

Basic Support When You Need It

Basic offering provides Microsoft Dynamics 365 support, health check and proactive system recommendations during regular business hours.

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

When Basic Support Is the Right Choice

With 24/7 access to the Mazik Support Portal and access to online tools and information, Basic Support is ideal for business operations that require minimal assistance for operation.

Reactive support recommendations, root cause analysis as well as source control management are available within the Basic Support package.

Remote Support and Self-Service Tools

As a Mazik customer, you have 24/7 access to the Mazik online support portal, where 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 thru the support portal during regular business hours.

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 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.

Flexible to Your Unique Needs

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

Terms and Conditions

Support Services from Mazik are subjects to following conditions:

- On-site presence is determined by Mazik Support for fee.
- Response Times 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.

Feature	Description	Coverage Details
Delivery Method	Remote resource	<p>Included:</p> <ul style="list-style-type: none"> Remote resource <p>Additional add-ons:</p> <ul style="list-style-type: none"> On-Demand Offsite resource: \$85/hr. On-Demand Onsite Resource: \$165/hr.
Applications	Microsoft Dynamics 365	<p>Included:</p> <ul style="list-style-type: none"> 25 monthly support hours <p>Additional add-ons:</p> <ul style="list-style-type: none"> Dynamics AX 2009: \$2000/mo. Dynamics AX 2012: \$2000/mo. Dynamics CRM: \$1500/mo. Azure: \$1500/mo.
Onboarding	Mazik customers will be provided with all support trainings and materials to ensure a simple and streamlined experience.	<p>Included:</p> <ul style="list-style-type: none"> Transition Support training <p>Additional add-ons:</p> <ul style="list-style-type: none"> Solution Assessment: \$165/hr.
Reactive Support	As business processes change unexpectedly, Mazik provides reactive support recommendations to adjust accordingly.	<p>Included:</p> <ul style="list-style-type: none"> Reactive support recommendations Root cause analysis <p>Additional add-ons:</p> <ul style="list-style-type: none"> Bug fix: \$165/hr. Enhancements: \$165/hr.
Proactive Support	With regular maintenance and constant monitoring performed, customers can gain full visibility into current IT infrastructures including, entire environments, networks, and workstations.	<p>Included:</p> <ul style="list-style-type: none"> Proactive Support Recommendations Health checks <p>Additional add-ons:</p> <ul style="list-style-type: none"> Preventative actions: \$165/hr. 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.	<p>Included:</p> <ul style="list-style-type: none"> Source control management <p>Additional add-ons:</p> <ul style="list-style-type: none"> Build release management: \$2500/mo.
Support Team	Mazik Support Portal access for issue management, online tools and information.	<p>Included:</p> <ul style="list-style-type: none"> 24/7 Support Portal access <p>Additional add-ons:</p> <ul style="list-style-type: none"> Designated Support Engineer: \$1500/mo. Designated Technical Architect: \$1300/mo. Designated Functional Architect: \$1000/mo.
Support Coverage and Response Times	Mazik Support Portal access for issue management, online tools and information	8-hour response time
Hours	Additional hours to contract available for purchase.	Get an additional 5% discount
Training	<ul style="list-style-type: none"> Best practices Top support issues Microsoft Customer Source Support tools 	2 hours of onsite 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 	One 4-hour session annually
Disaster Recovery	Area of security that aims to protect customers' organization from the effects of significant negative events.	Planning/execution: \$195/hr.