

Support Services

Provide local support to your customers located across the globe

"Speed of response from Systems Advisers: same day, and was done within 3 hours of raising the e-mail request. Accuracy of information/response from SAGlobal: we checked the information back to source tables, and the details quoted by SAGlobal were accurate and clearly answered our question."

Bob Segal
European Business
Systems Manager
Robert Half Ltd.

SAGlobal Partner AdvantEDGE has a dedicated Support team with over 24+ years of experience towards Microsoft Dynamics support projects.

Thoroughly experienced in Microsoft Dynamics AX, Microsoft Dynamics GP and Support Procedures & tools, our support team is able to handle support issues/challenges which are always present. All support professionals are certified in Microsoft Dynamics™ and Microsoft SQL certifications.

Experience & Knowledge

The Technical support team consists of highly experienced and motivated support professionals.

- ✓ All support professionals are certified in Microsoft Dynamics™ and Microsoft SQL certifications
- ✓ The Tech Support team is lead by a full time Tech Support Team Leader and managed by a Tech Support Manager
- ✓ The total industry experience of this team is around 20+ years
- ✓ The team follows stringent quality processes and is fully trained on Microsoft Dynamics™, Frx, Vision, SQL, Report Writer etc
- ✓ We support a range of ERP for over 70 customers worldwide
- ✓ The Support team has also conducted end user training on Microsoft Dynamics AX and Microsoft Dynamics GP for midsize to large organizations
- ✓ Support of multilingual clients spread over different regions
- ✓ Support of managed environment with dedicated resources for each client
- ✓ Leveraging the Gold Certified partners status, we benefit from a 24 hour turnaround from Microsoft support on Functional and Technical



For more information about Dynamics AX Services, Please click here [→](#)

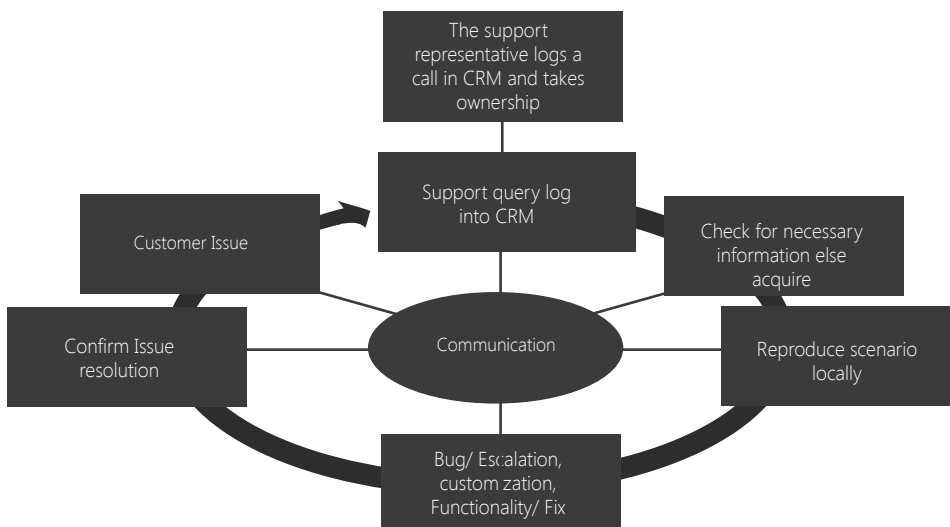
support queries

- ✓ Provide value added services including but not limited to onsite visits, out of hours support, environment support like backup and recovery, newsletter and service pack/hot fix installation
- ✓ New development and customization based on gap analysis
- ✓ Structured customer support mechanism in line with ITIL best practices

Key Work by Support Team

- ✓ Contracted by Microsoft Support team to provide a team of 24 full-time resources for support across EMEA
- ✓ We currently support all active versions of AX and GP
- ✓ SAGlobal provides a help desk / 1st level support to our global group companies and their customers on Microsoft Dynamics GP and Microsoft Dynamics AX
- ✓ We also handle escalated issues / audits at customer's sites on behalf of Microsoft India
- ✓ Manage upgrade of new ERP versions seamlessly
- ✓ Conduct quality audits based on V-Model adhering to strict policy control. SLA based support in line with Microsoft best practices
- ✓ Use of modern support technology tools like Microsoft Sharepoint services and Microsoft Customer Relationship Management (CRM)
- ✓ Global knowledgebase with client access (Knowledgebase includes over 10000 articles)

Support Services Process



Winner
Microsoft Partner

2017 Partner of the Year
Enterprise Resource Planning (ERP)
Award

Microsoft
Partner

Gold Enterprise Resource Planning
Gold Cloud Platform
Gold Application Development
Silver Cloud Customer Relationship Management

2017/2018
INNER CIRCLE
for Microsoft Dynamics

Let's talk

info@SAGlobal.com

Americas: +1 877-877-2266 ext. 703
EMEA: +44 (0) 2921 055902
APAC: +91 80 6733 8215

www.saglobal.com

