

## World Class Support for Your SAP Business One Solution



*Vision33 provides a unique and multi-faceted approach to support – focused on ensuring that each customer experiences real value from their SAP Business One solution. As a company that runs ourselves on SAP Business One, we understand the investment you’ve made in a solution that will not only work for your company today, but will be there to support you as you continue to evolve and have new requirements.*

*The TOTAL Care program was built around the concept of creating continued value for our customers, which includes empowering users through knowledge based tools to find the answers you need to user specific questions. We are here to support you in your journey with SAP Business One, while also providing you with self-help resources you need to build your SAP Business One competency.*



### **Dedicated Vision33 TOTAL Care Support Team:**

The TOTAL Care team is comprised of team members that have been working with SAP Business One as a dedicated solution since the product’s inception. We have a team of over 20 certified SAP Business One support consultants physically located in North America and Europe committed to your success and satisfaction. Through their individual and unique experiences with SAP Business One, they possess the expertise and insight to resolve your support requests. To best support our customers and the flexibility they need from a partner, we offer 24/7 support as required.

### **Bi-Weekly Web Chats:**

The Vision33 TOTAL Care Support Team hosts bi-weekly webinars on a range of SAP Business One topics.

#### **Includes:**

- SAP Business One training and development to maximize your investment.
- Latest product information and news happening in the SAP Business One channel.
- Open user forum that gives you the opportunity to ask questions to the support team and interact with other users on the call.

### **American and Europe SAP User Groups (ASUG & UKISUG):**

Join a local community of professionals using SAP that share common business interests, experiences, challenges, and pursuits.

#### **Includes:**

- Access to ASUG and UKISUG members to discover answers, explore new ideas, solve problems and develop your professional network.
  - Regional chapters across North America and Europe, special interest groups, interactive gatherings, annual events, such as Biz.One.
- Access to user driven content and product perspectives.

### **Additional Online Resources:**

- Regularly published tips and tricks on most frequently asked questions about SAP Business One.
- New password protected site dedicated to customers that includes incident submission and review, a partner forum as well as training guides and documentation.
- Regular email updates with the latest events, product patch levels and web chat information.
- Calendar of user events and web chat topics for the year.



## VISION33 TOTAL CARE BENEFITS

Effective January 1 <sup>st</sup> , 2018 through December 31 <sup>st</sup> , 2018	Included (FREE)	Additional Fees May Apply
SAP Business One Support via Vision33 Help Desk Resources Vision33 Customer Portal	✓	
Access to NEW Vision33 Support Center (Dedicated site for incident submission and review, partner forum and cross search)	✓	
Notification and Invitation to the annual Biz.One Conference from ASUG	✓	
Unlimited Access to SAP Business One Customer Portal (How To Guides, Knowledge Base, Notes Database, Training Videos)	✓	
Escalation management of publisher related issues to SAP support	✓	
Escalation management of publisher related issues for add-on products	✓	
Access to Vision33 Customer Portal (Support Call creation, Access to Quotes, Orders, Invoices, Statements, Credit Card Payments, Tips and Tricks for SAP Business One, TOTAL Care FTP Folder)	✓	
Access to the latest SAP Business One product version upgrades	✓	
Access to all SAP Business One patches and release notes	✓	
Annual Contact Guarantee	✓	
Access to all Vision33 Training Materials	✓	
Preferred rates for Vision33 consulting services	✓	
Admission to SAP Business One Customer events	✓	
Membership and free attendance to bi-weekly Vision33 Web Chats	✓	
SAP Business One License Key support	✓	
SAP Business One Mini Training Sessions (5-10 minutes)	✓	
Online Remote Support for troubleshooting and bug discovery	✓	
Online training courses offered periodically		✓
B1i Integration Framework		✓
IT Infrastructure*, Network, Printers and MS SQL support		✓
Editing and Creating Queries		✓
On-Site Consulting, Business Process Analysis, Training		✓
Implementation of new SAP Business One modules		✓
Advice and/or Consulting related to the Data Transfer Workbench		✓
Upgrade Assurance Checkup (Actual on-site or remote services for upgrades are always billable)		✓
Disaster Recovery		✓
Class room training for Crystal Reports		✓
Creation of customized Crystal Reports or Dashboards		✓
Database Archiving		✓

Vision33 TOTAL Care will resolve or attempt to resolve support requests that are outside the scope of TOTAL Care's service offering if session takes 20 minutes or less upon initial contact.

\* AWS cloud support is included for current AWS customers. Additional charges are only related to IT infrastructure located on-premise.

## World-class support from the largest global partner for SAP Business

To maximize the benefit of an investment in an enterprise resource planning (ERP) solution, you need a proven support program that focuses on business needs and priorities. Vision33 strives to deliver a service beyond that of the competition, offering customers a dedicated support program. Central to the Vision33 experience is the Vision33 TOTAL Care program, which provides complimentary world-class customer support from Vision33's dedicated team of certified consultants in the US and worldwide.

### Standard Hours of Service

Europe and North America  
Monday to Friday  
8 AM GMT to 5 PM PST

## 24/7 Support Coverage

### How does it work?

The 24/7 protocol will initiate steps towards problem resolution by expediting the documentation of the problem and contact, if needed with any external Software Service Partners (SSPs) and/or SAP.

- Customer will be provided with an emergency contact number. If a problem arises outside of the standard service hours, use this number to reach 24/7 support.
- A support staff member will relay the message and within an average 1-hour response time a Vision33 representative will respond.
- A time schedule to resolve the issue will be established and clearly communicated to the customer\*.

The 24/7 service provides support outside of the Vision33 TOTAL Care standard operating hours to ensure resolution happens much more quickly to minimize disruption in your business. For more details on 24/7 emergency support coverage including pricing, contact a Vision33 consultant today at [contact@vision33.com](mailto:contact@vision33.com).

\*Please note that while Vision33 does provide 24/7 support coverage to our customers that subscribe to this plan, many of our Software Service Partners (SSPs) do not. Therefore, we cannot place any guarantee that the issue will be fully resolved after working hours.

