TMC Dynamics 365 Support Plans

Tier 1 - Implementation Package
$1,875 (15 hours) one-time fee
$165/hour additional services

Tier 2 - Implementation Package
$5,000 (40 hours) one-time fee
$155/hour additional services

Tier 3 - Implementation Package
$12,500 (100 hours) one-time fee
$145/hour additional services

On Going Support Package
$500/month – 12 month commitment (4 hours a month)

Tier 1 - Implementation Package

Our Tier 1Implementation package is for the organization that just requires basic set up and training classes. This customer has an experienced staff and TMC will be providing guidance and coaching more than implementation services.

This plan includes 15 hours of TMC assistance and consulting efforts.

Some of the high level tasks that TMC will do for the customer are:

- Establish new Dynamics 365 for Financials environment
- Create up to 3 users to connect to Dynamics 365 for Financials and train client how to setup
- Create Production Company database and basic configuration of Dynamics 365 for Financials with customer completing the more detailed settings
- Create and review a System Setup Checklist for the customer to follow
- High level training on Financial modules (GL,AP,AR,BR) (8 hours)
- Go-Live review and have a brief next step conversation

Assumptions:
- Customer will perform all master record data imports (Customers, Vendors, etc.)
- Customer will perform most configuration settings (e.g. Chart of Accounts, Tax Schedules, Payment Terms, Dimensions, Attributes, etc.)
- All custom functionality and reports are not included and quoted separately

Tier 2 - Implementation Package

Our Tier 2 Implementation Package includes all of the above in the Tier 1 Implementation Package and the following services below around implementation for the Financial modules. TMC will assist customers to create a robust implementation of Dynamics 365 for Financials as follows:

Some of the tasks that TMC will do for the customer are:

- High level Business Process Review on the Financial Modules with recommendations
- Create up to 6 users to connect to Dynamics 365 for Financials and train client how to setup
- Create Production Company database and basic configuration of Dynamics 365 for Financials along with GL Account Structure
- Provide Import templates for Vendor, Customer, and Chart of Accounts Master Records
- Import Master Vendors and Customers from Customer provided populated templates
- Modify User Security
- Setup System and Company settings
- Format Check and Invoice (one of each)
- Create one Balance Sheet and Income Statement
- Train the trainer on the Financial Modules (GL, AP, AR and BR)
- Go-Live review

Assumptions:
• All custom functionality and reports are not included and quoted separately
• There is no test company, so all configurations will be done in Live

Tier 3 - Implementation Package

Our Tier 3 Implementation Package builds upon both the Tier 1 and Tier 2 Implementation Packages but is for when a customer is implementation the distribution modules of Purchase Order, Sales Order and Inventory. TMC will be assisting the customer in implementing the entire Dynamics365 suite of modules.

- High level Business Process Review on the Financial Modules with recommendations
- Create up to 15 users to connect to Dynamics 365 for Financials and train client how to setup additional users
- Create Test Company database and configure Dynamics365 for Financials based on the Business Process Review
- Review Chart of Accounts Structure
- Create Production Company database and configure Dynamics365 for Financials along with GL Account Structure
- Provide Import templates for Vendor, Customer, and Chart of Accounts Master Records
- Import Master Vendors and Customers from Customer provided populated templates
- Setup System and Company settings along with modifying security-Train the Customer
- Format Check and Invoice (two of each)
- Format Sales Order and Purchase Order (one of each)
- Create one Balance Sheet and Income Statement
- Train the trainer on the Financial Modules (GL,AP,AR and BR)
- Train the trainer on the Distribution Modules (SO, PO, Inv)
- Go-Live review and Post Go Live Checklist

Assumptions:
All custom functionality and reports are not included and quoted separately

Optional Service Offerings:

The support plans are meant to get customers quickly trained or implemented based on initial discovery and needs. Over time, these needs may change, or customers may request additional services at the tiered hourly rate.

We do offer packaged services for specific modules below:

Package 1
Fixed Assets Training Package - $1,000 one-time fee (8 hours)

Package 2
Project/Jobs Training Package - $2,000 one-time fee

Package 3
On Going Support Package - $500/month - 12month (4 hours a month)

Microsoft Dynamics 365