

Customer Care Managed Support for Business Central / NAV



ADVANCED BUSINESS SYSTEMS

The ABS Customer Care Program is designed to help you maximize your ERP software investment with a combination of strategic account planning, consulting services and expert break/fix support.

Bundled Strategic Account Management Benefits:

- **Functional Assessments** to help you optimize the efficiency of your business processes
- **Performance Analysis** to help you optimize the performance of your NAV/BC solution
- **Upgrade Analysis** for on-premise NAV and BC installations
- **Managed Case Reviews** for clients with a high number of active cases

ABS has been implementing and supporting NAV, and now Business Central, since 1999. ABS had the first successful Business Central Go-Live in the world. All services are provided by our 100% US based support team.

Capabilities

- Troubleshooting and Issue Resolution
- Requirements Analysis
- Business Process Improvement
- Custom Development and Design Specifications
- Review / Analyze Customizations
- Data Conversion
- Installation and Setup
- Training
- EDI Mapping and Support
- Database Configuration and Maintenance
- Upgrades
- Extension conversion
- Backup Services
- Onsite Support

Response Time

One hour for priority one issues (system down, payroll issue, etc.)

Standard Hours

8am to 5pm CT
After hours and weekend support available

Plan Pricing

Plans start at \$390 per month and are based on the number of users