

Express Advantage Plans for Dynamics 365

Business Central



EXPRESS
INFORMATION SYSTEMS

Express Advantage Plans provide all the benefits and services you need to get the maximum value from your system.

Protect Your Investment

Achieve peak performance by reducing the time, resources, effort, and cost of operating your system while keeping your users trained on the best practices of D365 Business Central.

Minimize Risk

Increase peace of mind by eliminating the pitfalls of data loss, improve compliance and insure the accuracy of data.

Reduce Troubleshooting

Instead of using valuable company time troubleshooting, you can engage more freely with experts to problem solve, allowing your team to focus on the tasks that are most important.

Professional Care

Our expert consulting team will help you understand how D365 Business Central improves business efficiency and make certain that you learn from every interaction.

Predictable Costs

Monthly payment plans create a predictable way to budget, eliminating internal friction.

**There's no better way to protect and extend your software investment.
The only thing you need to do is subscribe!**

www.expressinfo.com

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Because one size does not fit all, Express offers a variety of Advantage Plans to suit the needs of every company.

Express Advantage Plans	Basic	Advanced	Premium
Support Incidents *	12 Incidents	18 Incidents	24 Incidents
Professional Service Hours for New Hire and/or New Feature Training	12 Hours	18 Hours	24 Hours
Access to Microsoft Training Content	Included	Included	Included
Administration of Users	Included	Included	Included
Bi-Annual Sandbox Refresh for Update Testing **	Included	Included	Included
Bi-Annual Production Update **	Included	Included	Included
Bi-Annually Update New Version Release Notes	Included	Included	Included
Processes Documentation for Core Modules (GL/AP/BR) ***		Included	Included
One-Day Assessment			Included
One-Day User Process Improvement Booster			Included
Monthly Fee ACH ****	\$550.00	\$950.00	\$1,350.00

* Support Incidents are defined as errors or broken functionality problems that can be resolved remotely within 30 minutes. Support Incidents are not intended to replace training. Each Dynamics 365 Business Central User will be expected to receive proper training either through Express Information Systems or an experienced colleague.

** Updates are scheduled on date availability and do not include any Add-On Products, integrations, customizations and report configuration issues.

*** One-Time Internal Processes Documentation for Core Modules (GL/AP/BR) will be provided first contract year. Subsequent years will have an update to the documentation based on version upgrades and process changes.

**** Pricing above is limited to 5 Users; each additional User is \$15.00 monthly.

**** Pricing above is limited to 10 Entities - Each block of 10 Entities is an additional \$100.00 monthly for Basic, \$200.00 monthly for Advanced and \$400.00 monthly for Premium.

**** Monthly Fee is based on a one year annual service contract.

You asked... We answered.



Which products are covered in an Express Advantage Plan?

Express offers plans for Sage Intacct®, Dynamics GP and D365 Business Central. Each product has a separate program, which is individually priced.



What is the term length for an Express Advantage Plan?

Each plan is based on a one-year annual service contract, which starts on the date of your signed agreement.



Can I purchase an Express Advantage Plan any time of the year?

Yes, a plan can be purchased throughout the year at any time and does not have to be synchronized with your ERP renewal date.



How do you define a “support incident”?

Consultants are available to handle errors or broken functionality problems that can be resolved remotely. Support is not meant to replace training.



How do I contact Express for support?

The most direct method is to email us from the [support page](#) on our website. Of course, you can always call us at 210-614-9410.



How do I contact Express to purchase an Express Advantage Plan?

Call us at 210-614-9410 and we will connect you with our Sales Team.