













NexTec Provides IT Support To Meet Your Business Needs

IT issues always seem to happen when you can least afford them. The frustration and inconvenience that comes with the downtime can hobble your company and cost you plenty. Rely on NexTec to resolve your issues quickly and efficiently, so you can get back to business-as-usual as soon as possible.

NexTec Support Features & Benefits

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|---|---|---|
|  HelpDesk support <ul style="list-style-type: none">• System errors• Technical issues• Hotfix deployment |  Easy start up <p>Upon joining you'll see a smooth transition from implementation to go-live support</p> |  Quick response <p>Four hours or less response for most requests during hours of operation</p> |
|  Experienced technicians <p>You'll get support from a team well-versed in your system and industry</p> |  Clear escalation path <p>Critical cases and escalations will be placed into our priority escalation path and handled first</p> |  GoToAssist <p>Faster response with remote assistance and live-screen sharing</p> |
|  Critical update notifications <p>We'll keep you informed on the latest updates, service packs and hot fixes related to your system</p> |  Year-end templates <p>We'll provide year-end closing procedures and related templates to streamline closing processes</p> |  Systems supported <p>Microsoft Dynamics GP
Microsoft Dynamics SL
Acumatica Cloud ERP</p> |
|  Service history <p>We'll maintain a historical knowledge base of your company's previous Issues and resolutions</p> |  Extended support <p>A partner to your in-house support team, we extend the support you offer to your company</p> |  Additional resources <p>Additional resources are available from Microsoft or Acumatica when needed</p> |

Kudos from Our Clients

"NexTec Group has helped us maintain stability in an ever-changing environment. They have provided outstanding service, all while keeping costs to a minimum."

Ben Hamel, IS Administrator
Waddell Manufacturing

"I cannot speak highly enough of NexTec Group. I've known them for years, and they continue to impress me with their work ethic, their professionalism and their expertise."

Corinne Rollez, President
EMC Controls

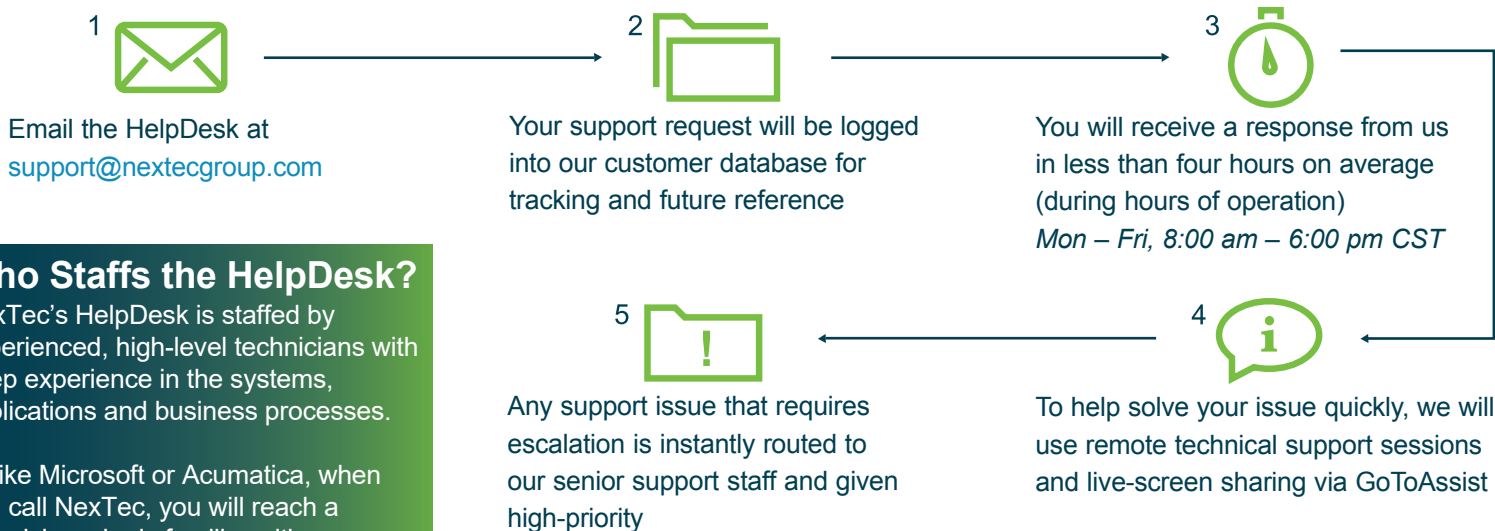
Why NexTec?

With deep experience and a nationwide presence, NexTec is dedicated to helping you achieve your goals and keeping your organization on track when you need it most. Customers choose NexTec because we have:

- Over 20 years experience implementing ERP solutions
- Consultants nationwide with an average of 15+ years in industry and consulting
- A customer service focus – every client is important and we mean that
- Over 20 years Microsoft Gold Certified

NexTec Support Plan Options	Basic	Bronze	Silver	Gold
Length of plan	billed hourly	annual	annual	annual
HelpDesk support hours		up to 40 hours	up to 60 hours	up to 80 hours
\$5 / hour discount on 20 hour prepaid blocks		✓	✓	✓
\$10 / hour discount on 100 hour prepaid blocks		✓	✓	✓
Services (select two)				
Annual system review		✓	✓	✓
Annual user security review		✓	✓	✓
Payroll updates (up to 4 hours)		✓	✓	✓
Monthly support usage metrics		✓	✓	✓
New consulting SOWs discount			\$5 / hour	\$5 / hour
Microsoft/Acumatica add-on software discount (excludes third-party products)				5%
Cost	time & materials	\$7,000	\$10,500	\$14,000

How NexTec Support Works



Who Staffs the HelpDesk?

NexTec's HelpDesk is staffed by experienced, high-level technicians with deep experience in the systems, applications and business processes.

Unlike Microsoft or Acumatica, when you call NexTec, you will reach a technician who is familiar with your system, configuration and service history. We also will know about any current projects you have with us that may have bearing on your service issue.

Support is offered during our extended nationwide hours of operation from 8:00 am – 6:00 pm Central Time. After-hours support will be considered on a case-by-case basis.

Contact us to learn more:

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NexTecGroup.com

nextec
Embrace Technology,
Transform Your Business.