



DIRECT CUSTOMER SUPPORT SERVICES

CHOOSE YOUR LEVEL OF SUPPORT FOR YOUR ACUMATICA SOLUTION

Acumatica provides three levels of technical and support service to complement the support you currently receive from your Acumatica partner.

Acumatica Direct Customer Support offers end users and technical professionals flexible options for accessing help, technical resources, and troubleshooting information, including access to the product experts at Acumatica to help with your technical issues.

- **Premier Support** is the highest level of support. This program is ideal for customers who want phone support, same day response time, access to development resources, and 24/7 availability.
- **Technology Support** is designed for customers who customize their Acumatica deployments using reporting tools, query tools, or the xRP platform.
- **Standard Support** is designed to enhance the customer experience during initial system deployment and use. It features online communication with business hours coverage and next day service.

Support resources include:

Information resources

- Acumatica Online Knowledge Base
- Community forums
- News and blogs
- Chat support

Training

- Acumatica Open University
- Webinar recordings

Case management

- Product downloads
- Online incident management
- Service Level Agreement (SLA) after-hours emergency support

Developer support

- Help your in-house team extend Acumatica's functionality by leveraging Acumatica Cloud xRP Platform to develop new solutions
- Early adopter program with access to new features

Although your local partner is the best resource to help address complex business needs, Direct Customer Support can help you resolve basic troubleshooting and how-to requests quickly and cost effectively.

KEY BENEFITS

ACCESS TO ACUMATICA TECHNICAL RESOURCES

- Choose the level of support that fits your business
- Augment the support provided by your partner with access to documentation, forums, and Acumatica's Knowledge Base and Open University
- Take advantage of chat services with Acumatica support staff
- Get direct access to Acumatica development staff (Premier)

INCIDENT SUPPORT

- Enjoy coverage during business hours
- Get after-business hours support with SLA (Premier)

EARLY ACCESS TO NEW PROGRAMS

- Get pre-qualified to receive the benefits of our early adopter program (optional)
- Gain access to new features and get dedicated attention from the Acumatica support staff to ensure a successful implementation

ADDITIONAL BENEFITS

- Receive additional monetary and non-monetary benefits, including a set number of free hours for development support and discounts on selected services (Premier)



CUSTOMER SUPPORT FEATURE	ACUMATICA CUSTOMER PORTAL	ACUMATICA STANDARD SUPPORT	ACUMATICA TECHNOLOGY SUPPORT	ACUMATICA PREMIER CUSTOMER SUPPORT
Online documentation and Knowledge Base	✓	✓	✓	✓
Acumatica Open University	✓	✓	✓	✓
Community forums	✓	✓	✓	✓
Product suggestions and voting	✓	✓	✓	✓
Product downloads	-	✓	✓	✓
Online case support	-	✓	✓*	✓
Chat support	-	✓	-	✓
SLA	-	Next Day	-	Same Day
After hours emergency support	-	-	-	✓
Telephone support	-	-	-	✓
Developer support	-	-	✓	✓
Professional services discount	-	-	-	✓

* Technology support is limited to developer support and application performance support only

EXCLUSIONS

Support plans do not include Training/Consulting Services or Implementation Services

ACUMATICA CUSTOMER SUPPORT PRICING

Acumatica Direct Customer Support, an optional service, is provided on an annual basis. Work with your partner to determine pricing for your organization.

THE ACUMATICA ERP DIFFERENCE

Acumatica delivers a full suite of integrated business management applications unlike any other ERP solution on the market today.

STREAMLINE OPERATIONS

Manage your business more efficiently:

- Automate processes
- Control workflows
- Access the system from anywhere on any device—including mobile
- Promote collaboration with all-inclusive user licensing

ADAPTABLE SOLUTION

Add and extend:

- Deploy in-house or in a private or public cloud
- Easily configure your solution to fit your needs
- Add capabilities such as CRM or data visualization at any time
- Extend to other solutions and applications beyond ERP

YOUR BUSINESS ACCELERATED

Get a single version of the truth:

- Accelerate business performance and make smarter decisions with automated processes, real-time data collection, financial analyses, and forecasting
- No per user pricing – system scales as your business grows