



Microsoft Dynamics GP Partner Support

Gain control of your software support

At ISC Software, Microsoft Dynamics GP support is delivered to provide flexibility and value to our customers. By providing support based on usage, customers take control over the annual spend and are more efficient with fast access to support and non-support related expertise, as they need it.

Dynamics GP support overview

A Microsoft Dynamics GP support contract will contain two components; Microsoft Enhancement Cover and Partner Support, and are quoted either combined or separately. Microsoft Enhancement Cover entitles customers to license upgrades and other Microsoft benefits, Partner Support is the day-to-day support provided by your assigned partner.

Traditionally, Partner Support is charged at a fixed percentage of the original software cost. It is our view that this method can lead to over-charging, particularly if usage levels are low. Our Partner Support plans are based on usage so customers can decide the level of support they need:

Support Hours

- Support is provided for a assigned number of hours
- Onsite visits can be added as part of your plan

Customer Choice

- The customer decides how much support time it feels is needed. More time can be added later...
- Hours can be used for non-support related requirements like modifications or online training

Experienced and certified consultants

- Highly trained and expert Dynamics GP consultants with years of industry experience
- Committed to knowing your business and understanding your challenges
- Backed up by our software development, Dynamics CRM & SharePoint teams

Service Levels

- SLA and response times can be customised
- Access to a secure extranet where cases are logged and tracked
- 24 hour support available

Access to our range of user friendly Dynamics GP add-ons

- Support customers enjoy access to our GP elementz suite. These ISC Software developed add-ons improve user experience and enhance the Dynamics GP system.

“ Approachable, knowledgeable, helpful, responsive, reliable. We feel that they are a company that we can trust to provide reliable support, advice and consultancy in a timely and effective manner. ”

ISC Customer Review, Source: Microsoft PinPoint

Customers that benefit from support by ISC Software



ISC Partner Support Options

The following table demonstrates costs for our standard Microsoft Dynamics GP support options:

Description	Cost	Typical no. of incidents per year
10 Hours Annual Support	£1,000	10 - 24
20 Hours Annual Support	£1,800	20 - 45
35 Hours Annual Support	£2,625	40 - 85
50 Hours Annual Support	£3,500	70 - 120
75 Hours Annual Support	£4,875	110 - 180

Packages over 75 hours can be agreed with, talk to us for more details. Prices exclude VAT if applicable.

About ISC Software

Headquartered in Cambridgeshire, we began working with Microsoft Dynamics GP in 1996 when the product was known as Great Plains. Since then we have built a strong customer base in the UK, Ireland and worldwide.

Products should serve the needs of customers and our approach reflects that, we focus first on understanding what you want to do and help you plan to do it. Then our expert teams provide clever and intelligent ways to enhance and extend products to meet with your objectives.

Our software development team is strategically based at our headquarters and work closely with our Dynamics GP consultants and customers. The team is highly skilled in .NET, C# and Dexterity, it is their job to make what seem complex requirements - simple.

- **Dynamics GP Implementations & Upgrades**
- **Dynamics GP Support & Training**
- **Custom Development & Enhancements**
- **Integrated Solutions**
- **Dynamics CRM & SharePoint specialists**

“ I would thoroughly recommend the team at ISC Software Solutions. ISC’s knowledge of Microsoft’s Dynamics GP software is second to none. ”

ISC Customer Review, Source: Microsoft PinPoint

More information:

To find out more and to discuss your Microsoft Dynamics GP Support requirements contact us:

UK: +44 (0)1480 802280

Ireland: +353 (0)1 514 3686

Email: enquiry@isc-software.com

Web: www.isc-software.com

ISC Software Solutions is a Limited Company registered in England
Registered Office: ISC Software Solutions Ltd, St Ives Business Park, Suite 3 Clare Hall, Parsons Green, St. Ives, Cambridgeshire, PE27 4WY, UK
Registered No: 04960206

Phone: +44 (0)1480 802280
Email: enquiry@isc-software.com
Web: www.isc-software.com

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