

Acora Application Support Services

We support your application,
you support your business





Welcome to Acora Application Support Services



Acora is a leading IT services provider to the mid-market. Within the Applications arm of its business Acora specialises in the delivery of Microsoft products, especially Microsoft Dynamics NAV but also Microsoft Dynamics CRM, Office365 and more.

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Acora is one of only a handful of managed Microsoft Dynamics partners in the UK. With our blend of infrastructure and applications skills, we can provide you with a broader support service for your business critical applications, enabling you to optimise your business and leverage the maximum from your investment both today and in the future.

Our experience of over 20 years' has led us to becoming a Microsoft gold certified partner, ranked as one of the top five in the UK. And with a 40 strong team of consultants, developers, support staff, account directors and project managers we are also one of the largest.

You take care of your business. We take care of the software that supports it.

Entrusting your support for your business critical application to Acora is very easy. From day one you will have access to a Dedicated Account Director and support desk that operates from 08:45 to 17:30.

As a customer of Acora, you will have access to a number of different support features including:

- a Dedicated Account Director
- customer training days
- customer events
- 'knowledge hours', discussing topics of your choice
- development work, for minor software changes
- dedicated applications IT support desk
- expertise in all areas of IT
- and much more



We hire the best in our industry

Microsoft Partner

Gold Enterprise Resource Planning
Gold Server Platform
Cloud Accelerate

Gold certified Microsoft partner



Services ingrained in best practice standards



Industry recognised service provider

1 2 3

Choice and flexibility

Recognising that there is no one size fits all, we've worked closely with our customers to develop three distinct service packages that enable clients to choose the right level of support for their particular business.

| | Incident Management | New Starter Training | Training Days | Minor Development Work | Dedicated Account Director | SQL Audit | Back-up and Restore | Software Expert Systems Review | Knowledge Hour | Dial a Consultant | NAV Technical Support |
|--|---------------------|----------------------|---------------|------------------------|----------------------------|-----------|---------------------|--------------------------------|----------------|-------------------|-----------------------|
| 1 NAV Support Empowering users. | | | | | | | | | | | |
| 2 NAV Support Plus Leverage the full potential of your application. | | | | | | | | | | | |
| 3 NAV Technical Support* Outsource the operational & technical complexities of maintaining Dynamics NAV. | | | | | | | | | | | |

* Customers must have NAV Support or NAV Support Plus in order to benefit from NAV Technical Support.

1

NAV Support

Empowering users

Our NAV Support package includes access to an IT support desk, training and covers minor development work – monitored by a Dedicated Account Director. This service provides a solid foundation of support for your users.



NAV Support

Empowering users



Our NAV support package ensures that all users, new and old, are properly equipped to maximise the efficiency of the software. This service ensures the adoption and proficient use of your business critical application.

Additional training requirements can be requested at any time via your Dedicated Account Director.

▶ Incident Management

As part of NAV support you will have access to our 08:45-17:30 IT support desk. Should any problems arise with your supported applications, simply phone or email our team to log an incident. Incidents are recorded and prioritised using the criteria below:

- Priority 1 (P1) – Loss or failure of any business critical component, or inability to access the system
- P2 – Loss or failure of any business critical component where a workaround is available
- P3 – Loss or failure of a non-critical component
- P4 – Query or general question about the function of the software within a business process.

We pride ourselves on being a service based business, and our team are employed based on their ability and integrity. In addition to this, our Service Level Agreements (SLAs) are designed to ensure

our customers receive the best possible care. Our SLAs are tied to each incidents priority:

- P1 – The incident will be logged and responded to within 1 working hour
- P2 – The incident will be logged and responded to within 2 working hours
- P3 – The incident will be logged and responded to within 4 working hours
- P4 – The incident will be logged and responded to within 8 working hours.

If required, our support team can also manage suppliers as an additional service. This includes managing annual renewals, placing support calls, incident escalation and updating relevant records. The service is designed to provide end-to-end support, giving your team peace of mind and the space to think about the strategic use of your application rather than the maintenance of it.

