



CENTAURI™

Centauri Support Plans

Centauri Support Plans

Get more out of your Microsoft Dynamics 365 solution with a Centauri support plan that keeps you connected.

Benefits at a glance	
	Get responses to technical support calls within one business day
	Maximum uptime with as needed break/fix support
	Find help quickly on Centauri's self-service customer portal "CentaurUs" to find answers to FAQ's as well as create and update support cases.
	Use our Microsoft Dynamics 365 CRM training user guides to get started.
	Access self-directed support on our "CentaurUs" customer portal.
	Business Process Improvement Services
	Monthly Training and system review

The Centauri Support plans give you essential support services and technical resources, so you can stay informed, work smarter, and stay focused on your business.

With Centauri Support plans you can submit support requests both online, email and by phone, with next-business-day responses to address technical issues. Call backs eliminates on-hold times, connecting you with the right support consultant, right away— and dedicated hours of break/fix support keeps your business up and running!

Use your Centauri Support resources to get the most out of your Microsoft Dynamics 365 CRM solution and improve business performance.

Get unlimited access to our knowledgebase articles on our self-service customer Portal "CentaurUs" - the place to go to find answers to frequently asked questions as well as create and update support cases.

You've got a business to run, and your solution from Microsoft Dynamics 365 is the engine for your success. Whenever you need help to keep things on track, we've got your back.

Centauri Support Plan Benefits

Whilst it's true that you can contact Centauri support to get help without a support package, there are several benefits, aside from a cheaper support rate, that you will gain access to by subscribing to a support package with us. Just some of these benefits are highlighted below.

Priority Support



Having a support pack with Centauri will provide you with priority support through one of our support channels – phone, email or self-service portal.

As a support contract customer, you will receive priority in the processing of support issues over customers without support contracts. This ensures your issue is dealt with first. Customers without a Support Contract will have their issues attended to as resources allow, after any issues in process for Support Contract customers are dealt with.

Each case is assigned a priority level which determines the relevant response time for the case:

- Severe issues that are obstructing users from using the implemented solution are usually designated as a High priority case which are typically resolved within 4 to 6 business hours.
- Less severe issues are designated with a Medium or Low priority and typically responded to within 8 or 16 business hours respectively. An example of a low priority issue would include a query with how CRM works or a request for assistance with configuration (i.e.: enabling user etc.). Medium priority cases may include functional issues with the implemented solution such as a workflow isn't working correct.

Some issues require us to liaise with external providers such as Microsoft, which may result in extended resolution times, however Centauri will continue to work towards a resolution whilst you can relax knowing that we are working on the issue for you. We'll keep you regularly apprised of the situation, and if necessary, Centauri can help by providing work around solutions whilst the issue is continuing to be resolved.

Web Portal Access

You will be provided access to Centauri's self-service customer portal "CentaurUs" where you can log cases directly, update existing cases and monitor your cases' progress.



Knowledge Base

You will be provided with access to Centauri's knowledge base of articles on Dynamics 365 topics and related information, including new product developments.

Reclaim Unused Hours

50 % of hours that remain unclaimed at the end of the month can be added to a bank of hours accumulated over 12 months. Your bank of unclaimed hours can then be used for services with Centauri such as training, scoping and design workshops, development or project implementation.

Centauri Support Plan Rates

To ensure your business is supported long term, Centauri have developed a range of support packages to suit different needs. Technical support is available Monday to Friday between 9am and 5pm Melbourne time.

With support packs from Centauri, each month you get an allocation of time your business can use to contact Centauri for first line support in relation to the implemented solution. This gives you peace of mind that help is available when you need it most. There are two ways to get the support you need:

1. Ad Hoc Support is available at our regular rate of \$210 per hour
2. Contract Support is available at the following rates:

Contract	Hourly Equivalent	Monthly Rate
1 day per month	\$170/hr	\$1,360
2 days per month	\$165/hr	\$2,640
3 days per month	\$160/hr	\$3,840

All prices are excluding GST

*Customised support packages can be provided upon request.

Support contract holders are provided with the following benefits:

- Priority Support (over Ad Hoc calls)
- 1-hour training session per month

- 1-hour system review once a month. Including:
 - ✓ Check of storage usage
 - ✓ Check of system logs
 - ✓ Check of integration logs
 - ✓ Check of system health
 - ✓ Review of version status, incl. third party apps
 - ✓ Report with recommendations on the above

Support Access

Centauri support is available via our support number (03) 9009 9605.

Alternatively, support requests can be logged to the Centauri support email at support@centauri.com.au

If you are a priority support customer, you can raise a case via the CentaurUs portal.



All support calls from all channels are logged, managed and escalated through our Dynamics 365 CRM customer service system.

Support Availability

Support is available Monday to Friday between 9am and 5pm Melbourne time, except public holidays.

Helpdesk hours are logged with Centauri each calendar month. Any additional time over your allotted pre-paid support time in a month will be invoiced in 15-minute increments at our standard rate.

*Centauri's standard support rate is \$210 ex GST per hour.

Support packages are invoiced each month for a minimum of a 12-month term and are subject to 7-day payment terms.

Contact Us

To sign up to a support contract with Centauri, send us an enquiry at enquiries@centauri.com.au or call us on (03) 9009 9605.