

Microsoft & Acumatica
Support Plans



IT support when you need it

Let us help you



NexTec is here for you

IT issues always seem to happen when you can least afford them. The frustration and inconvenience that comes with the downtime can hobble your company and cost you plenty. Rely on NexTec to resolve your issues quickly and efficiently, so you can get back to business-as-usual as soon as possible.

NexTec Support – Features & Benefits

HelpDesk support

- System errors
- Technical issues
- Hotfix deployment

Easy start up

Upon joining you'll see a smooth transition from implementation to go-live support

Quick response

Four hours or less response for most requests during hours of operation

Experienced technicians

You'll get support from a team well-versed in your system and industry

Clear escalation path

Critical cases and escalations will be placed into our priority escalation path and handled first

GoToAssist

Faster response with remote assistance and live-screen sharing

Critical update notifications

We'll keep you informed on the latest updates, service packs and hotfixes related to your system

Year-end templates

We'll provide you with year-end closing procedures and related templates to streamline your closing processes

Systems supported

Microsoft Dynamics GP
Microsoft Dynamics SL
Acumatica Cloud ERP

Service history

We'll maintain a historical knowledge base of your company's previous issues and resolutions

Extended support

A partner to your in-house support team, we extend the support you offer to your company

Additional resources

Additional resources are available from Microsoft or Acumatica when needed

How it works



1 Email the HelpDesk at support@nextecgroup.com



2 Your support request will be logged into our customer database for tracking and future reference



3 You will receive a response from us in less than four hours on average (during hours of operation)
Mon – Fri, 8:00 am – 6:00 pm CST

