

Technical Services

Dedicated Technical Service Support for Dynamics® AX, NAV, CRM, and Flintfox solutions.

As the primary resource for all support, performance, and maintenance issues, Flintfox offers the services of a completely trained and certified staff of Technical Support professionals.

Our goal is to help you stay informed, work smarter, and stay focused on your business post implementation.

For full details contact your local Flintfox Services Professional.

 www.flintfox.com/technical



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We provide a wide range of Technical Services including:

- **Help Desk** – We provide our clients with Help Desk support Monday through Friday, 6:00am - 5:00pm and Saturday, 6:00am - 1:00pm (NZT, excluding public holidays). The Help Desk provides support for user and triage support cases. We guarantee support in International English, and provide local language support in select markets around the world wherever possible.
- **Online Portal** – We offer the ability to log into the Flintfox Online Portal to log issues and receive live status tracking of support tickets and work orders. You may also wish to view and download a reconciliation of hours consumed under your support plan.
- **Monthly Support Calls** – Engage directly with the Flintfox Technical Services team through a monthly support call and receive a follow-up call report summarising action items and responsibilities.
- **Microsoft Premier Support Program** – In addition to the experience of our team, we are a member of the exclusive Premier Support Program within Microsoft, which provides us access to a select set of senior support specialists, 24x7 support, and expedited response to inquiries to Microsoft.
- **Annual System Health Checks** – We carry out an investigation and report back with recommendations for ensuring continued optimal performance of the system. Our health checks also ensure that the functional users are getting the most out of the functionality of the system.
- **Escrow Services** – All of our solutions include third party escrow, providing updated code annually.

We understand that the real beginning for many of our customers starts after their solution has been implemented and is operational. Therefore, we have dedicated significant resources to support our customers post implementation to ensure that they maximise the value of their investment.

What are the key benefits to your organisation?

- ✔ **World-class Industry and Dynamics® consulting expertise** – Our experienced team of professionals will work with you to support your business objectives. In addition to our team's training and certifications with Dynamics, they also have extensive experience in working with customers of various sizes and industries and their related enterprise business systems.
- ✔ **Support** - Provided whenever and however you need it via multiple lines of communication to ensure your issues and questions are resolved effectively and in a timely fashion.

Would you like an annual engagement with a technical services provider to ensure you are getting the best possible return on investment for your system? If the answer to this question is yes, and you'd like to discuss your technical service and support requirements, please contact us.

Flintfox provides an integrated suite of consulting services structured to help clients efficiently: analyse their entire value chain and current capabilities; develop, deploy, and manage technology and business relationship infrastructures; and implement strategic solutions that create the most appropriate technical infrastructure to meet their business objectives as well as help employees, business partners, and customers interact more efficiently.