



Are you maximizing your investment in Dynamics?

Support services

Implementing an ERP solution is one of the largest and most important investments your company will make. It is the technology at the heart of your business that is designed to help you drive efficiencies, streamline processes, manage the complexities, reduce costs, increase customer satisfaction, and sharpen your competitive edge.

But nothing stands Still.

To ensure your ERP solution is continually adding value to your business, you need to have a strategy in place to optimize your people, processes and technology and address issues as they arise. Columbus offers a range of packaged services that have been specifically designed to help you maximize your Dynamics ERP solution and provide your business with the digital leadership it needs to transform operations and take you to the next level of excellence.



Support should never be an afterthought.

That's why Columbus has introduced ColumbusCare Fundamentals, a SMB focused support offering for Microsoft Dynamics. Columbus takes a proactive, personalized approach to helping you optimize your investment.

We combine dedicated teams that know your solution, optional service levels, and value added services into a tiered offering that ensures we meet your needs and your budget.

ColumbusCare Fundamentals, provides base level support while unlocking many additional benefits and offerings.

Support Services	Fundamentals
Tickets	Variable
Initial Response	6 hours
Access to web based support (GSS)	Yes
Services Delivery Manager	
Service Delivery Manager	Yes
Additional Services	
Fast track	Yes*
Prepaid hours discount	\$
Additional tickets (prices for packs)	\$

\$ Available for purchase

* Break-Fix activity only, does not include fix of modifications or new functionality



At Columbus, we help our customers digitally **transform** their businesses and improve the value realization of their business application investments. We **mitigate** the inherent risks associated with implementing, upgrading and replacing legacy ERP systems. We **lead** our customers with best-practice consulting services we have refined over thousands of engagements. We take care of our customers and aspire to keep them for life.

To learn more about how Columbus can help you get the most out of your Microsoft solution, contact your local Columbus office.

➤ www.columbusglobal.com