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| Free Support | Existing Customers | Premium Support |
| New customers receive up to 2 hours\* of support for Dynamics NAV or Dynamics 365 Business Central for FREE! Benefits:* Up to 2 hours of complimentary support\*
* Available Mon-Fri 9AM – 5PM EST
* Connect with a knowledgeable support representative to identify your issue and define a resolution
* Connect with a technician within 8 business hours
* Quick & Easy connection using GoToAssist
 | Existing customers receive prioritized support!  Benefits:* Prioritized support queue
* Available Mon-Fri 9AM – 5PM EST
* Connect with a knowledgeable support representative to identify your issue and define a resolution
* Connect with a technician within 4 business hours
* Access to your organization’s support queue and history
* Competitive support pricing
* Support Plans available to suit your organization’s needs
* Fixed price projects
* Quick & Easy connection utilizing GoToAssist
 | New and existing customers may now opt for a more robust support option.  Benefits:* Dedicated support consultant
* Afterhours support
* Connect with a knowledgeable support representative to identify your issue and define a resolution
* Connect with a specialist until the issue is resolved or up to 8 hours
* Access to your organization’s support queue and history
* Fixed price projects
* Quick & Easy connection utilizing GoToAssist
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Supported:

* Dynamics NAV from version 4.00-BC including all modules
* Dynamics RMS
* Add-Ons:
	+ Lanham EDI, ESHIP
	+ ChargeLogic
	+ LS Retail
	+ Jet Reports
* SQL
* eCommerce support
	+ Magento
	+ WooCommerce
* Code level support by certified developers
	+ C/AL
	+ Extensions
	+ .NET
* United States based support

\*New customers only. We will attempt to resolve the issue within 2 hours. Support representative will collect as much information as possible so that technician can work with you in most efficient way. Provide as much information as possible when submitting your ticket. Details do matter. Credit card is not required at the time of request. If issue cannot be resolved within 2 free hours, a credit card will be requested and will be charged in 15-minute increments at $200.00/hour