



## World Class Support for Your SAP Business One Solution

*Vision33 provides a unique and multi-faceted approach to support – focused on ensuring that each customer experiences real value from their SAP Business One solution. As a company that runs ourselves on SAP Business One, we understand the investment you've made in a solution that will not only work for your company today, but will be there to support you as you continue to evolve and have new requirements.*

*The TOTAL Care program was built around the concept of creating continued value for our customers, which includes empowering users themselves through knowledge base tools and resources to find the answers they need to their most user specific questions. We are there to support you in your journey with SAP Business One, while also providing you with self-help resources so you can build your own competency in SAP Business One :*

### Dedicated Vision33 TOTAL Care Support Team:

The TOTAL Care team is comprised of team members that have been working with SAP Business One as a dedicated solution for more than eight years. Through their individual and unique experiences with SAP Business One, they possess the expertise and insight to resolve your support requests. The team is led by our TOTAL Care Manager, Carl Lewis – who has been a champion of SAP Business One since its first inception. Carl not only represents the needs of Vision33's customers, but also volunteers as the Program Chair of Americas' SAP User Group (ASUG), SAP Business One Special Interest Group. Through ASUG, he has worked to create and grow customer events and opportunities for users to come together to share and learn from their SAP Business One experiences.

### Weekly Web Chats:

The Vision33 TOTAL Care Support Team hosts weekly webinars every Wednesday at 10:30AM PST on a range of SAP Business One topics.

**Includes:**

- SAP Business One training and development to maximize your investment.
- Latest product information and news happening in the SAP Business One channel.
- Open user forum that gives you the opportunity to ask questions to the support team, interact with other users on the call.

### Vision33 SAP User Group (VSUG):

A complimentary user group for Vision33 SAP Business One customers in their respective regions.

**Includes:**

- Valuable insight on the product and solutions available to help you meet your business needs and exceed your goals.
- Networking platform to connect with other SAP Business One customers that face similar challenges and share their solutions.
- Latest product release information.

### American SAP User Group (ASUG):

A community of professionals with common business interests, experiences, challenges, and pursuits.

**Includes:**

- Access to ASUG members to discover answers, explore new ideas, solve problems and develop your professional network.
- Regional chapters, special interest groups, interactive gatherings, annual events and access to user driven content and product perspectives.

### Additional Online Resources:

- Regularly published tips and tricks on most frequently asked questions about SAP Business One.
- Password protected Sharepoint site dedicated to customers that includes training guides, web chat recordings, whitepaper resources, and more.
- Weekly email updates with the latest events, product patch levels and weekly web chat information.
- Calendar of user events and web chat topics for the year.

# Vision33<sup>+</sup>

## TOTAL CARE<sup>+</sup>



World-class support from the trusted leader in SAP Business One

## Best of Both Worlds

With Vision33's TOTAL Care program, you receive world-class support from the global leader in SAP Business One. At the same time, work with a trusted implementation partner that knows and understands your business.

## Hours of Service

**5AM PST to 5PM PST**

\*emergency contact after hours is also available

**24/7 OnLine:**

[www.vision33.com/support](http://www.vision33.com/support)

You made the right decision to empower your business with SAP Business One. Now it's time to take TOTAL Care of that investment with a dedicated and proven support program, focused on your business needs and priorities.

Effective January 01, 2015 through December 31, 2015	Included (FREE)	Additional Fees May Apply
SAP Business One Support via Vision33 Help Desk Resources Vision33 Customer Portal ( <a href="http://www.b1portal.com/vision33">www.b1portal.com/vision33</a> ) Email - <a href="mailto:support@vision33.com">support@vision33.com</a> Phone - 949.420.3300 (ext #2)	✓	
Notification and Invitation to the annual Americas' SAP User Group (ASUG) Business One Summit	✓	
Unlimited Access to SAP Business One Customer Portal (How To Guides, Knowledge Base, Notes Database, Training Videos)	✓	
Escalation management of publisher related issues to SAP support	✓	
Escalation management of publisher related issues for add-on products	✓	
Access to Vision33 Customer Portal (Support Call creation, Access to Quotes, Orders, Invoices, Statements, Credit Card Payments, Tips and Tricks for SAP Business One, TOTAL Care FTP Folder)	✓	
Access to the latest SAP Business One product version upgrades	✓	
Access to all SAP Business One patches and release notes	✓	
Annual Contact Guarantee	✓	
Access to all Vision33 Training Materials	✓	
Preferred rates for Vision33 consulting services	✓	
Admission to SAP Business One Customer events	✓	
Membership and free attendance to Vision33 SAP User Group (VSUG)	✓	
Membership and free attendance to Vision33 Wednesday Web Chat with Carl Lewis	✓	
SAP Business One License Key support	✓	
Class room training for Crystal Reports		✓
Online training classes for Dashboard Design, Advanced B1 Skills & BI OnDemand		✓
B1i Integration Framework		✓
IT Infrastructure, Network, Printers and MS SQL support		✓
Editing and Creating Queries		✓
On-Site Consulting, Business Process Analysis, Training		✓
Implementation of new SAP Business One modules		✓
Advice and/or Consulting related to the Data Transfer Workbench		✓
Upgrade Assurance Checkup (Actual on-site or remote services for upgrades are always billable)		✓
Disaster Recovery		✓
Online Remote Support using GoToMeeting for troubleshooting and bug discovery		✓
Creation of customized Crystal Reports or Dashboards		✓
SAP Business One Mini Training Sessions (5-10 minutes)		✓