

To-Increase Support Services Essential Plan

Fast response to your To-Increase software issues and always up-to-date solutions

The **Essential Plan** provides you with prompt response to any issues you might experience with our software, and also keeps the To-Increase solutions in your business fully current. The Essential Plan adds hotline and hotfix support, support incidents, and SLA reporting to the Enhancement Plan's offerings.

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 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 Essential Plan works

The Essential Plan includes all the major release and service pack updates that keep your To-Increase software fully current and provides you with fast response times to resolve any issues related to our solution promptly, including hotfix support for your severity 1 and 2 incidents. Proactive SLA reporting keeps us accountable and gives you full visibility of the outcomes of the To-Increase support team's activities on your behalf.



"Super and excellent response from the To-Increase team."

Kamalakara Pothapragada, Functional Consultant,
Columbus Denmark

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Once an issue is reported, a member of the To-Increase support organization will provide an acknowledgment and confirm whether the issue is covered by your support plan. Support tickets will be processed based on their severity. 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 customers' businesses while they are experiencing issues with To-Increase software. The Essential Plan includes occasional support management meetings with a support manager who is responsible for closely managing your support incidents. The support manager will keep you informed of the overall progress in resolving your issues. Meetings to discuss priorities, escalations, customer satisfaction, and other concerns will take place online or by telephone, as agreed between To-Increase and customers. The cost of the Essential Plan is a set fee. You can also purchase additional support incidents.

Your coverage under the Essential Plan

The Essential Plan combines direct-response and proactive services with incident-related support. It also offers the foundational coverage that keeps your software current and lets you access self-service support resources.

Allocated support incidents

Your Essential Plan includes a predefined number of support incidents. Incident packs are mutually defined by To-Increase and customers. If you use all such allocated incidents during a 12-month period, you can purchase additional incidents.

Hotfix support

A hotfix is To-Increase software code made available by To-Increase to address a specific support incident. Hotfix support aims to resolve defined, known software issues or bugs without adding new functionality to To-Increase software. Hotfix support is available for support incidents of severity 1 and 2.

SLA reporting

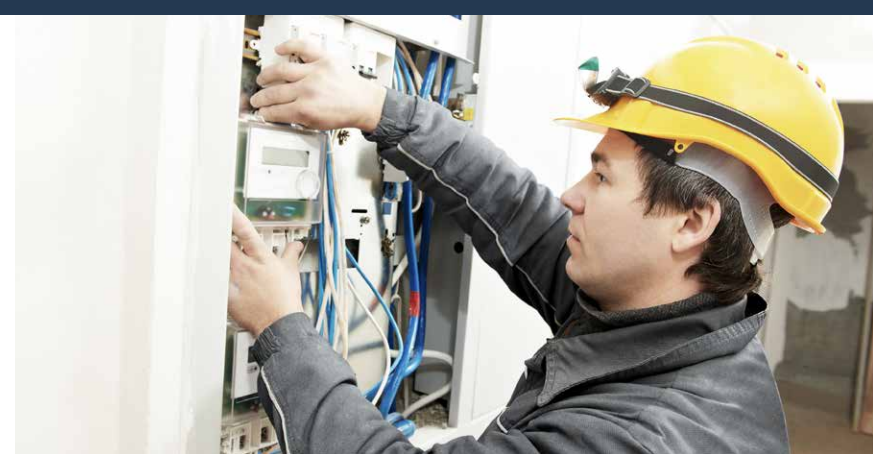
In SLA reporting, customers receive upon their request a report with comprehensive details of submitted support incidents together with information about the actually achieved service-level results.

Foundational support

The Essential 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. To clarify the terms:



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- *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*
In the support portal, you can submit support incidents and review your submitted incidents with current status information. You also 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.

Optional coverage available for purchase

Under the Essential Plan, you can optionally purchase additional support time. That could mean, for instance:

- Extended hours before or after regular working hours at To-Increase's offices in the Netherlands
- Working week coverage in your time zone, 16 hours per day, five days a week
- Always available, 24/7 coverage, only for incident severity 1

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



“Couldn't be better.”

Roger de Haan, Project Manager,
Western Computer