

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.

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

TERMS & CONDITIONS

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

(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 access to your system to review setup or transactions. 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; modifying a report; and changing an integration or customization.

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's role and will be delivered remotely. Content provided will help new employees get up-to-speed with the following outcomes: navigating Business Central; personalizing screens; performing basic transactions relevant to their role; and requesting help.

Exclusions: Repeat, on-site, and/or more detailed job role training; this 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 able to post transactions on a timely basis? Are things flowing as expected to the balance sheet and P&L? Are there challenges that impact the accuracy of the financial results? Recommendations for improvement will be provided as applicable. We suggest that 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) Annual Report Card: A list of support tickets entered and services received will be delivered annually via video call from your account manager.

(6) Mid-year Review: 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.