

Objective: Sustained Adoption & Dedicated Support

LEVEL 1 Plan –

\$750/mo.

Key Features:

1. Assigned Project Coordinator
2. Service Level Agreement (SLA)
 - a. Reserved access to support team
3. Monthly System Health and Usage Report
 - a. Adoption score, System usage, Service health, Support ticket history
4. Discounted Rate for All JourneyTEAM Support Services
 - a. 5% off Customer's standard rate

LEVEL 2 Plan –

\$1,750/mo.

Key Features:

1. Includes all LEVEL 1 Features
2. Quarterly Executive Strategic Discussions
 - a. One (1) hour meeting with Client Executive and JourneyTEAM Champion to review strategy and vision
3. **Discounted Rate for All JourneyTEAM Support Services**
 - a. 10% off Customer's standard rate

LEVEL 3 Plan –

\$2,750/mo.

Key Features:

1. Includes all LEVEL 2 Features
2. One (1) Annual System Health Check (Dynamics, Business Central, Azure, Business Intelligence or M365) - \$10,000 value
 - a. In-depth review of your tenant, system architecture and configuration
 - b. REQUIRES 12-month contract term
3. **Discounted Rate for All JourneyTEAM Support Services**
 - a. 15% off Customer's standard rate





Terms and Conditions

- ✓ Minimum hourly rate of \$250/hr.
- ✓ Plans billed monthly until cancelled with 30-day notice.
- ✓ For after-hours work (**outside 7-5 MT, M-F**), time used will be billed at 1.5X actual time spent.
- ✓ If cancelled during the first 30 days, no charges will be incurred.

