



**MCA**  
CONNECT

# SupportCONNECT

## PROFESSIONAL PLAN

### Enhanced Support Plan for Microsoft Dynamics 365, AX & CRM

An MCA Connect Managed  
Services Offering

## Unlimited Support Without Surprises

When your systems aren't working efficiently, neither are your employees. Most Microsoft Dynamics support programs are limited in coverage, only supporting core Microsoft functionality and in the environments they manage, only in a production setting - yet they have unlimited time-and-materials costs associated with them!

Most companies, in addition to paying for Dynamics support, also need to budget for ISV support, custom code support and the time to manage vendors.

MCA Connect has created one comprehensive SupportCONNECT program to provide unlimited advanced application support for a set monthly fee. SupportCONNECT clients receive all the Microsoft Professional Direct Support for D365™ to "Dynamics 365, but extends the same offering to any AX 2012, AX 2009 or CRM customer that is not ready to upgrade. Plus when you sign up for the SupportCONNECT Professional Plan, your support plan covers:

- ISV solutions
- Customized code
- Non-production environments

The SupportCONNECT Professional Plan enables you to get one-stop convenience for your entire Microsoft Dynamics environment. With this support plan, you get:

- Dedicated personnel
- Experienced resources
- Quick problem resolution
- A fixed monthly fee
- Unlimited support

[Click to get an Instant Quote](#)  
[Estimate in just 30 seconds!](#)

Microsoft  
Partner

Gold Enterprise Resource Planning  
Gold Cloud Customer Relationship Management  
Gold Cloud Platform  
Silver Data Platform

[www.mcaconnect.com](http://www.mcaconnect.com)

1-866-622-0669

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Every client gets their own dedicated support team that gets to know your people, your application and your IT environment. You can even keep your primary Dynamics Partner for consulting and development work and only use MCA Connect for our SupportCONNECT solution.

	Microsoft's Professional D365 Fixed Price Support	SupportCONNECT Professional Plan
<b>Supported Software Applications</b>		
Dynamics 365	✓	✓
Microsoft Dynamics AX 2012 & 2009		✓
Microsoft Dynamics CRM		✓
ISV Solution Coordination		✓
Customized Code Support		✓
Non-Production Environments		✓
<b>Self Help Resources</b>		
Microsoft CustomerSource Access	✓	✓
Microsoft Online Community Support	✓	✓
Ask the Expert Webinars	✓	✓
<b>Lifecycle Services</b>		
Collaboration Space	✓	✓
Service Dashboards	✓	✓
<b>Support Team</b>		
Pool of Technical Resources	✓	
Dedicated Service Delivery Manager		✓
Dedicated Technical Delivery Manager		✓
Proactive Advice & Product Feature Requests	✓	✓
Tier 2 Escalation Engineers	✓	✓
1 Hour Response for Critical Issues	✓	✓
Tier 3 Escalation Engineer Access		✓
Optional extended 24/5 coverage		✓

**Click to use our SupportCONNECT Calculator to get an instant quote estimate!**

**Contact [solutions@mcaconnect.com](mailto:solutions@mcaconnect.com) or call 1-866-622-0669.**