

ENAVATE® Dynamics GP & SL Support Options

With over 40 Microsoft alumni and team members with over 400 combined years of experience developing and supporting Dynamics ERP, Enavate provides unmatched expertise to keep your solution operating at its best and your business processes optimized for your success.

	Per Incident	Enhanced Membership			
		Copper	Silver	Gold	Platinum
Unlimited Incidents	N/A	24 annually	✓	✓	✓
Hour Limit Per Break/Fix Incident* <small>*Can submit unlimited number of incidents, each incident is capped at a max hour limit and then billed at T&M rate.</small>	N/A	2 Hour Cap	2 Hour Cap	2 Hour Cap	3 Hour Cap
24x7 Portal access to submit and monitor tickets	✓	✓	✓	✓	✓
Priority Response Hours (SLA) <small>(calculated on break/fix support incidents during working business hours)</small>	N/A	16	8	4	2
Service Delivery Manager	N/A	N/A	Annual	Quarterly	Monthly
Discounted Hourly Rate on Out-of-Scope Work	N/A	GP/SL Discounted to \$5/hour off our current rate			
Billing	On Demand	Monthly	Monthly	Monthly	Monthly
Term	None	12 Months	12 Months	12 Months	12 Months
Pricing	\$350 minimum up to first hour; \$350/hour billed in 15-minute increments after first hour	\$5,400 annual \$450/mo	\$12,960 annual \$1,080/mo	\$19,980 annual \$1,665/mo	\$30,000 annual \$2,500/mo