



EnhanceMint

Enhancing your Business

Not just supporting



We create tomorrow by inspiring our employees, clients, partners and community to reach their full potential through innovative technology solutions

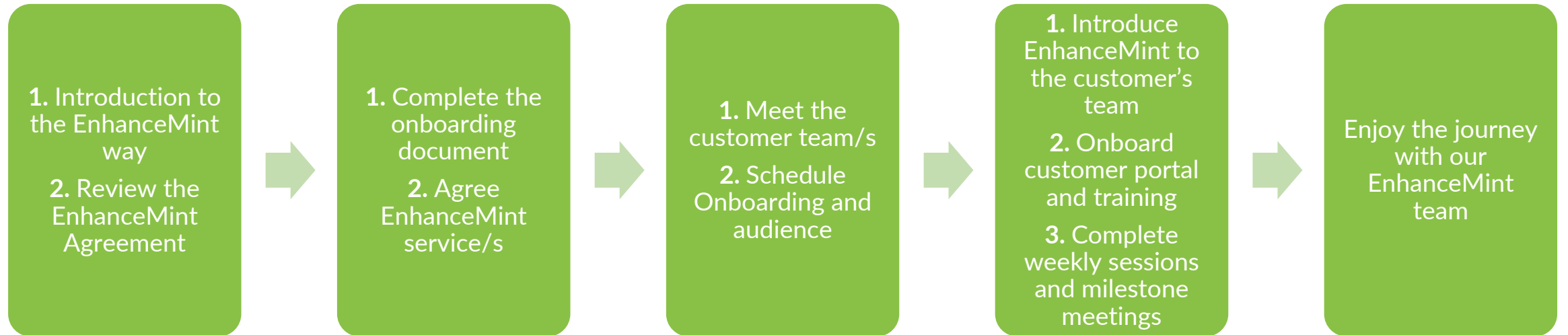


What is EnhanceMints' Purpose?

We are driven to **enhance and intensify the productivity and efficiency of our clients** and their teams so that their core focus can be returned to their own roles, functions, and business strategies



EnhanceMint Readiness



What services do we offer at EnhanceMint?



CORE
EnhanceMint



ESSENTIAL
EnhanceMint



PREMIUM
EnhanceMint

What services fall under **Core** EnhanceMint?



