

Managed Dynamics Support Plans

Synoptek's Managed Dynamics Support Plans are curated using industry-standard SLAs and response times, so your Dynamics platform performs to its maximum potential. We handle everything Dynamics: from business consulting to issue resolution, custom development to support and maintenance.

As your one-stop Managed Dynamics Support partner, Synoptek can handle all your Dynamics support requirements from beginning to end: whether you need implementation support, upgrade assistance, integration support, or new features support, we offer it all.

Our various Support Plans can take your Dynamics implementation to the next level of success. Depending on your specific business requirements, you can choose from our Managed Dynamics Plan, Application Support Plan, or Fusion Plan to go beyond standard Dynamics support and enjoy high levels of availability, flexibility, and transparency. You can also extend any of the chosen plans with additional services, as and when the need arises.

Synoptek's Managed Dynamics Support Services include:

- System Upgrade
- Custom Enhancements
- System Maintenance
- Issue Resolution

- **24x7 Managed Helpdesk**, so there is always someone to reach out to, and no issue ever slips through the cracks
- **End-to-end Management Support** that takes care of every requirement – regardless of how small or big
- **Flexible Pricing Model**, allowing you to streamline costs over the entire support period
- **Hybrid Delivery Model** that makes the best of onsite support and offshore expertise
- **Certified Dynamics Consultants** with years of competence and proficiency in managing successful projects
- **Tailored Support Plans** that meet unique business needs to the T
- **20+ Years of Dynamics experience** making us an extremely sought-after partner in the market

Support Plan I: Managed Dynamics

DYNAMICS F&O / AX	SILVER	GOLD	PLATINUM
Cost/Month	*Customized Price	*Customized Price	*Customized Price
Number of Production and Pre-Production Environments	Up to 4	Up to 6	6+
Customer Success Manager			
<ul style="list-style-type: none"> Customer-dedicated Performance Reporting and Meetings Escalation 	Bi-weekly	Weekly	Weekly
Release Management and Code Review			
<ul style="list-style-type: none"> Define Best Practices for Code Review Release Management Process Code Merge and Code Deployment 	2/Month	4/Month	Unlimited
LCS, DevOps and Azure Subscription			
<ul style="list-style-type: none"> Maintain Security Support Access throughout Applications Control Environment Allocation and Uptime 	Unlimited	Unlimited	Unlimited
Version Control			
<ul style="list-style-type: none"> Setup Version Control Define Branch Structure Code Best Practices 	Unlimited	Unlimited	Unlimited
Management Reporter			
<ul style="list-style-type: none"> User Management Data Mart Refresh Management Report Updating 	Unlimited	Unlimited	Unlimited
Security Review			
Synoptek will work with the customer for a review on security roles, segregation of duty, and allocation of licenses to simplify structure and identify potential cost reduction options	Yearly	Yearly	Yearly
User Management and Administration *			
<ul style="list-style-type: none"> User Management <ul style="list-style-type: none"> New User Creation/ Modification Role Creation/ Modification Enablement and Disablement of Users and Roles User Personalization <ul style="list-style-type: none"> User Options Personalization Templates Dashboard Personalization 	Unlimited	Unlimited	Unlimited
* Customer must have role-based access established			
Application Updates (Cloud Only)			
<ul style="list-style-type: none"> Project Plan for Upgrades Technical Execution of Tasks Up to 16h on Test Support per Update 	2/Year	4/Year	Unlimited

DYNAMICS F&O / AX	SILVER	GOLD	PLATINUM
MS Premier Support	4 tickets/month	6 tickets/months	Unlimited
Data Management			
• Data Imports	Unlimited	Unlimited	Unlimited
• Data Exports			
• Data Cleansing	Archiving strategy - yearly	Archiving strategy - yearly	
• Data Archiving Review			
System Monitoring			
• SQL Server Batch Jobs	Active Monitoring	Active Monitoring	Active Monitoring
• Dynamics ERP Batch Jobs			
• Integrations			
• Workflow Monitoring			
Environment Administration Cloud			
• Activity			
• Health Metrics	2 / year	4/ Year	4/ Year
• SQL Insights			
• Upgrade Analysis Report	Upgrade Analysis Report – 4/ year	Upgrade Analysis Report – 8/ year	Upgrade Analysis Report – 8/ year
On-Premises			
• SQL Insights			
• Query Store			
• Long Running Queries			
Application Support Break Fix	50h	100h	

Managed Dynamics Matrix

Support Plan II: Application Support Plan

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. Please inquire about your unique support needs.

We offer two pricing modules to ensure flexibility and transparency as required by the customer.

