

# Xpedition Support Services

## Optimise

We will work with you to guide you on your digital transformation journey

## Xpedition Marketplace

Xpedition provides a marketplace that allows you to adjust your Microsoft cloud subscription quantities and place orders for new cloud subscriptions



## Essential

Unlimited Break/Fix Support with guaranteed SLAs. Problem resolution and simple 'how-to' guides

## Enhance

Free up resources with our remote Dynamics 365 administrator and benefit from our annual optimisation review to maximise your investment



## Xpedition Support Portal

The portal provides you with the ability to:

- Log in securely & update profile details
- View FAQs from our knowledgebase
- Create new cases & view outstanding/resolved cases.
- Add notes/attachments & review support desk notes
- Recover your login



## Essential

As needed problem resolution with these expected response times.\*

- SLAs
- Priority 1 incidents - System down - 30 minutes
  - Priority 2 - Time-critical business function - 1 working hour
  - Priority 3 - 2 working hours
  - Priority 4 - 1 working day
  - Advisory support: As needed remote assistance
  - Covers connected solutions as determined in your Master Agreement/Support Contract
  - Service Credit if first response time on P1 & P2 not met



## Enhance

Provides peace of mind by extending our Essential Service with a remote Dynamics 365 administrator and an annual optimisation review

- A proactive review of data quality
- Proactively monitor storage
- User adoption activity reports
- Training on standard functionality
- Add and deactivate users
- Configure dashboards, list views, business process flow and workflows
- Outlook synchronisation set-up
- Simple field level configuration changes
- Licensing reviews
- Amend security roles
- Simple system checks
- Management of a sandbox environment for dev

\*As per Terms and Conditions