DLP – Data Leakage Prevention

MFA – Multi Factor Authentication

RBAC – Role Based Access Control

Conditional Access Policies

Backup and Recovery

DevOps User Maintenance

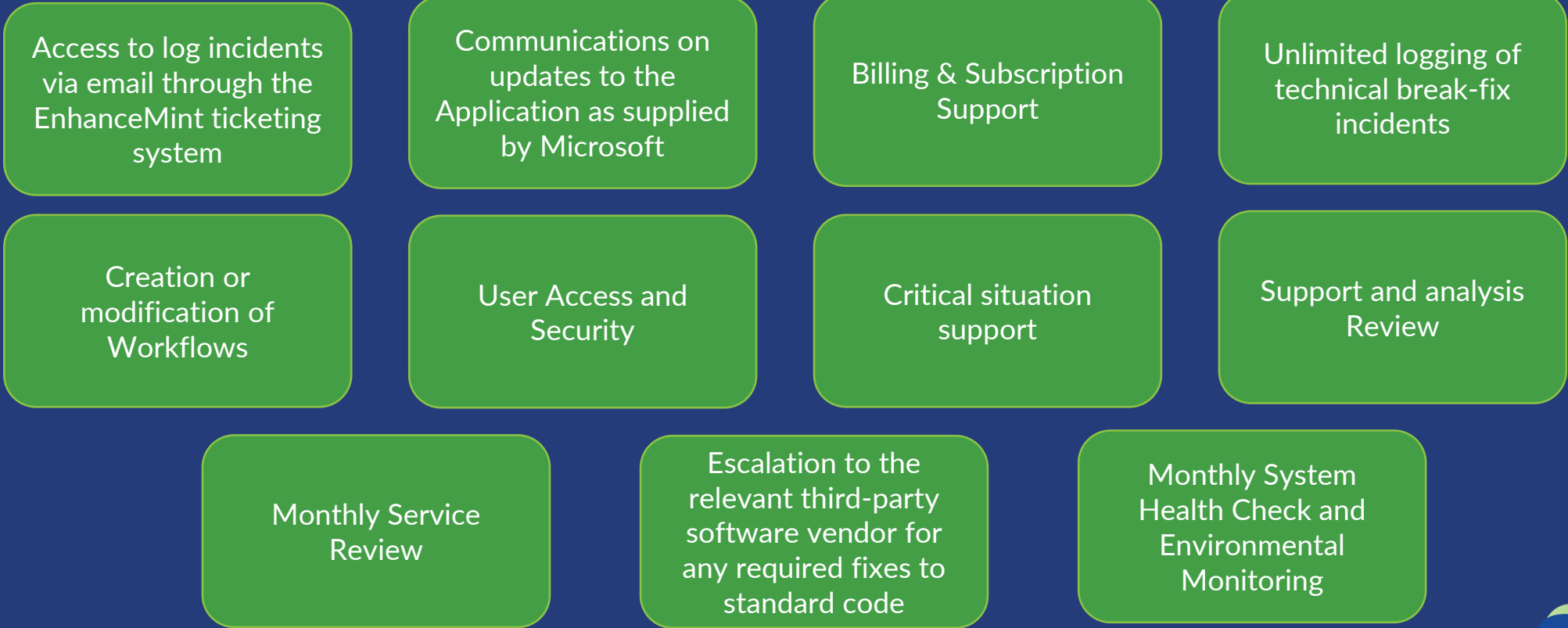
Security Audits

Resource scaling



What services fall under **Essential** EnhanceMint?

Summary: Every day tickets – Resolving issues and problems from daily processing using D365



What services fall under **Premium** EnhanceMint?



Customizations
and Development

Product
EnhanceMint
Journey

Migration and
Migration
Assessments

EnhanceMint &
Managed
Application
Services

Training

Security and
Security Auditing

Business
EnhanceMint
Consultancy

Enhanced
Reporting

What services fall under EnhanceMint Update Services?

Designed to ensure your Dynamics 365 Finance & Operations application is always up to date

