

CARGAS® Business Central Customer Care Plans

Support. Evolve. Scale. Leverage the expertise of our team to enhance your Business Central investment. Save money and time with unlimited support, training, process optimization, and more with a Customer Care Plan.

	Standard	Extended	Premium
	FREE	Custom Pricing	Custom Pricing
Access & Service Level (1)			
Cargas Help Center	✓	✓	✓
Business Central Support	T&M	Unlimited	Unlimited
Customization and Integration Support	T&M	T&M	✓
PowerBI Support	T&M	T&M	✓
Training Opportunities			
Monthly Newsletter	✓	✓	✓
New Feature Educational Webinars		✓	✓
New Employee Onboarding (2)	T&M	T&M	✓
Maintenance and Assurance			
System Demos	✓	✓	✓
System Health Check (3)	T&M	T&M	✓
Customization and Integration Upgrade Assurance (4)	T&M	T&M	✓
Customer Partnership			
Third-Party Partner Introductions	✓	✓	✓
Annual Support Report Card (5)		✓	✓
Mid-year Review (6)		✓	✓
Year-End Strategic Business Review (7)		✓	✓
Partnership Touchpoint Frequency	Annual	Semi-annual	Personalized

TERMS & CONDITIONS

Care Plan services as described assume Cargas is your Business Central license provider.

Either party may terminate this agreement at any time with 30 days written notice. Cargas may modify the terms and pricing of this agreement with 30 days written notice.

(1) Support consists of coaching on the day-to-day usage of the Business Central software implemented by Cargas. As part of this process, our support team may require login and access to your system to review setup or transactions to provide an answer. We may also provide you with a video or knowledge base article. Support also includes opening a ticket on your behalf with Microsoft when necessary.

Exclusions: Consultant tasks such as loading/changing data, performing testing, and reconciling accounts. Implementation of new functionality, training, modifying the system for a new business or business process, report modifications, integration changes, and customization changes are not included.

Projects or services outside the care plan will be quoted with an estimate. Additional charges for support of ISV/AppSource products may apply.

(2) New Employee Onboarding is limited to Business Central use and functionality. Sessions offered will be based on the employee role and delivered remotely. Content provided will help new employees get up to speed with the following outcomes: ability to navigate Business Central, personalize screens, perform basic transactions relevant to their role, and how to request help. Repeat, on-site, and/or more detailed job role training can be provided on a time and materials basis.

(3) Approximately two months after going live, Cargas will perform a system health check to provide information on how things are operating from a financial reporting standpoint. The health check includes a review of key setups, transaction flows, and monthly reconciliations. This will help answer the questions "Are users keeping up and posting transactions on a timely basis?" "Are things flowing as expected to the balance sheet and P&L?" "Are there current challenges impacting the accuracy of the financial results?" Recommendations for improvement will be provided as applicable. It is suggested a health check be performed on an annual basis to ensure optimal use of your system.

(4) If a Cargas-built integration or customization breaks as a result of a Microsoft update, Cargas will provide services to repair it. If the integration or customization becomes obsolete, it will be removed so you can begin using the new native functionality.

(5) A list of support tickets entered and services received will be delivered annually via video call from your Account Manager.

(6) To help your organization grow, change, and adapt to new landscapes, your account manager will lead a dialog with you/your team about your organization's upcoming opportunities, any new Business Central tools/features you might not know about, third-party vendors that could be of service, and other strategies and ideas for success.

(7) Year-End Strategic Business Review. Based on the support tickets you've entered and an up to 2-hour business review, a consultant familiar with your organization will provide personalized suggestions to help you improve efficiency with process changes and third-party software recommendations. This will be delivered once annually via an hour video call in tandem with your Annual Report Card.