▶ New Starter Training

When new starters join the organisation, it's important to get them up to speed with internal systems so that they can hit the ground running. Acora's new starter training sessions aim to do just that. Hour long web-based sessions are available for any new starters in your organisation.

The sessions typically cover:

- opening the client and looking at the role centres
- how to navigate around the different screens
- how to customise the pages including adding new options, removing options and adding fields
- a review of Fasttabs, factboxes and how best to view information
- how to set-up different filters and save the views
- how to export to excel

Each one-hour web-based demonstration is carried out on the latest Dynamics NAV client, which is largely applicable to customers on Dynamics NAV 2013 onwards. Our aim is that at the end of each demonstration, new users will have a high level understanding of how to use Dynamics NAV, and can navigate around various screens with ease.

■■ We have known Acora a long time and they have proven to be a very good partner for us. I am very happy with them as a team, as they understand our business and know where we are going. We talk to them regularly about changes to our business and how they can support us. ■■■

Neil Crowther – Managing Director, Ardent

NAV Support – continued



Training Days

With NAV Support you're automatically eligible for two training places on our regular training sessions each year. The training is designed to ensure you and your team have the skills needed to automate and streamline popular areas of Dynamics NAV and to highlight areas that are often underutilised, ensuring you get the most out of your investment.

Acora regularly updates its training days and they cover a variety of subjects, such as:

- finance – payables & receivables, cash flow forecasting, budgets, year-end procedures and reporting and analysis
- reporting – account schedules, financial reporting, sales and purchase analysis, role centre charts and reporting using other Microsoft products
- trade – purchase, sales, prices, discounts, returns, requisition worksheets, analysis, reporting and rapidstart

Details, topics and agendas for the training will be emailed to you regularly, but are also available through our website. The training is delivered on a standard demonstration solution using the latest version of Dynamics NAV, and the training sessions are held in our offices in Sussex and Solihull.*



Minor Development Work

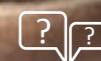
Using a system day-in-day-out can highlight small amendments or changes, that could make a big difference to usability if implemented. Our Minor Development Work service covers changes that will take less than two hours to complete. It's designed so that your requests are speedily resolved through our standard support process, rather than being passed for estimation and scheduling.

* Please note that the training days are run at our discretion and may not run if there are less than four attendees.



Dedicated Account Director

Each customer is allocated one of our Dedicated Account Directors. They will be your first point of contact and will work closely with you to organise resources for projects, training, consultancy and much more. Our Dedicated Account Directors aim to understand your business goals, and give you access to the resources and expertise in technology that can help you achieve them.



6

Dynamics NAV subjects covered



2

UK training locations

2

NAV Support Plus

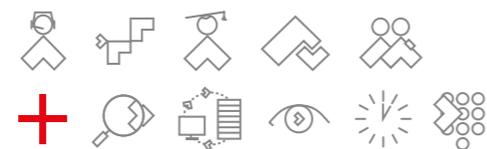
Leverage the full potential of your application

Nav Support Plus incorporates all the standard user support in NAV Support, but includes additional consultative and technical services to ensure that you are truly optimising your NAV software to its full potential, and that your systems and back-ups are running efficiently.



NAV Support Plus

Leverage the full potential of your application



This high level consultative support package ensures the capabilities of your application are fully exploited by your users. It also takes some of the technical and administrative pain away from your IT team, giving them more time to focus on your business.

SQL Audit

Our SQL Audit service ensures your technology is optimised and working with Dynamics NAV effectively. Findings from the audit can be sent to IT providers, to deliver the technical detail needed to make Dynamics NAV run as quickly and as smoothly as possible.

The audit typically covers the following:

- a review of the SQL version including patching, including the Windows version
- a review of indexes, checking whether they exist, whether there are duplicates, are disabled or fragmented
- a review of server and NAV database configuration parameters
- we will also run a database tuning wizard

This audit can be run remotely, and a consultant will provide a findings report including detailed information, such as a list of any indexes.

The report will also include a list of recommendations, should any areas for improvement be found.

