



Business Central Customer Care Plan

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

Access & Service Level (1)	
Cargas Help Center	✓
Business Central Support	T&M
Customization and Integration Support	T&M
PowerBI Support	T&M
Training Opportunities	
Monthly Newsletter	✓
New Employee Onboarding (2)	T&M
Maintenance and Assurance	
System Demos	✓
Customization and Integration Upgrade Assurance (3)	T&M
Customer Partnership	
Third-Party Partner Introductions	✓
Partnership Touchpoint Frequency	Annual

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) 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.