Price per Ticket Base

DYNAMICS F&O / AX	SILVER	GOLD	PLATINUM
Cost Per Ticket	\$750/Ticket	\$600/Ticket	\$500/Ticket
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 F&O / AX	SILVER	GOLD	PLATINUM
Cost Per Hour	\$135/h	\$125/h	\$115/h
Hours Per Month	Up to 50h	Up to 200h	> 200h
Response Guarantee	2h for critical	1h for critical	30 minutes for critical

FEATURE	DESCRIPTION	INCLUDED
Break/Fix Support	Synoptek will provide break/fix support for Dynamics ERP. Consultants will promptly work with the customer on issues to troubleshoot and identify a solution for the case.	Yes
User Training	<p>Synoptek will provide support for new user training</p> <ul style="list-style-type: none"> Customer Processes / New Functionality <ul style="list-style-type: none"> - Finance - Supply Chain - Manufacturing - Retail Process walk-through / Hands-On New Development Training Management Reporter/Financial Reporting Task Recorder 1 Day Training per Ticket 	Yes
Workflow Administrative Tasks	<p>Synoptek will provide support for workflow administrative tasks</p> <ul style="list-style-type: none"> User Addition <ul style="list-style-type: none"> - Synoptek can add users to existing workflows. Modification of User Assignment <ul style="list-style-type: none"> - Synoptek can change users attached to existing workflows Additional Flows or Conditions <ul style="list-style-type: none"> - Synoptek can modify an existing workflow to add additional flows or conditions Version Management <ul style="list-style-type: none"> - Synoptek will manage versions of workflows and assist with keeping them up-to-date with current users 	Yes

Support Plan III: Fusion Plan

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. Please inquire about your unique support needs.

We offer two pricing modules to ensure flexibility and transparency as required by the customer.

Pre-Paid Hours

DYNAMICS F&O / AX	SILVER	GOLD	PLATINUM
Cost per hour	\$135/h	\$125/h	\$115/h
Hours per month	Up to 50h	Up to 200h	> 200h
Response guarantee	2 hours for critical	1 hour for critical	30 minutes for critical

FEATURE	DESCRIPTION	INCLUDED
Break/Fix Support	Synoptek will provide break/fix support for Dynamics ERP. Consultants will promptly work with the customer on issues to troubleshoot and identify a solution for the case.	Yes
New Enhancement	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. 8h of development per ticket.	Yes
User Training	Synoptek will provide support for new user training <ul style="list-style-type: none"> • Customer Processes / New Functionality <ul style="list-style-type: none"> - Finance - Supply Chain - Manufacturing - Retail • Process Walk-through / Hands-on • New Development Training • Management Reporter/Financial Reporting • Task Recorder • 1 Day Training Per Ticket 	Yes

FEATURE	DESCRIPTION	INCLUDED
Workflow Administrative Tasks	<ul style="list-style-type: none"> • Synoptek will provide support for workflow administrative tasks • User Addition <ul style="list-style-type: none"> - Synoptek can add users to existing workflows • Modification of User Assignment <ul style="list-style-type: none"> - Synoptek can change the users attached to existing workflows. • Additional Flows or Conditions <ul style="list-style-type: none"> - Synoptek can modify an existing workflow to add additional flows or conditions • Version Management <ul style="list-style-type: none"> - Synoptek will manage versions of workflows and assist with keeping them up-to-date with current users 	Yes
Data Configuration	<p>Synoptek will provide support for data management</p> <ul style="list-style-type: none"> • Management of Data Template <ul style="list-style-type: none"> - Synoptek can assist with managing configurations and code for lifecycle services - Synoptek can assist with installing new application versions - Synoptek can assist with exporting data for new legal entities or with modification of existing entities - Synoptek can assist with the creation of new environments for production, development, testing, or training, and the import of necessary configuration masters and data. • Configuration Changes • Code Management 	Yes
Designated Consulting Analyst	<p>Synoptek offers designated consulting analysts for business process optimization in the following areas</p> <ul style="list-style-type: none"> • Finance • Supply Chain • Manufacturing • CRM for Sales • CRM for Services • CRM for Field Service <p>These resources will work remotely and are scheduled in advance for a set number of hours per month.</p>	Optional service – additional charges apply

Why Synoptek

- **Strong Relationship with Microsoft** (Gold Partner) as well as with ISVs in the tech ecosystem.
- **Knowledge of Implementation Best Practices** for implementing, customizing, integrating, and upgrading Dynamics ERP for almost a decade.
- **Adaptability and Flexibility** to help your Dynamics implementation keep up with changing business scenarios and market trends.
- **Resource Expertise** via a pool of certified and mainstream resources that help embrace industry best practices, increase productivity, gain business insights, and stimulate growth through process automation.
- **Quick and efficient onboarding** of clients using standard, time-tested onboarding processes and governance models
- **Capabilities and Competencies** with 100% project implementation success rate.
- **Complete Suite of Services** to ensure your organization's investment in Dynamics ERP is fully maximized.

About Synoptek

Synoptek is a global systems integrator (GSI) and managed IT services provider (MSP). We offer comprehensive IT management and consultancy services to organizations worldwide. We work in partnership with clients of various sizes – from mid-market to Fortune 100 – while helping them strengthen their IT foundation, manage risk and compliance, and enhance their competitive position.