Back-up and Restore

Acora's back-up and restore service enables you to have complete peace of mind about your company data. Acora's team ensure back-ups are always running, and monitor them to ensure they don't fail. This means that should anything disastrous happen, Acora can restore and recover your data quickly and with little impact on your business.

- The service covers the following:
- retrieval of your SQL back-up from back-up media (in conjunction with client's IT team)
 - restore of SQL NAV back-up to a suitable SQL server (e.g. test server)

- create a NAV service to attach to the database
- attach a Dynamics NAV Windows client to the test NAV service
- confirm the ability to open the client by opening the G/L list and Customer List

The back-up and restore tests are performed remotely, and require access to both your SQL management studio and your NAV service tier servers. Your Dedicated Account Director will be on-hand to help with any technical requirements or questions, and will ensure your sign-off before any work is carried out.

Software Expert Systems Review

As a NAV Support Plus customer, you're entitled to a Microsoft Dynamics NAV systems review each year, carried out by a software consultant. The consultant will spend a day on-site, meeting with users and management to review how your software is being used, specifically

looking at the finance and operations elements of Dynamics NAV. The aim of this review is to offer guidance on how to get the most out of Dynamics NAV for your business, and to offer best-practice advice regarding any modules or third party solutions that could be of benefit.

After the review, a full report containing the consultant's findings and recommendations will be written and sent to you. The report typically contains the following:

- recommendations for any functionality and modules that are not currently being used
- general observations about business processes that could be optimised using Dynamics NAV
- details regarding third-party products which could provide additional business value
- training recommendations
- identification of manual processes, and a provision of options to address these

- a description of new functionalities that are available in later versions of Dynamics NAV which could provide significant business value, along with a recommended upgrade strategy
- meeting to review and prioritise actions with your Dedicated Account Director

“Acora is our trusted advisor because they talk about IT in a way that people can clearly understand and are able to use to make strategic business decisions. I think of Acora as a company with very capable business people that know an immense amount about IT.”

Ian Cowie – Managing Director, Scorpio Worldwide

Knowledge Hour

As part of NAV Support Plus, you can book thirty to sixty-minute web-based sessions with one of our experts, to ask any questions around Dynamics NAV that you're unsure of or interested in learning more about. The sessions can cover:

- any new features in the latest release of Dynamics NAV
- modules that could be of use but are not currently being used (e.g. Fixed Assets)
- third party solutions which could bring value to the organisation (e.g. Jet Reports)
- addressing a business issue that Dynamics NAV can resolve, for example reporting and BI

The sessions are web-based and will be tailored to suit your requirements, we will use a standard demonstration database in order to provide more detail.

