

To-Increase Support Services Premium Plan

World-class issue resolution, individualized support management, and fully current software

The **Premium Plan** provides rapid issue resolution, guidance, quality assurance, and team accountability for companies that want to use our support services to generate the best possible outcomes from To-Increase solutions and enhance their long-term technology planning. You can also purchase extended coverage and support.

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 Premium Plan works

Within the Premium Plan's extensive services portfolio, you can go beyond resolving issues and realize greater benefits from To-Increase solutions through periodic health checks of your infrastructure and access to technology and business experts. SLA reporting and close collaboration with your support manager drive support toward desirable results and provide assurance of support effectiveness with full transparency and responsiveness.



“Excellent response and a good resolution from To-Increase.”

Alex Whitfield, AX Business Consultant,
Columbus Global UK

TO INCREASE

The Premium Plan also 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 solutions promptly, including hotfix support for your severity 1 and 2 incidents.

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 cost of the Premium Plan is a set fee. You can also purchase additional support incidents.

Your coverage under the Premium Plan

The Premium Plan provides you with a rich portfolio of advanced and proactive services in addition to incident support and the foundational coverage that keeps your software current and lets you access self-service support resources.

Support Management

To-Increase assigns a support manager who is responsible for closely managing your support incidents. The support manager will periodically keep you informed regarding our progress in resolving your issues. Periodic, scheduled meetings to discuss priorities, escalations, customer satisfaction, and related topics will take place online or by telephone, as agreed by customers and To-Increase.

Multi-region support

Multi-region support provides coverage for all of your locations, anywhere. Multi-region support provides remote, second-line coverage during Central European Time (CET) standard office hours. You are responsible for the primary line of support for your users.

Advisory hours

Advisory hours are an agreed number of hours available for customers to access the knowledge and expertise of To-Increase subject matter experts at short notice. You can spend advisory hours on any question or query relating to To-Increase software. Advisory hours will be delivered through online or telephone meetings. In your Premium Plan, there are three levels of advisory hours available:

- Premium - 10 : 08 hours
- Premium - 20 : 16 hours
- Premium - 30 : 24 hours
- Premium - 50 : 32 hours



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

Jacob Aae Jensen, Technical Consultant,
Columbus Denmark

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Periodic health check

Periodic, diagnostic health checks consist of quality assurance on the setup of the To-Increase solutions in customers' specific business scenarios. Health checks are performed on demand, with a maximum of two health checks per year.

SLA reporting

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

Direct-response support

Under the Premium Plan, you receive several support services as well as support incidents, all optimized for fast response times and prompt issue resolution.

→ ***Allocated support incidents***

Your Premium 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.

→ ***Hotline support***

Hotline support within the Premium Plan includes advice, guidance, or suggestions provided to you by telephone, through email, or as remote assistance in case of a specific support incident. Premium Plan hotline support provides remote, second-line coverage during Central European Time (CET) standard office hours. Hotline support does not include consulting services beyond such advice, guidance, or suggestions. For example, this means that hotline support will never provide such services as development of custom code, installation, implementation, upgrades, or any other similar work. Initial incident submission is required through the support section of the To-Increase Partner Portal for us to be able to provide efficient hotline support.

→ ***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.



Foundational support

The Premium 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:

- 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

Your Premium Plan can include extended support that you can purchase optionally. This might vary from a few additional support hours before or after To-Increase normal working hours to round-the-clock, 24/7 support coverage. You best plan a purchase of such additional services based on the number of sites in operation, the number of team members handling specific processes of concern during that time, and the level of support required. When customers wish to pursue extended support coverage, To-Increase will enter an agreement with them regarding the exact details of the services to be provided.

Extended-time coverage may include:

- Additional 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 Premium Plan or want to learn about our other support offerings, please contact Joost Marchal, Support Coordinator, at jmarchal@to-increase.com.



"For this very complex problem we received valuable assistance to rule out IWF's impact to standard AX functionalities."

Janne Korhonen, Consultant, Efima