Acumatica
The Cloud ERP

ACUMATICA CUSTOMER SUPPORT

GET THE RIGHT LEVEL OF SUPPORT FOR YOUR ACUMATICA IMPLEMENTATION

Acumatica provides three levels of technical support and proactive services to complement the support you currently receive from your Acumatica partner

ACUMATICA CUSTOMER PORTAL

Acumatica's Customer Portal provides basic access to technical resources and troubleshooting information at no additional cost. Resources include:

- Acumatica's Online Knowledge Base
- Acumatica Open University
- Community forums
- News and blogs

ACUMATICA STANDARD CUSTOMER SUPPORT

Acumatica's Standard Customer Support provides all the features of the Customer Portal along with additional support features, such as:

- Chat support
- Product downloads
- Online incident management
- Webinar recordings
- 8-to-5 coverage with next day Service Level Agreement (SLA)

ACUMATICA PREMIER CUSTOMER SUPPORT

Acumatica's Premier Customer Support gives you direct access to the product experts at Acumatica to help with your technical issues, whether you are looking to:

- Extend Acumatica's functionality
- Leverage the Acumatica Cloud xRP Platform to develop new solutions
- Make additional support available to your end users and internal development resources

While your local partner is the best resource to help address complex business needs, Premier Customer Support can help you resolve basic troubleshooting and how-to requests quickly and cost-effectively. Premier Customer Support offers end users and technical professionals flexible options for accessing help, including choice of phone or chat support, online self-help resources, and after-hours emergency support.

ACUMATICA CUSTOMER SUPPORT PRICING

Acumatica Customer Portal is provided to customers at no additional charge.

Acumatica Standard and Premier Customer Support is provided on an annual basis. Work with your partner to determine pricing for your organization.

KEY BENEFITS

ACCESS TO ACUMATICA TECHNICAL RESOURCES

- Choose the level of support that fits your business.
- Augment the support provided by your partner with access to documentation, forums, and Acumatica's Knowledge Base and Open University.
- Standard and Premier Customer Support includes chat services with Acumatica support staff. Premier Customer Support includes access to Acumatica development staff.

INCIDENT SUPPORT

- Standard Customer Support offers coverage during business hours and next day SLA.
- Premier Customer Support provide 24/7 specific incident support (combination of standard hours and emergency after-hours) to help resolve a variety of time-sensitive technical issues.

EARLY ACCESS TO NEW PROGRAMS

- Premier Customer Support pre-qualifies you to receive the benefits of our early adopter program.
- You have access to new features and dedicated attention from the Acumatica support staff to assist in your successful implementation.

ADDITIONAL BENEFITS

- With Premier Customer Support, you receive additional monetary and non-monetary benefits, including a set number of free hours for development support and discounts on selected services.

ACUMATICA CUSTOMER SUPPORT FEATURES	ACUMATICA CUSTOMER PORTAL	ACUMATICA STANDARD SUPPORT	ACUMATICA PREMIER CUSTOMER SUPPORT
Online Knowledge Base	✔	✔	✔
Acumatica Open University access with course registration, tracking, testing, and certification	✔ ✔	✔	✔
Community Forums	✔	✔	✔
User voice with product suggestion submissions and voting	✔	✔	✔
Chat Support		✔	✔
Product Downloads		✔	✔
Online Documentation		✔	✔
Online Incident Management		✔	✔
Webinar Recordings		✔	✔
8/5 Coverage		✔	
Next Day SLA		✔	
Phone Support			✔
Unlimited technical support cases			✔
Up to 8 hours of developer support per year			✔
Early-adopter status with access to new programs and product releases			✔
Acumatica professional services discount			✔
24/7 Availability			✔
Same Day SLA			✔

THE ACUMATICA ERP DIFFERENCE

Acumatica delivers a full suite of integrated business management applications unlike any other ERP solution on the market today.

STREAMLINE OPERATIONS
Manage your business more efficiently:

- Automate processes
- Control workflows
- Access the system from anywhere on any device—including mobile
- Promote collaboration with all-inclusive user licensing

ADAPTABLE SOLUTION
Add and extend:

- Deploy in-house or in a private or public cloud
- Easily configure your solution to fit your needs
- Add capabilities such as CRM or data visualization at any time
- Extend to other solutions and applications beyond ERP

YOUR BUSINESS ACCELERATED
Get a single version of the truth:

- Accelerate business performance and make smarter decisions with automated processes, real-time data collection, financial analyses, and forecasting
- No per user pricing – system scales as your business grows

EXCLUSIONS

Support plans do not include Training/Consulting Services or Implementation Services.