



# MeritCare Support



Get the Support You Need, When You Need It, By Someone Who Knows Your Systems and Processes - Maximizing the Value of Your Investments

In our fast-paced business environment, your organization can hardly afford the frustration and inconvenience that comes with system issues and downtime. Today's industry leaders understand that the right level of support - timely responses from highly skilled and qualified experts - can be the difference between business success and business disruption.

By making an investment in Microsoft Dynamics 365, you expect your business to become more agile, efficient, cost-effective, and competitive.

With MeritCare Support from Merit Solutions, you can count on the help of a trained support team that knows your processes and configurations, enabling you to make the most of your solution and drive continuous business transformation and improvement.

MeritCare was established with the understanding that quality, timely support is imperative to maximizing the ROI from IT investments. MeritCare is a dedicated partnership that provides clients with real-time answers from real product experts.

MeritCare team members are not simply "Help Desk" volunteers that log incidents; they are with the clients from the start of an implementation - meaning they are well-informed about each client's unique business processes, not just the technology that is implemented. This provides confidence and assurance that requests for support will be resolved quickly and with the correct solution for each individual client.

When investing in Microsoft Dynamics 365, enrolling in a support plan like MeritCare is critical to a project's success.

Use the next page for help in selecting the service plan that best fits your needs. Your plan can set the foundation for profitability and growth - giving you the winning combination for helping you and your team succeed.



- BENEFITS**
- Maximize Return on Investment (ROI)
  - Real Time, Real Answers
  - 24x7 Critical Issue Resolution
  - Optimize Business Systems Performance
  - Quickly Resolve Application Issues
  - Innovate and Adapt Business Processes Quickly
  - Increase Productivity and Efficiency
  - Improve Profitability and Growth
  - Become a Best-in-Class Business

"Merit Solutions is the best Dynamics Consulting Partner we have used. They have delivered all of our projects with high quality and reliability. Merit is a group of individuals that simply do not know the definition of "good enough". They set the highest standards of quality for themselves, and always strive to surpass them. I would trust them to help me implement Microsoft Dynamics in the future!"

- Linda Petta, Director of Fiscal Services, United Way of Greater Cleveland

We know our clients have different needs, and so we have created MeritCare to be a flexible and customizable program to offer the best value. View our most common Support Plans in a comparison below.

Support Plan Features	Microsoft Included	MeritCare Ongoing Customer Relationship Plans		
	Subscription	MeritCare Basic	MeritCare Standard	MeritCare Complete
Access to Releases, Hot Fixes	✓	✓	✓	✓
Access to Online Materials	✓	✓	✓	✓
Real Time, Real Answers (Operations, Sales, BI, Azure)		✓	✓	✓
Dedicated Partnership (Maximize IT Investment)		✓	✓	✓
On-Site MeritCare Initiation		✓	✓	✓
Additional On-Site Visits			+ 1	+ 2
Advanced Support Management (Service Desk, LCS, VSTFS)		✓	✓	✓
24x7 Critical Issue Assistance		✓	✓	✓
ISV, 3rd Party, Reporting Support		✓	✓	✓
Unlimited Bug Fixes (Includes Hot Fixes & Custom Code/Process Fixes)		✓	✓	✓
Configuration Assistance		✓	✓	✓
How-To/Best Practice Advice		✓	✓	✓
Enhancement Request Analysis		✓	✓	✓
Platform and Application Updates			✓	✓
Security Modifications			✓	✓
Performance Optimization			✓	✓
Workflow and Alert Management			✓	✓
Environment Management (New/Refreshed)			40 Hours	✓
Application Monitoring (AOS/SQL)				✓
Ongoing Training Sessions				16 Hours
Additional D365 Module Assistance (Configuration and Data Import)				100 Hours
Minor Development/Data Requests (Forms, Reports, Interfaces)			48 Hours*	100 Hours*
Additional Development (Pre-purchased block of hours)		Standard Merit Rates	Discounted Merit Rates	Premium Discount Rates

\* Up to 48/100 hours based on minimum user licensing requirements being met

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