



## Let Dynaway support your EAM – save resources and get access to skilled professionals

### Dynaway Customer Plan Platinum

#### Advantages:

- Fast and efficient support
- Proactive Service Delivery Management
- Access to relevant skills and expertise when you need them
- Recommendations and advise of platform and application notifications relevant to Dynaway EAM
- Extend and maintain EAM competencies and capabilities
- No worries about unexpected costs related to support of Dynaway EAM
- Governance of Dynaway EAM updates
- Accelerated adoption and productive use of Dynaway EAM
- Change Management related to Dynaway EAM
- Technical assistance related to Dynaway EAM.

**Dynaway's experts are ready to help you when you need it. We answer your questions regarding the use of Dynaway EAM, and we solve operational issues related to Dynaway EAM.**

**With Dynaway's Customer Care Services for Dynaway EAM, we support your organisation with specialized skills, ensuring stable EAM operations and enabling you to fulfil organisational requirements for enterprise asset management capabilities.**

#### **Tailored to your needs**

Dynaway guarantees fast, prioritized response times for your support tickets, so you can quickly get back to work.

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## Dynaway Service Desk

Your enquiry is received, resolved or escalated



Application Support



Service Requests



Service Delivery Manger



Dynaway Product Portal



Service Desk Usage Reports



Service Review Meetings



Platform and Application Notifications



Service Reporting



Access to Senior Consultants



Feature Requests



Super User Support



Access to Specialists



Incident Workarounds



Customer Specific Customisations



Governance and Support of Updates



Membership of Dynaway User Group



Audit of Configuration and Data



Troubleshooting in Pre-Production Environment



Installation in Pre-Production Environment



Bug Fix of Critical Errors (latest version)



Service Desk Usage Analysis



Change Management



Strategic Roadmap Advisory (On-Site)



Bug Fix of Critical Errors (previous versions)



Sanity Check



Performance Analysis



## General Information

Dynaway keeps you informed and updated

Dynaway's experienced Service Desk employees will handle your questions regarding Dynaway EAM. Our application and technology consultants and specialists handle specific service requests – and Dynaway keeps you informed, updated and aware of new opportunities.

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**Dynaway Customer Care Plan Platinum includes the following:**



*Dynaway helps you manage and maximise the benefits of your Dynaway EAM solution.*

- **Service Desk** – Provides you with a single point of contact (SPOC) for all your inquiries. The Service Desk handles all incoming incidents, problems and support requests.
- **Application Support** – Dynaway's team of specialists is available to help your business and will provide support and restore operation in case of operational problems related to Dynaway EAM.
- **Service Request** – Gives you easy access to request advice, information or service.
- **Service Delivery Manager** – Provides you with a named and central point of contact who acts as your advocate within Dynaway and who drives support as well as customer-centric product and service improvements.
- **Dynaway Product Portal** – Get instant access to information about Dynaway EAM and download Dynaway EAM software releases along with the relevant documentation and material.
- **Service Review Meetings** – Have a forum to follow-up on engagements outlined in your Customer Care Plan, support, upgrades, and project deliverables.
- **Platform Notifications** – Let Dynaway's specialists evaluate and comment on relevant Microsoft notifications on which additions, updates and upgrades related to Dynaway EAM will add the most value to your business.
- **Service Desk Usage Report** – Get insight into your usage of Dynaway Service Desk and its performance.
- **Service Desk Usage Analysis** – Get insight into Dynaway Service Desk operations and underlying issues and trends.
- **Service Reporting** – Get information related to developments within service and project deliverables.
- **Access to Senior Consultants** – Draw on the knowledge of experts, and require support and assistance from experienced professionals with a wide knowledge of the subject matter.
- **Access to Specialists** – Draw on the knowledge of experts, and require support and assistance from experienced professionals with a deep knowledge of the subject matter.
- **Feature Requests** – Request features, or suggest modifications to existing features, within the standard Dynaway EAM software.
- **Super User Support** – Get support, advice and assistance to your Super Users to ensure the continuing success of the Dynaway EAM implementation.

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- **Incident Workarounds** – Get information and advice as how to temporarily restore service and operations to a usable level when the underlying causes for incidents and/or problems cannot be readily identified or eliminated.
- **Customer Specific Customizations** – Get full support of customizations and modifications of Dynaway EAM standard software where content, features, and/or functionality are changed, extended, and/or tailored to your specific needs.
- **Governance and Support of Updates** – Bring experience and expertise to take the right decisions and instigate appropriate actions to enhance the maturity of Dynaway EAM and thereby maximize its business value.
- **Membership of Dynaway User Group** – Maximize the use of Dynaway EAM and expand your enterprise asset management capabilities through member driven education, networking, and events.
- **Change Management** – Deploy new changes related to Dynaway EAM efficiently, eliminate any unintended interruptions caused by the change, and capture and address necessary details about the change before it is implemented.
- **Strategic Roadmap Advisory (On-Site)** – Realize your full maintenance management potential through accelerated adoption and productive use of Dynaway EAM.
- **Audit of Configuration and Data** – Ensure that Dynaway EAM configuration is correct and data consistent with documentation and best practices.
- **Troubleshooting in Pre-Production Environment** – Request troubleshooting of issues in your Dynaway EAM pre-production environment.
- **Installation in Pre-Production Environment** – Request installation of Dynaway EAM in your pre-production environment.
- **Bug Fix of Critical Errors (latest version)** – Request corrections of business-critical errors, flaws, failures or faults which cause the latest version of Dynaway EAM to produce incorrect or unexpected results.
- **Bug Fix of Critical Errors (previous versions)** – Request corrections of business-critical errors, flaws, failures or faults which cause any version of Dynaway EAM to produce incorrect or unexpected results.
- **Sanity Check** – Determine whether Dynaway EAM is accessible and the application logic is responsive.
- **Performance Analysis** – Determine whether Dynaway EAM is performing as expected.

**Contact Dynaway** at +45 9617 0370 or [info@dynaway.com](mailto:info@dynaway.com) to hear more about Dynaway Customer Services



The logo for Dynaway, featuring the word "dynaway" in a lowercase, blue, sans-serif font. The letters are bold and modern, with a slight shadow effect.

Dynaway Customer Care Services for Dynaway EAM are available in three versions: Silver, Gold, and Platinum. Each version includes standardized services that meet typical business needs, depending on the size and complexity of your organization. The final solution can be further adapted to suit your specific business needs.

**Everything you need – from one experienced business partner**

Contact Dynaway to find out more about how we can support and optimize your Dynaway EAM implementation – or to talk about your other business needs.

Dynaway's experience across ERP – and our deep IT expertise – enable us to support your Dynaway EAM solution to the extent that best matches your needs.

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