



Microsoft Dynamics GP Unlimited Help Desk Support Plan

The Resource Group offers an unlimited help desk support plan for your Microsoft Dynamics® GP solution. This plan is designed to give you and your team the flexibility to contact us as needed and budget on an annual basis for support services.



Pricing for Unlimited Help Desk Support Plans

Number of Registered Business User Count	Help Desk Renewal for Second Year and Beyond	First Year/New Implementation Pricing
1-5 Users	\$2,800	\$3,700
6-10 Users	\$3,000	\$5,300
11-20 Users	\$5,700	\$7,600
21+ Users	\$8,500	\$11,300

Sign up for a plan
by contacting us at
425.277.4760 or email
info@resgroup.com.

Advantages of an Unlimited Help Desk Support Plan:

- Unlimited access to The Resource Group for support of your Microsoft Dynamics GP system
- Set your company's budget for support services for the year
- Reduce the small monthly billing processes

See FAQ section on reverse side for details on what's included in the unlimited support.

"I have no idea how often we will need to call or what issues may or may not come up. This takes the stress out of that and we know we can pick up the phone or email at any time and have a subject matter expert aid us in fixing the problem as fast as possible so that we can get back to work."

Deanna Brossard
Genoa, a QoL Healthcare Company, LLC

Unlimited Help Desk Support Plan FAQs

Q. Can I purchase an Unlimited Help Desk Support Plan anytime during the year?

A. Yes, if you don't have an active plan you may purchase one at anytime throughout the year.

Q. When I purchase an Unlimited Help Desk Support Plan, when does it expire?

A. The Resource Group Unlimited Help Desk Support Plan is an annual plan. The plan is good for one year after the purchase date. This plan is non-transferrable or refundable.

Q. What type of support is included in plan?

- A. The Unlimited Help Desk Support Plan includes the following:
- One full year of unlimited support on any covered topic of all the installed modules of Microsoft Dynamics GP
 - Support for break/fix issues regarding the standard software functionality
 - Troubleshooting and correcting data issues with Microsoft Dynamics GP resulting from use within the software's out-of-the-box functionality, if the scripts to correct the data exist
 - Answers to "how-to's" for standard out-of-the-box functionality of Microsoft Dynamics GP
 - Resolution of technical, IT-related issues related to Microsoft Dynamics GP on workstations, remote connectivity, or SQL Server database
 - Support for everyone on your team
 - One annual billing, rather than weekly invoices for support incidents
 - One free registration to RG Connect
 - One free registration to our year-end processing class

Q. What types of services are not included in the Unlimited Help Desk Support Plan?

- A. The Unlimited Help Desk Support Plan does not include the following:
- Creating custom reports, queries and modifications to windows
 - Troubleshooting and correcting data when the assistance of a developer is required
 - Creating customizations, interfaces or changes to existing customizations or interfaces
 - Troubleshooting and correcting issues with customizations, interfaces, modifications, custom reports, queries, integrations or third-party software
 - Training for new users or new functionality within Microsoft Dynamics GP
 - Implementation, training or installation of additional module functionality not currently in use
 - Administrative functions such as creation of new users and security roles
 - Updating your version or installing service packs
 - After-hours support



Learn more about an Unlimited Support Plan by contacting The Resource Group at 425.277.4760 or email info@resgroup.com

"Having the unlimited help desk support plan is very beneficial to our company. I am so glad to be able to call on an expert when we have operational issues."

**Jackie Yip
Kent Regional Fire
Authority**