

To-Increase Support Plans - Comparative Overview

Powerful support for the use of your business solution throughout the life of your business

Taking care of our customers for life is a fundamental goal of To-Increase. We aim to enable you to deliver and generate the best possible value from To-Increase solutions. To unburden your organization and reduce time spent managing your To-Increase business solution, we offer you three different support plans to meet your unique needs. Dedicated teams of experienced solution experts and support engineers manage the To-Increase support plans to take care of you in a fast, professional, and effective manner.

Please note that the support plans extend to all To-Increase standard solutions. Customizations and Microsoft products are not covered by any of our support offerings.



“For this very complex problem we received valuable assistance to rule out IWF’s impact to standard AX functionalities.”

Janne Korhonen, Consultant, Eflma

Support plan ▶	Enhancement Plan	Fundamental Plan	Essential Plan	Premium Plan
Support offerings ▼	All customers are on the Enhancement Plan during their first year of using To-Increase solutions. After that, the Enhancement Plan is a best fit for companies that want to keep their software current and do not expect urgent support needs.	The Fundamental Plan offers the first support intakes on top of the Enhancement Plan.	The Essential Plan adds hotline and hotfix support, support incidents, and SLA reporting to the Enhancement Plan's offerings.	The Premium Plan augments your support with proactive services that help you keep your application performance and IT services at optimal levels. You can also purchase extended coverage.
Foundational support				
Major releases, updates, and service packs	✓	✓	✓	✓
Access to support portal	✓	✓	✓	✓
Access to existing fixes	✓	✓	✓	✓
Support incidents allocated	✗	✓	✓	✓
Direct-response support				
Hotline support (remote assistance)	✗	\$	✓	✓
Hotline support (voice and email)	✗	\$	✓	✓
Hotfix support for To-Increase solutions (severity 1 and 2 incidents)	✗	✓	✓	✓
Proactive support				
SLA reporting	✗	✗	✓	✓
Support management	✗	✗	✗	✓
Advisory hours	✗	✗	✗	✓
Periodic health check	✗	✗	✗	✓
Extended support				
Multi region support	✗	✗	✓	✓
Extended hours:				
• Working week - 16/5	Optional	Optional	Optional	Optional
• Always 24/7 (severity 1 only)	Optional	Optional	Optional	Optional
Support on customizations	✗	✗	✗	Optional

Explanation of symbols:

✓ This service is included in the selected plan.

✗ This service is not included in the selected plan.

\$ First intake is covered in this plan. Additional follow up will be invoiced on T/M.

How support plan pricing works

In case of the Enhancement Plan, support costs are calculated as a percentage of the To-Increase software list price. For the Essential and Premium Plans, you pay a set fee, negotiated between your organization and To-Increase. When you prepay a support plan for 12 months from the commencement date, your coverage will continue in 12-month prepaid periods. Discounts may be available with three-year support contracts.

Support incidents

Under the Essential and the Premium Plan, you can purchase support incidents in batches that are mutually defined by To-Increase and customers. If you use all such allocated incidents during a 12-month period, you can purchase additional incidents.

If you have questions about our support offerings, please contact Joost Marchal, Support Coordinator, at jmarchal@to-increase.com.



“To-Increase timely responses were much appreciated. Thank you so much.”

Bhavin Malkan, Consultant,
Columbus Global UK