New Features

Increased capabilities

Application Enhancements

Updates/Regulatory Updates

Stability

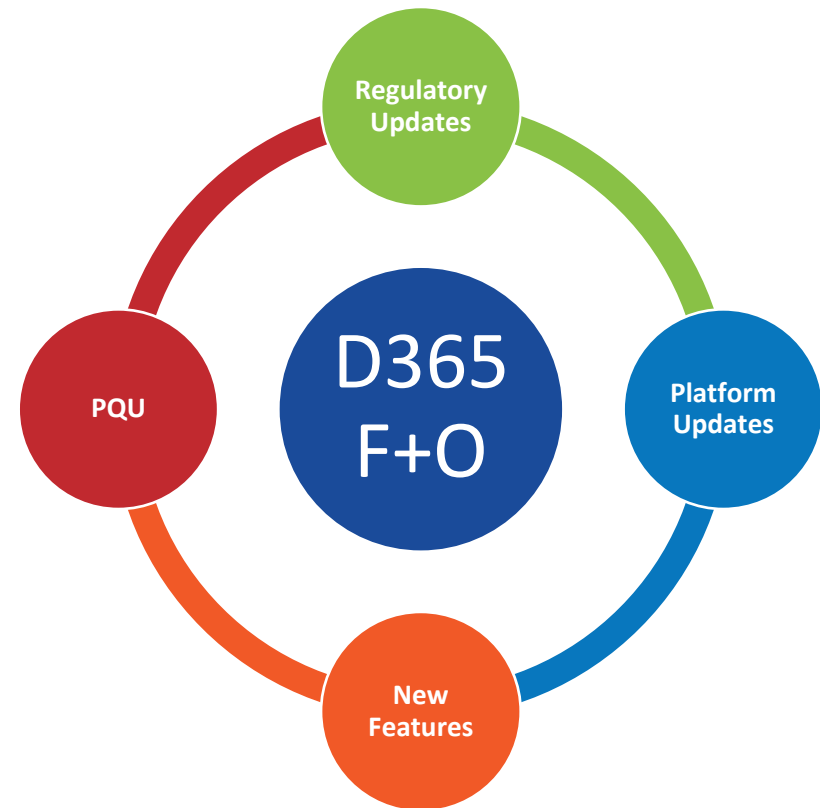
Compliance

Supportability

Platform Updates

Security

Performance



Welcome to EnhanceMint's Self Service Portal

Transparency Builds Trust

The screenshot displays the EnhanceMint Self Service Portal interface. At the top, there is a navigation bar with the 'mint' logo, 'Home', 'Tickets', 'Resources', 'Catalog', a search icon, and the user name 'Fraser Tshidavhu'. Below the navigation bar, the breadcrumb 'Home > My Tickets' is visible. The main content area features a 'My Tickets' section with a 'Recent Updates' notification (1), an 'Apply Filter' button, and a search bar. A '+ Create Ticket' button is located on the right. Below these elements is a table of tickets with the following columns: ID, TITLE, DESCRIPTION, PRIORITY, RAISED ON, AGENT/TEAM, and RESOLVED ON. The table contains three rows of ticket data. The first row has a status of 'ON HOLD', the second 'ON HOLD', and the third 'IN PROGRESS'.

ID	TITLE	DESCRIPTION	PRIORITY	RAISED ON	AGENT/TEAM	RESOLVED ON
		please see attached word document "Description of Qty Invoiced but not shipped (ADO 8660)" and refer to ADO ticket 8660 for comments rai... ..	3	4/5/2023 2:18 PM	Erica Burns	
		once the customer has been onboarded to provance Remember to also complete the task below. 1. Cre... ..	4	4/4/2023 10:18 AM	Mohamed Osman	
2892	Deliver Remainder Qty with nothing left to load (ADO 8640)	please see attached word doc "description of Deliver Remainder Qty with nothing left to load (ADO 8640)" for details and refer to ADO tic... ..	3	4/3/2023 3:16 PM	Erica Burns	

Dashboards and Reports

Incident Management and Fulfilment reports

Outlook Add-In

SLA and Ticket Management service

EnhanceMint Bundles



Essential EnhanceMint Bundles

		BRONZE	SILVER	GOLD
Access to Customer EnhanceMint Portal	Access for nominated users to log incidents via the Customer EnhanceMint Portal. Users can review all actions and the incident status	✓	✓	✓
EnhanceMint Review	A EnhanceMint Review will be scheduled with relevant customer representatives to ensure follow-up activities related to logged incidents are assessed and actioned. A report will be provided to the customer in advance of each EnhanceMint Review.	Quarterly	Monthly	Weekly
EnhanceMint Hours per Annum	EnhanceMint Hours are consumed on activities related directly to a break-fix EnhanceMint Incident as logged by the customer. Activities include investigation of the issue, replication steps and proposal of a resolution to the customer.	192 - 384	385 - 1152	1153 - 1920
Dedicated Consultant	An EnhanceMint Consultant is dedicated to knowing your business and its solution. Your EnhanceMint Consultant will review all incidents logged by the customer and will review all aspects of the investigation, replication and resolution of your incident.		✓	✓
Business Hours	The business hours that EnhanceMint will be operating to provide you with essential EnhanceMint services	09h00-16h00	08h30-16h30	08h00-17h00

Essential EnhanceMint Target Response Times

	BRONZE	SILVER	GOLD	CUSTOMIZED
Response Target	High – 4 hrs Med – 6 hrs Low – 16 hrs	High – 2 hrs Med – 4 hrs Low – 8 hrs	High – 1 hrs Med – 2 hrs Low – 4 hrs	High – X hrs Med – X hrs Low – X hrs
Resolution Target	High – 8 hrs Med – 16 hrs Low – 32 hrs	High – 4 hrs Med – 8 hrs Low – 24 hrs	High – 2 hrs Med – 4 hrs Low – 16 hrs	High – X hrs Med – X hrs Low – X hrs

PAYMENT
Monthly: Fixed hours No rate discount
Quarterly: Flexible hours Rate discount: 8%
Yearly: Fixed hours Rate discount: 12%

Essential EnhanceMint Packaged Pricing

	BRONZE	SILVER	GOLD	CUSTOMIZED
Hours Per Annum	192 - 384	385 - 1152	1153 - 1920	X hours
Price	R259 200 – R518 400	R519 750 – R1 555 200	R1 556 550 – R2 592 000	TBD

PAYMENT
Monthly: Fixed hours No rate discount
Quarterly: Flexible hours Rate discount: 8%
Yearly: Fixed hours Rate discount: 12%

Premium EnhanceMint Bundles

PEB

408 hours
per year

PEB

816 hours
per year

PEB

1020 hours
per year



EnhanceMint

Questions

Thank you