



World Class Support for Your SAP Business One Solution

Vision33⁺

TOTAL CARE

Vision33 provides a unique and multi-faceted approach to support – ensuring that each customer receives real value from their SAP Business One® solution. As a company that runs itself on SAP Business One, Vision33 understand the investment you've made in a solution that will not only work for your company today, but will be there to support you as you continue to evolve and have new requirements.

The Vision33 TOTAL Care programme was built around the concept of creating continued value for our customers, which includes empowering users through knowledge-based tools to find the answers you need to specific questions. We are here to support you in your journey with SAP Business One, while also providing you with self-help resources you need to build your SAP Business One competency.

Dedicated Support Team

The Vision33 TOTAL Care team is comprised of team members that have been working with SAP Business One as a dedicated solution for more than 10 years. We have a dedicated team of over 20 certified SAP Business One support consultants physically located in Europe and North America committed to your success and satisfaction. Through their individual and unique experiences with SAP Business One, they possess the expertise and insight to resolve your support requests.

Web Chats

The Vision33 TOTAL Care Support Team hosts webinars on a range of SAP Business One topics.

Includes:

- SAP Business One training and development to maximise your investment.
- Latest product information and news from the SAP Business One channel.
- Open user forum that gives you the opportunity to ask questions to the support team and interact with other users on the call.

Vision33 SAP User Group (VSUG)

A complimentary user group for Vision33 SAP Business One customers in your respective region.

Includes:

- Valuable insight on the product and solutions available to help you meet your business needs and exceed your goals.
- Networking platform to connect with other SAP Business One customers that face similar challenges and share their solutions.
- Latest product release information.

Europe and American SAP User Groups (UKISUG & ASUG)

Join a local community of professionals using SAP Business One that share common business interests, experiences, challenges, and pursuits.

Includes:

- Access to UKISUG and ASUG members to discover answers, explore new ideas, solve problems, and develop your professional network.
- Regional chapters across Europe and North America, special interest groups, interactive gatherings, annual events and access to user driven content and product perspectives.

Additional Online Resources

- Regularly published tips and tricks on most frequently asked questions about SAP Business One.
- Password-protected SharePoint site dedicated to customers that includes training guides, web chat recordings, whitepapers and more.
- Weekly email updates with the latest events, product patch levels and Wednesday web chat information.
- Calendar of user events and web chat topics for the year.



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World-class support from the largest global VAR for SAP Business One.

Best of Both Worlds

With the Vision33 TOTAL Care programme, you receive world-class support from the largest global leader for SAP Business One. At the same time, work with a trusted implementation partner that knows and understands your business.

Hours of Service

Standard Business Hours
Monday to Friday in Europe & North America
8AM GMT to 5PM PST

Contact your Vision33 Customer Relationship Manager (CRM) to hear about our brand new options for 24/7 Support Coverage and an After Hours Emergency Contact.

You made the right decision to empower your business with SAP Business One. Take total care of your investment with a dedicated and proven support programme that focuses on your business needs and priorities.



Effective January 1 st , 2017 to December 31 st , 2017	Included (FREE)	Additional Fees May Apply
SAP Business One Support via Vision33 Help Desk Resources	✓	
Notification and Invitation to the annual Americas' SAP User Group (ASUG) SAP Business One Summit	✓	
Unlimited Access to SAP Business One Customer Portal (Includes how to guides, a knowledge base, a note database, as well as training videos)	✓	
Escalation management of publisher related issues to SAP support	✓	
Escalation management of publisher related issues for add-on solutions	✓	
Access to Vision33 Customer Portal (Includes support call creation, access to quotes, orders, invoices, statements, credit card payments, SAP Business One tips and tricks, and the Vision33 TOTAL Care FTP folder)	✓	
Access to the latest SAP Business One product version upgrades	✓	
Access to all SAP Business One patches and release notes	✓	
Annual Contact Guarantee	✓	
Access to all Vision33 Training Materials	✓	
Preferred rates for Vision33 consulting services	✓	
Admission to SAP Business One Customer events	✓	
Membership and free attendance to Vision33 SAP User Group (VSUG)	✓	
Membership and free attendance to Vision33 Web Chats	✓	
SAP Business One License Key support	✓	
SAP Business One Mini Training Sessions (5-10 minutes)	✓	
Online Remote Support for troubleshooting and bug discovery	✓	
Online training courses offered periodically		✓
B1i Integration Framework		✓
IT Infrastructure, Network, Printers, and Microsoft SQL support		✓
Editing and Creating Queries		✓
On-Site Consulting, Business Process Analysis, and training		✓
Implementation of new SAP Business One modules		✓
Advice and/or Consulting related to the Data Transfer Workbench		✓
Upgrade Assurance Checkup (Actual on-site or remote services for upgrades are billable)		✓
Disaster Recovery		✓
Class room training for SAP® Crystal Reports®		✓
Creation of customised SAP® Crystal Reports® or Dashboards		✓
Database Archiving		✓

Vision33 TOTAL Care will resolve or attempt to resolve support requests that are outside the scope of Vision33 TOTAL Care's service offering if the session takes 20 minutes or less upon initial contact.