



# GRACE Support

advantEDGE

SAGlobal offers 'end-to-end' support services for Microsoft Dynamics AX

## Concentrate on your core business, while we take care of all your support needs

Our clients receive support from dedicated, highly skilled and experienced teams that provide support services with the highest levels of client focus. We use a proven 'Delivery and Engagement' model with each of the clients we have partnered with, to ensure we meet and exceed our support Service Level Agreement.

Our collaborative approach for support results in our clients receiving strategic advice and skilled support from a team that provides strong value-add in service delivery. Standard operating procedure dictates protection of intellectual property and a strict adherence to policy, process and procedures for vendors and clients alike.

We help clients minimise risk and maximise their return on software investments while allowing them to focus on their core business activities without sacrificing quality or service in support.

## Premium support services for maximised returns

Established in 1990, SAGlobal is a global provider of software and services around the Microsoft Dynamics AX ERP. With over 550+ employees, dedicated to Microsoft Dynamics AX and a skilled support team, our clients need not have a hard time worrying about extensive drilldowns on software support.

With a senior team of experts – offering support and system management experience from version 3.0 till the latest AX 2012 R3, SAGlobal boasts of a large number of satisfied clients across the globe, who have benefited from our support services.

## Support Feature List

- ✓ Assigned Primary Support Engineer (PSE): Single point of contact.
- ✓ Response Time: within 1 hour guaranteed response time for production-critical issues
- ✓ Global support coverage
- ✓ Localisation support
- ✓ Upgrade and migration Support
- ✓ Interoperability analysis and support
- ✓ Initial system audit—for thorough understanding of the production & live environment
- ✓ Lifetime healthcare of the AX system
- ✓ Software Archiving\*
- ✓ Advisory support services\*
- ✓ 24 x7x 365 Support availability\*
- ✓ Issue resolution, hot fixes updates, Roll up management\*
- ✓ Support for customisations, interoperability, and performance tuning\*

\*optional for managed environment only

\*Availability and terms of services vary as per opted support services. For more information, write to us at [info@SAGlobal.com](mailto:info@SAGlobal.com)

## Expertise of our Support Team

- ✓ Our support staff are certified in Microsoft Dynamics™ and Microsoft SQL
- ✓ The total industry experience of the support team is around 20+ years
- ✓ The team follows stringent quality processes and are trained on Microsoft Dynamics™, SQL, Report Writer, ATLAS (Business Intelligence software)
- ✓ Support team is led by a full time Team Leader and backed by a Tech support Manager
- ✓ Our support team has years of experience working and communicating with clients spread across the globe

For more information about Dynamics AX Services Please Click here [➔](#)

Or visit: [advantedge.saglobal.com](http://advantedge.saglobal.com)

*“Working with SAGlobal, we are finally experiencing the performance improvements we had hoped for. Our dedicated PSE’s product skills and knowledge of our IT environment is proving to be the difference.”*



## Let's talk

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**Microsoft Partner**

Gold Enterprise Resource Planning  
Microsoft Dynamics AX



# Taking IT Service and Support The Next Level With 'GRACE'

ALL our support services come under the umbrella of GRACE (Governance, Risk and Compliance for the Enterprise), 'GRACE' comes as a blessing to help businesses through various levels of services.

So, what is 'GRACE' and how does it benefit Support?

BEFORE coming under our GRACE program, SAGlobal, will QA (audit) your system by experienced and qualified engineers to move it from an 'unmanaged' to a 'managed environment'. The 'Managed Environment' will be supported as part of a support contract and the un-managed segment is kept outside the support contract. There are two models under the GRACE support

## Reactive Model:

### What is a Reactive Support?

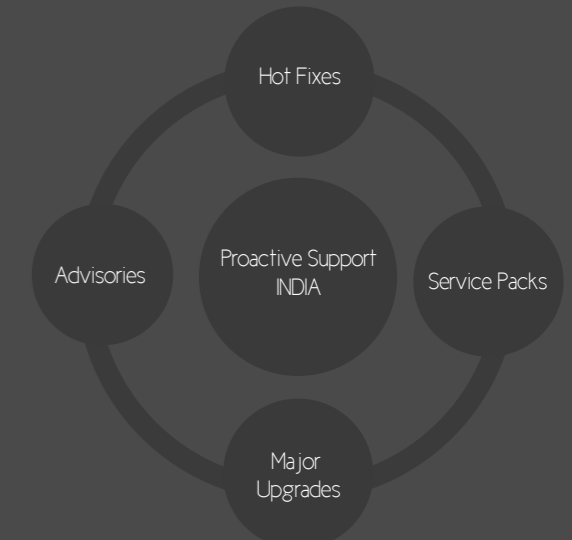
- By availing this model you, as a client will be ensured of the following services -
- Daily Helpdesk - Troubleshooting
  - Supporting managed and unmanaged environments
  - Specific SLA agreements
  - Specified Response / Resolution times
  - Local business hours support
  - Managed environment - fixed cost
  - Unmanaged environment - T&M

## Proactive Model:

### What is a Proactive Support?

- With a Proactive Support you are entitled for system's lifetime healthcare cycle that can help in avoiding unplanned downtime
- Hotfixes, Service Packs, Upgrades
  - Roadmap upgrades in line with Microsoft
  - Assess above and decides whether it affects your existing environment
  - Recommendations and installations of new Service Packs periodically
  - Assess objects and see if they are in managed or un-managed layer as well as provide advisory hours on how to move them

By opting the GRACE model, SAGlobal, assumes more responsibility for your live environment providing global support at optimised operational costs and allowing you to focus on your business.



These services are managed by the offshore and near-shore or local teams. This is a single-level support and can help you to simplify complex support challenges on a day-day basis especially, in the few months following a go-live.

Grace

## About SAGlobal

SAGlobal the leading global provider of Microsoft Dynamics AX Finance -ERP solutions and support services for services-based organisations is used by more than 17,000 organisations around the world. With "Centers of Excellence" in North America, Europe, Africa, Asia-Pacific and Latin America, offering local expertise combined with global reach. SAGlobal has one of the world's largest teams with certified Dynamics AX resources.