



PowerSuccess by PowerObjects is a totally unique service-as-a-subscription program for small, medium, and corporate-sized organizations that gives you access to a dedicated PowerSuccess Engineer who acts as your single point of contact regarding all your Dynamics 365 needs. Your PowerSuccess Engineer is backed by a PowerObjects Product Team of four additional engineers to support your Business Application deployments.

THE BENEFITS OF POWERSUCCESS

A Consistent Product Team

Your organization's Dedicated PowerSuccess Engineer acts as your single point of contact for all your Dynamics 365 needs. Your engineer is backed by a Product Team of four additional system engineers.

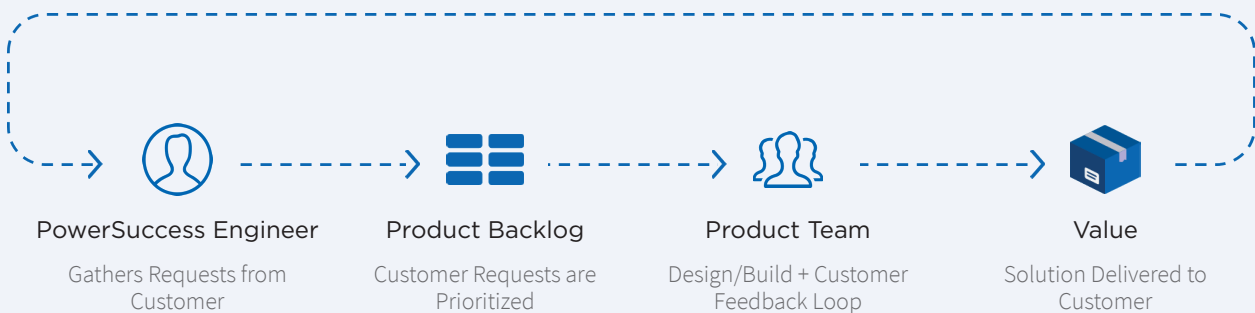
Delivering Continuous Value

With one Product Team consisting of the right engineers to support and understand your system, your organization will experience continuous business value over the lifecycle of your implementation.

Prioritizing Your Needs

Your product backlog or rank list provides a framework for how your Dedicated PowerSuccess Engineer will communicate, organize, and prioritize your Dynamics 365 requests.

DELIVERING CONTINUOUS VALUE WITH OUR PROVEN POWERSUCCESS PROCESS



DO MORE WITH POWERSUCCESS ENTITLEMENTS

Depending on your plan, PowerSuccess customers can earn Entitlements. These are complimentary, customized tools that utilize the wider breadth of the Microsoft Business Application stack to enhance your Dynamics 365 deployment.

1. PowerApps for Mobile
2. Power BI
3. CRM Portals for Dynamics 365
4. Custom CRM Plugins for Dynamics 365
5. SSRS Reports

READY TO GET STARTED WITH
POWERSUCCESS?

Reach out to our team at www.powerobjects.com/services/powersuccess
to get started today.

POWERSUCCESS VS. PAY-AS-YOU-GO SUPPORT

Every organization is different. That's why PowerObjects has options for supporting your Dynamics 365 environment. Regardless of which support model you choose, PowerObjects' team of responsive Dynamics 365 experts is there to help you get the most out of the platform.

POWERSUCCESS		PAY-AS-YOU-GO
Customers are billed monthly based on the number of users in their environment.	HOW MUCH DOES IT COST?	Customers are billed on a time-and-materials basis.
Customers are invoiced monthly.	HOW WILL I BE INVOICED?	Customers are sent weekly invoices per engagement.
A single point of contact that acts as a fractional admin for your organization's Dynamics 365 support needs.	WHAT IS UNIQUE ABOUT THIS SUPPORT OPTION?	Ad hoc, pay-as-you-go support model offering flexibility for organizations with minimal support cases annually.
The PowerSuccess agreement is a minimum of one year and moves month-to-month after the first year.	HOW DO I CANCEL?	No contracts to cancel.
Microsoft Teams	HOW CAN I GET IN TOUCH WITH MY POWERSUCCESS ENGINEER?	PowerObjects PowerCare Portal
SMB and Midmarket customers who need ongoing support and/or training after go-live; small departments inside of enterprise accounts; and customers who know they need CRM but are not sure how or what they want to use.	WHAT SUPPORT MODEL WORKS BEST FOR MY ORGANIZATION?	SMB and SMC organizations with minimal support cases annually.
8am to 5pm in every time zone plus 24/7 on-call support for emergencies.	WHAT ARE THE HOURS OF SUPPORT?	8am to 5pm in every time zone plus 24/7 on-call support for emergencies.
The PowerSuccess engineer will try to connect within an hour of receiving the request. In case of an emergency, customers will be asked to create a system down support request.	WHAT ARE THE SLAS INCLUDED?	System down within one hour for first contact. All other cases will be responded to within four hours.
On-premises issues (ADFS, Rollups), integrations, and migrations.	WHAT CAN MY SUPPORT ENGINEER NOT HELP WITH?	Project work that requires a dedicated Project Manager.
50% off of scheduled trainings, free PowerPack add-ons, and entitlements for PowerApps, Power BI, SSRS Reporting, Custom Plugins, and Dynamics 365 Portals.	WHAT ARE THE PROGRAM INCENTIVES FOR CUSTOMERS?	Standard responsive support for Dynamics 365.