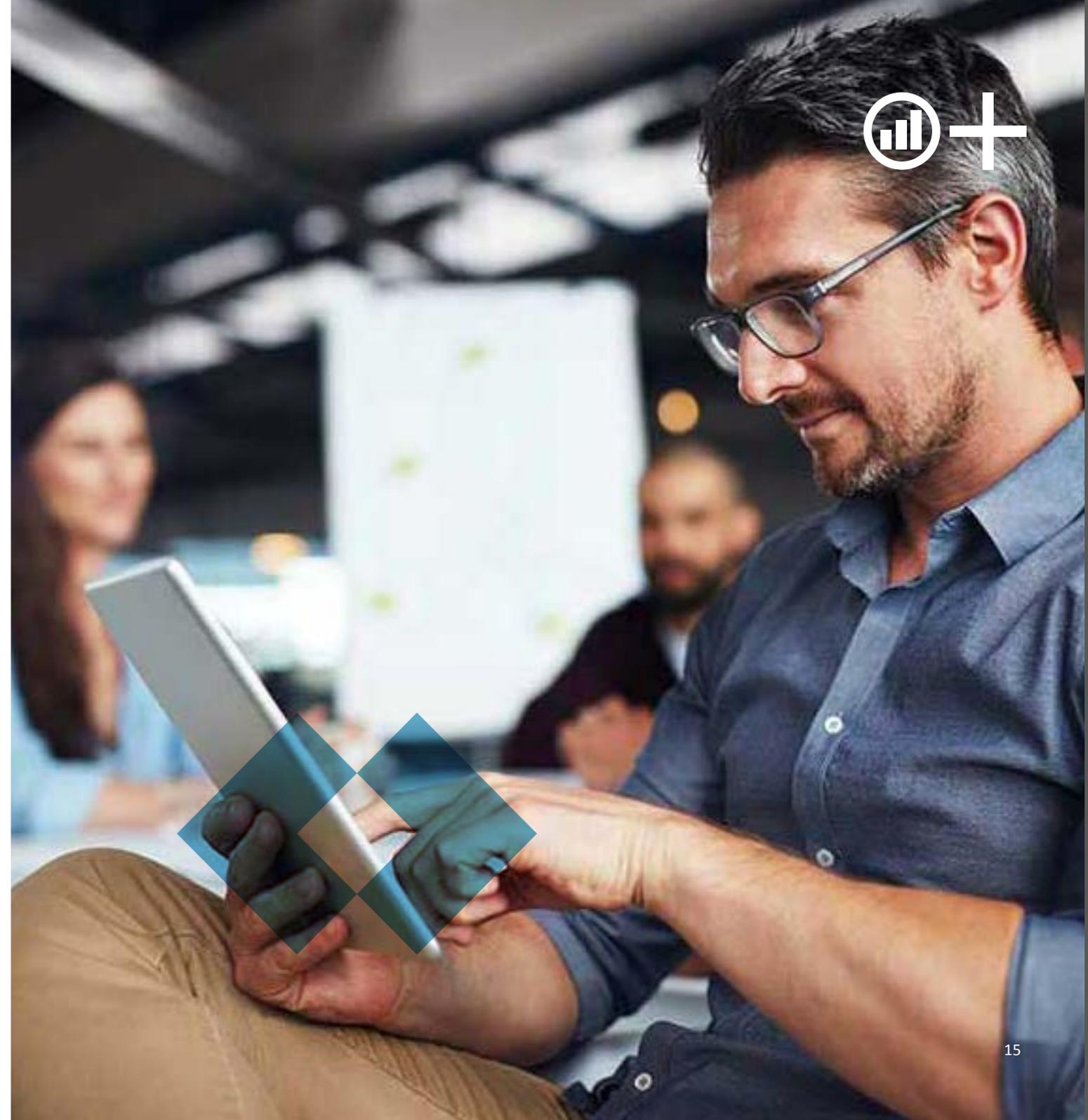
Dial a Consultant

Sometimes it's too difficult to get out of the office and attend a training session, and sometimes you just need a quick answer to your question about Dynamics NAV. Acora's Dial a Consultant service enables you to book a call with expert consultants to discuss queries over the phone. Questions could include:

- Does Dynamics NAV cover "X"?
- How do I do "X" in Dynamics NAV?
- Where do I find "X" data for my jet report?

Simply book a call with a support consultant, and they will arrange a time to answer your question(s). If we can't answer your question, we will recommend further consultancy, arrange training or propose any amendments.

The Dial a Consultant service is typically available on Friday afternoons, 2pm to 5pm.



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NAV Technical Support

Outsource the operational & technical complexities of maintaining Dynamics NAV



As your business grows, so do the databases and infrastructure your applications run on. NAV technical support is designed to take the administrative, operational and technical strains of running applications away from your internal IT team.

Customers must have NAV Support or NAV Support Plus in order to benefit from NAV Technical Support.

Our NAV technical support package includes:

- patching
- disaster recovery
- test database(s) back-up or restore
- SQL configuration best practices
- database optimisation
- creation of temporary environments to test back-ups
- temporary environment testing
- temporary environment deletion
- ability to log technical support cases
- maintenance plans
- fortnightly SQL monitoring
- SQL user configuration maintenance
- SQL back-up monitoring via email alerts
- customer reports on tasks
- SSRS reporting
- SSIS integration packages
- analysis services



If you would like to talk to us about any of our services, you can contact us via phone, email or through our website. Our team will be happy to help.



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Acora offers a true one-stop-shop solution, providing our clients with people, applications, infrastructure and know-how needed to solve their problems and grow their business.



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