Xpedition

Xpedition Managed Services

Standard Support Packages

Xpedition Managed Services takes on the ongoing, day-to-day responsibilities, monitoring, and maintenance of a range of important tasks and functions to provide peace of mind to organisations working with Microsoft Dynamics 365, Azure Cloud and the Power Platform. With Xpedition Managed Services packages, organisations will gain:

- **Improved productivity**
- **Reduced downtime**
- **Greater ROI**
- **Future-ready solutions**
- **Enhanced security**
- **Peace of mind**

All Xpedition Managed Services feature:

- **Service desk portal**
- **Incident response SLA**
- **Service support reporting**
- **Dedicated Account Manager**

Basic Support
- Up to 20 Incident tickets per year

Intermediate Support
- Up to 40 Incident tickets per year

Advanced Support
- Up to 60 Incident tickets per year
- 1 day of consultancy or training free per year
- 5 x 1 hour consultancy calls per year

Premium Support
- Unlimited Incident tickets per year
- 1 day of consultancy free per year
- 1 day of training free per year
- 10 x 1 hour consultancy calls per year