

To-Increase support services Fundamental Plan

Secure access to the subject matter experts and trust on the To-Increase Care team.

The **Fundamental Support Plan** adds agile assistance to the enhancement plan's offerings when required.

Lifetime support from TI experts:

Throughout the life of your business, we provide the tools and resources to enable you to realize the best possible value from To-Increase solutions for Microsoft Dynamics 365 for Operations, AX, and NAV. For To-Increase partners, our support services help you serve customers effectively and translate the potential of technology innovation into long-term business advantages. We provide three different support plans that are designed with the flexibility and the features to help you meet your specific needs. They are managed and delivered by dedicated teams of solution experts and support engineers who are committed to your success and who will address your concerns in the most effective, professional, and expeditious way they can. You choose your support plan when you sign the Technical Support Agreement with To-Increase. Please note that the support programs extend to all To-Increase standard solutions. Standard Microsoft products are not covered by any of our support offerings.

How the Fundamental Plan works

The Fundamental Plan is perfect for you if you have a high level of self-support. The plan ensures that if you need to involve To-Increase, you can rely on the fact that we will respond according to the chosen severity. The Fundamental Plan is a simplified support offering that allows you to enter an agreement that is more applicable to your needs, compared to Essential and Premium Plan. It provides base level support while unlocking many additional benefits and offerings. The plan has the ability to offer to all customers, both newly acquired and currently with To-Increase.



“Couldn’t be better.”

Roger de Haan, Project Manager,
Western Computer

Once an issue is reported, a To-Increase support organization member analyses the issue and tries to add value to the situation. Support tickets are processed based on the severity of the issue. As you choose one of our support plans, be aware that To-Increase will provide support within predefined response times to minimize any disruption to your businesses while they are experiencing issues with the To-Increase software. The key differentiator between the Fundamental plan and the Essential Plan and Premium plan is the fee. Under the Essential and Premium Plan To-Increase takes the risk for the follow up as the tickets are based on set fees. You would sign up for the Fundamental plan typically if you do not want to invest in set fees but you prefer to have the assurance that the To-Increase support team is available and responsive. However, the ticket fee is lower than the other plans and covers only the first hour of analyses. All the additional efforts will be invoiced under the standard rates.

Your coverage under the Fundamental Plan

The Fundamental Plan provides the following foundational support offerings:

Case handling

- The first hour of ticket intake and support
- Additional analyses, up to 4 hours' time and materials without pre-approval
- Additional analyses after 4 hours to 20 hours' time and materials after email approval
- Support coordination if part of intake (under the ticket). If above that, on time and materials basis as described below

Request fulfillment

To-Increase handles service requests from initiation to completion, on a time and material basis.

Customer service Portal:

You can gain access to the ITSM portal, where supplier picks up tickets & requests for service.

Service Level Agreement:

First response time based on the severity of the request raised.

Support portal

You can access FAQ and knowledge base content. In response to your request, software downloads, licensing information, and training schedules could also be available through the portal.



“The To-Increase Support Consultant did an outstanding job in this case.”

Jacob Aae Jensen, Technical Consultant,
Columbus Denmark