

USA

Customer Support

Providing technical and functional support, and proactive customer service. Customer Support to solve immediate user needs to keep your users productive.

Escalated Customer Service

Second-tier support services are provided by seasoned technical consultants. Customer support service is a proactive function performed by our escalations team (senior consultants) to resolve immediate and long-term customer support needs. As a global Microsoft partner, we have direct access to their support team for escalated cases.

MEA

Support Levels For Dynamics 365 Finance & Supply Chain Management



First Level Support: 1st level user support where the bug / application issue(s) will be resolved as quickly as possible.



Consultant Service
Escalation: Our technical
consultant joins in to support the
situation if the bug / application
issue(s) cannot be resolved by 1st
Level support in a timely manner.



Microsoft Incident Management :

A case is created together with Microsoft. This case is tracked and monitored.

Customer Success 7 Days x 14 Hours

7 days a week, between hours of 08:00 - 22:00 (including statutory holidays). We are providing professional 1st Tier service to our customers to maintain maximum productivity.

ETG Consulting is a **Gold ISV** certified for Microsoft Dynamics 365 for Finance and Supply Chain Management (formerly AX or

The company builds solutions for Dynamics 365 ERP and today has a worldwide base of customers in manufacturing, retail, healthcare and other industries.

ETG Consulting also is a **Gold ERP** certified VAR for Microsoft on Dynamics 365 and implementing ERP projects successfully for 20 years.







