To-Increase Support Services Enhancement Plan

Keep your To-Increase software fully current and access support resources

The **Enhancement Plan** is ideal for companies that wish to keep their software current and do not anticipate highly critical or urgent support requirements.

Lifetime support from To-Increase 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 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. Customizations and Microsoft products are not covered by any of our support offerings.

How the Enhancement Plan works

All To-Increase customers are on the Enhancement Plan during their first year of using our solutions. The main goal of the Enhancement Plan is to help you keep your software current. To that end, the Enhancement Plan gives you the right to obtain and use major versions and service packs of the To-Increase software in your business during the time you are covered under the plan.
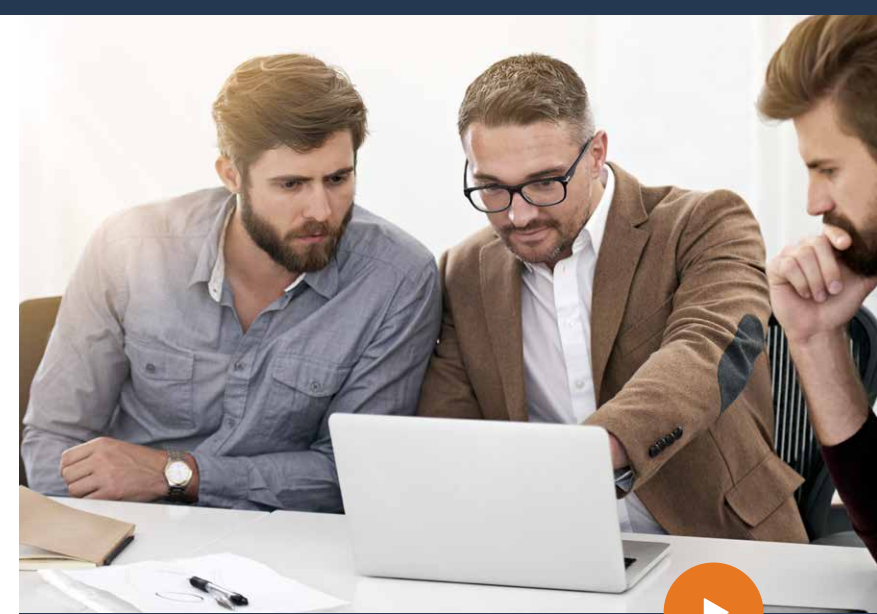
"Couldn't be better."

Roger de Haan, Project Manager,
Western Computer

Empowering Innovation

www.to-increase.com

TO INCREASE

Until a new version of your To-Increase software is available, To-Increase will provide Enhancement Plan coverage for the current solution version, as determined by the latest release, service pack, or hotfix roll-up. The Enhancement Plan thus extends to new major releases or service packs for To-Increase software, which To-Increase makes available from time to time to customers for those parts of To-Increase software that a customer acquired and actually paid for. This includes available documentation. Your annual fee under the Enhancement Plan is a percentage of the To-Increase software value.

Your coverage under the Enhancement Plan

The Enhancement Plan provides the following foundational support offerings:

Major releases and service packs

This includes new major releases and service packs for To-Increase software. To-Increase makes such major releases and service packs, including applicable documentation, available to customers from time to time. Too clarify the terms:

→ *Major releases* are any updates to To-Increase software that include substantially new functionality. Note, however, that a major release is not a new product.

→ *Service packs* are any updates to To-Increase software that include minor, new functionality or bundled new solutions that address errors or problems in To-Increase products.

Existing fixes

You can access and apply existing, validated software fixes that apply to the most current version of the To-Increase solution you use.

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.

If you have questions about the Enhancement Plan or want to learn about our other support offerings, please contact Joost Marchal, Support Coordinator, at jmarchal@to-increase.com.

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

Jacob Aae Jensen, Technical Consultant, Columbus Denmark

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