

Support When You Need It

Advanced Support from Mazik provides multiple applications support during regular business hours with 24/7 support coverage.

We resolve incidents remotely, on-site when required, and with minimal disruption to operations. In fact, most service activities can be managed during normal business operations with little or no impact to those operations.

When Advanced Support Is the Right Choice

With 24/7 remote technical assistance and access to online tools and information, Advanced Support is ideal for business operations that require moderate assistance for operation.

Reactive support, proactive support not including performance assessments, as well as source control management are available within the Advanced Support package.

Remote Support and Self-Service Tools

As a Mazik customer with an Advanced Support package, you have 24/7 access to the Mazik online support portal as well as a designated functional consultant. Within the portal you can:

- Open and monitor your support cases.
- Search the knowledge base.
- Subscribe to technical bulletins.
- Access product documents and downloads.

Global Presence for Reliable, Consistent Support

At Mazik, our value extends beyond superior product offerings. We help you achieve your business goals by providing you with the best expertise available in the industry.

Mazik Global support experts are available to support your business 24/7.

Our Support Specialists are well qualified to make effective recommendations for your complex environments. These professionals have decades of combined experience across a broad range of specializations and core competencies in Microsoft and other third-party products and solutions.

Always at Work for You

Our commitment to you is that we will continue to identify and deploy the right resources, effective strategies and innovations to help you succeed.

Terms and Conditions

Support Services from Mazik are subject to the following conditions:

- On-site presence is determined by Mazik Support: Add-on available.
- Targets are based on severity (business impact) as defined by Mazik.

Severity levels (business impact) descriptions include:

- Severity A- Critical: severe system or application impact. Impact is to an entire system, major business function or application.
- Severity B-Moderate: business is unable to perform required functions. Workaround or circumvention is available.
- Severity C- Non-Critical: minor or minimal system impact.

Flexible to Your Unique Needs

Mazik Support packages are customizable with many add-on components. The Advanced Support package can be enhanced with single or multiple add-ons based on your needs. Monthly or bundle fees vary based on the service.

Feature	Description	Coverage Details
Delivery Method	Remote Resource	Included: <ul style="list-style-type: none"> Remote Resource Additional add-ons: <ul style="list-style-type: none"> On-Demand Offsite resource: \$85/hr. On-Demand Onsite Resource: \$165/hr.
Applications	<ul style="list-style-type: none"> Microsoft Dynamics 365 Microsoft Dynamics AX 2009 & 2012 Microsoft Dynamics CRM Microsoft Azure 	50 monthly support hours
Onboarding	Mazik customers will be provided with all support trainings and materials to ensure a simple and streamlined experience.	Included: <ul style="list-style-type: none"> Transition Support training Additional add-ons: <ul style="list-style-type: none"> Solution Assessment: \$165/hr.
Reactive Support	As business processes change unexpectedly, Mazik provides reactive support to adjust accordingly.	<ul style="list-style-type: none"> Reactive support recommendations Root cause analysis Bug fix Enhancements
Proactive Support	With regular maintenance and constant monitoring performed, customers can gain full visibility into current IT infrastructures including, entire environments, networks, and workstations.	Included: <ul style="list-style-type: none"> Proactive Support Recommendations Health checks Preventative actions Additional add-ons: <ul style="list-style-type: none"> Performance assessments: \$165/hr.
Build Management	Mazik support provides source control management to ensure development teams can deliver higher quality code changes at faster speeds.	Included: <ul style="list-style-type: none"> Source control management Additional add-ons: <ul style="list-style-type: none"> Build release management: \$2500/mo.
Support Team	Mazik Support Portal access for issue management, online tools and information. As well as Mazik Support personnel.	Included: <ul style="list-style-type: none"> Customer Account manager Weekly reports 24/7 Support Portal access Designated functional architect Additional add-ons: <ul style="list-style-type: none"> Designated Support Engineer: \$1500/mo. Designated Technical Architect: \$1300/mo.
Support Coverage and Response Times	Mazik Support Portal access for issue management, online tools and information.	<ul style="list-style-type: none"> 24/7 support coverage Moderate impact: 4-hour response time Minor impact: 8-hour response time
Hours	<ul style="list-style-type: none"> Hours not consumed during service agreement available to rollover. Additional hours available for purchase. 	<ul style="list-style-type: none"> Monthly 20% discount on additional hours purchased
Training	<ul style="list-style-type: none"> Best practices Top support issues Microsoft Customer Source Support tools 	8 hours of online training per month, if needed
Free Consulting Services	<ul style="list-style-type: none"> Business Analysis (Technology/Security Review) Digital Transformation Roadmap Expert Advice on Solution Recommendation 	Two 4-hour sessions annually
Disaster Recovery	Area of security that aims to protect customers' organization from the effects of significant negative events.	Planning/execution: \$195/hr.