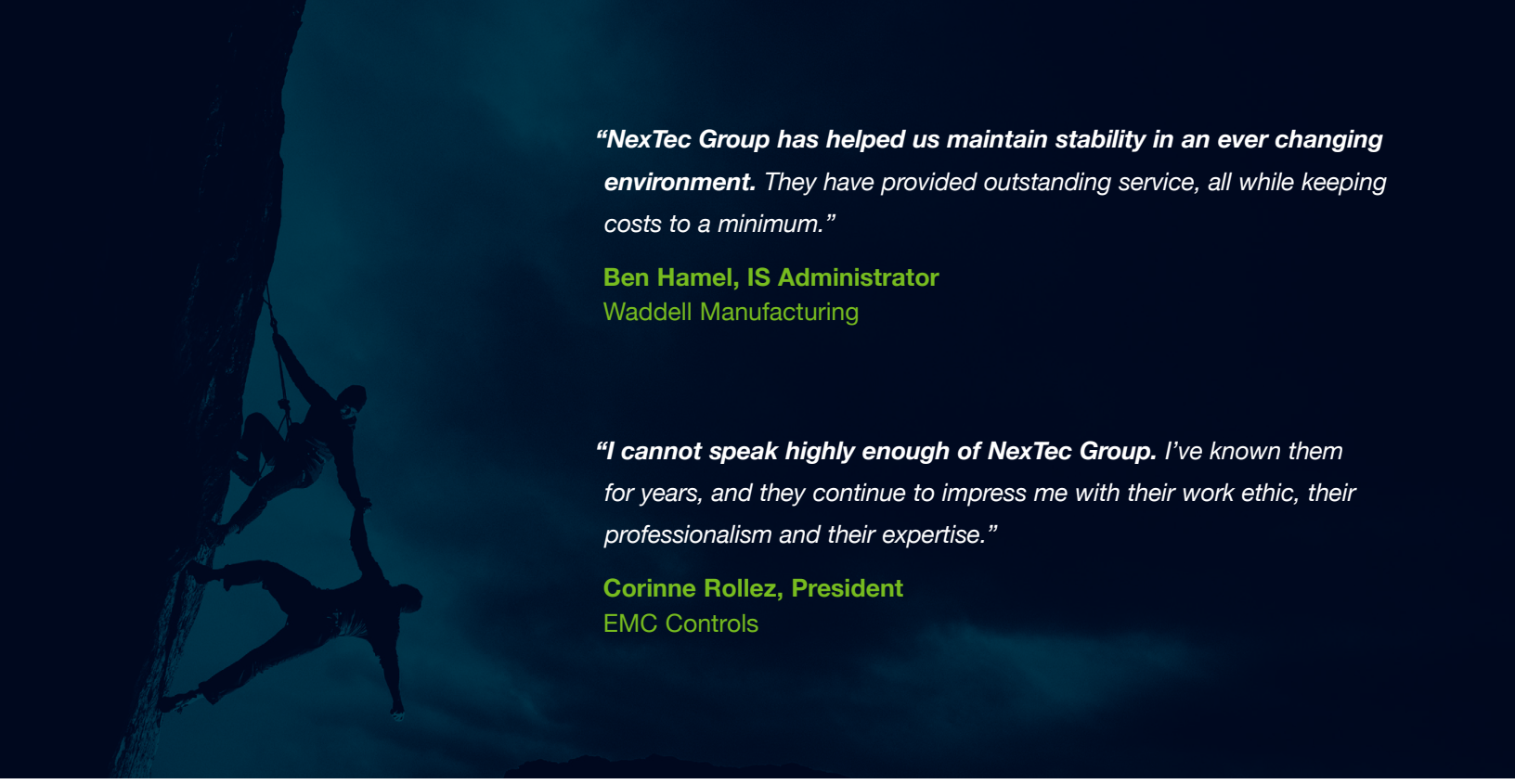


5 Any support issue that requires escalation is instantly routed to our senior support staff and given high-priority



4 To help solve your issue quickly, we will use remote technical support sessions and live-screen sharing via GoToAssist





“NexTec Group has helped us maintain stability in an ever changing environment. They have provided outstanding service, all while keeping costs to a minimum.”

Ben Hamel, IS Administrator
Waddell Manufacturing

“I cannot speak highly enough of NexTec Group. I’ve known them for years, and they continue to impress me with their work ethic, their professionalism and their expertise.”

Corinne Rollez, President
EMC Controls

Support plan options	Basic	Bronze	Silver	Gold
Length of plan	billed hourly	annual	annual	annual
HelpDesk support hours		up to 40 hours	up to 60 hours	up to 80 hours
\$5 / hour discount on 20 hour prepaid blocks		✓	✓	✓
\$10 / hour discount on 100 hour prepaid blocks		✓	✓	✓
Services (select two)				
Annual system review		✓	✓	✓
Annual user security review		✓	✓	✓
Payroll updates (up to 4 hours)		✓	✓	✓
Monthly support usage metrics		✓	✓	✓
New consulting SOWs discount			\$5 / hour	\$5 / hour
Microsoft/Acumatica add-on software discount (excludes third-party products)				5%
Cost	time & materials	\$7,000	\$10,500	\$14,000

Frequently Asked Questions

Why NexTec?

With deep experience and a nationwide presence, NexTec is dedicated to helping you achieve your goals and keeping your organization on track when you need it most. Customers choose NexTec because we have:

- Over 20 years experience implementing ERP solutions
- Consultants nationwide with an average of 15+ years in industry and consulting
- A customer service focus – every client is important and we mean that
- 19 years Microsoft Gold Certified



Who staffs the HelpDesk?

NexTec's HelpDesk is staffed by experienced, high-level technicians with deep experience in the systems, applications and business processes.

How will I be billed?

The Basic plan is billed on a time & material basis as you use the HelpDesk. Bronze, Silver and Gold plans are prepaid according to the contract established between your company and NexTec. For more information, contact us at support@nextecgroup.com

What about after-hours support?

Our current Support Plans do not offer after-hours support. However, support is offered during our extended nationwide hours of operation from 8:00 am – 6:00 pm Central Time. After-hours support will be considered on a case-by-case basis.

Will I ever need to call Microsoft or Acumatica support for technical issues?

Probably not. You always have the option to contact Microsoft or Acumatica support directly; however, NexTec has been working with ERP systems for over 20 years and our consultants are some of the best. We know how to resolve the most common technical problems. Any support issue that requires escalation is instantly routed to our senior support staff and given high-priority. In cases where Microsoft or Acumatica need to be involved, NexTec can most likely escalate the issue more quickly than you can.

What is the main difference between your plan and Microsoft or Acumatica's support plan?

Unlike Microsoft or Acumatica, when you call NexTec, you will reach a technician who is familiar with your system, configuration and service history. We also will know about any current projects you have with us that may have bearing on your service issue.

What is excluded from HelpDesk support?

Some examples of exclusions include:

- On-site support or consulting
- User training and implementation services
- Report writing services
- Installation of custom applications and modifications of custom applications
- Upgrades or migrations



Contact us to learn more:

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