	INCLUDED
<b>ITAAS SERVER</b>	Synoptek can provide infrastructure managed services through the ITaaS Server service. This service includes components such as 24x7 Staffed Admin/IT Service Desk, Monitoring, Alerting, and Remediation, Security Management, and OS Patch Management. See ITaaS Server Service Definition for further information.	Optional Service – ITaaS Server
<b>MANAGED AZURE</b>	Synoptek can provide cloud managed services. This service includes components such as 24x7 Staffed Admin/IT Service Desk, Monitoring, Alerting, and Remediation, Security Management, Continuous Improvement, and OS Patch Management. See Managed Azure Service Definition for further information.	Optional Service – Managed Azure
<b>DESIGNATED CONSULTING ENGINEER</b>	Synoptek offers Designated Consulting Engineers for Customer on-premise application management. These resources will work remotely and are scheduled in advance for a set number of hours per month.	Optional Service – Additional Charges Apply

*Any other tasks/support outside this scope will require a separate PS engagement, and will be charged on a time and materials basis.*

## 6 SERVICE SUPPORT

### 6.1 SERVICE REQUIREMENTS

The following specifications are required for Synoptek’s Managed Dynamics Service:

- Customer Application should be a version that is supported by Microsoft
  - Supported versions are as follows:
    - Dynamics 365 for Finance & Operations
    - Dynamics 365 for Sales

- Dynamics 365 for Marketing
- Dynamics 365 for Customer Service
- Dynamics 365 for Field Service
- Dynamics 365 for Project Service Automation
- Dynamics AX (4.0+)
- Customer will setup appropriate access for Synoptek support team to access customer application
- Customer will provide notification of changes to Synoptek of material significance that could impact service offering execution or integrity
  - If Customer engages support from 3<sup>rd</sup> parties for their Dynamics application, Customer will ensure that 3<sup>rd</sup> party notifies Synoptek of any changes made that could impact Synoptek's application support
- Customer will submit changes to knowledge base support information via Synoptek's change control process
- Customer will provide a proper transition of knowledge prior to start of support, as required
  - This transition may require a separate PS engagement, and additional fees will apply
- Customer will provide timely escalation instructions, including proper prioritization, for support issues that Synoptek is unable to resolve due to lack of information or issues deemed out of scope
- Customer will ensure that any person authorized to access or use the Service fully complies with the Agreement
- Customer will cooperate with Synoptek regarding its performance of the Service, including, but not limited to, granting reasonable access to Customer's personnel, premises and equipment
- Customer will install any updates and patches to its OS software that may be reasonable requested by Synoptek

## 6.2 SYNOPTEK RESPONSIBILITIES

Synoptek will provide support for Synoptek customizations on customer's Dynamics application, support for 3<sup>rd</sup> party customizations are outside of scope for this service.