Support When You Need It

Premier Support from Mazik provides unmatched support for mission-critical environments with 24/7 support coverage and one-hour target response times during major system impact issues.

Premier Support customers receive leading access to Mazik Global Support and levels of customer care that exceed all others.   We resolve incidents remotely, on-site when required, and with minimal disruption to operations. In fact, most service activities can be managed during normal business operations with little or no impact to those operations.

When Premier Support Is the Right Choice

With 24/7 remote technical assistance, one-hour target response times for critical issues and access to online tools and information, Premier Support is ideal for most midrange and enterprise business operation.

Full onboarding, reactive support, proactive support, build management, a dedicated support team, and 24/7 support coverage and response times are all available within the Premier Support package.

Remote Support and Self-Service Tools

As a Mazik customer with a Premier Support package, you have 24/7 access to the Mazik online support portal as well as a designated support team member. Within the portal you can:

- Open and monitor your support cases.
- Access to reports.
- Search the knowledge base.
- Subscribe to technical bulletins.
- Access product documents and downloads.

Global Presence for Reliable, Consistent Support

At Mazik, our value extends beyond superior product offerings. We help you achieve your business goals by providing you with the best expertise available in the industry.

Mazik Global support experts are available to support your business 24/7.

Our Support Specialists are well qualified to make effective recommendations for your complex environments. These professionals have decades of combined experience across a broad range of specializations and core competencies in Mazik and third-party products and solutions.

Always at Work for You

Our commitment to you is that we will continue to identify and deploy the right resources, effective strategies and innovations to help you succeed.

Terms and Conditions

Support Services from Mazik are subject to the following conditions:

- On-site presence is determined by Mazik Support: Add-on available.
- Targets are based on severity (business impact) as defined by Mazik.

Severity levels (business impact) descriptions include:

- Severity A- Critical: severe system or application impact. Impact is to an entire system, major business function or application.
- Severity B-Moderate: business is unable to perform required functions. Workaround or circumvention is available.
- Severity C- Non-Critical: minor or minimal system impact.

Flexible to Your Unique Needs

Mazik Support packages are customizable with many add-on components. The Premier Support package can be enhanced with single or multiple add-ons based on your needs. Monthly or bundle fees vary based on the service.

Feature	Description	Coverage Details
Delivery Method	▪ Remote resource ▪ On-demand off-site resource ▪ On-demand on-site resource	Included: ▪ Remote Resource Additional add-ons: ▪ On-Demand Offsite resource: $85/hr. ▪ On-Demand Onsite Resource: $165/hr.
Applications	▪ Microsoft Dynamics 365 ▪ Microsoft Dynamics AX 2009 & 2012 ▪ Microsoft Dynamics CRM ▪ Microsoft Azure	120 monthly support hours
Onboarding	Mazik customers will be provided with all support trainings and materials to ensure a simple and streamlined experience.	▪ Transition ▪ Support training ▪ Solution assessment
Reactive Support	As business processes change unexpectedly, Mazik provides reactive support to adjust accordingly.	▪ Reactive support recommendations ▪ Root cause analysis ▪ Bug fix ▪ Enhancements
Proactive Support	With regular maintenance and constant monitoring performed, customers can gain full visibility into current IT infrastructures including, entire environments, networks, and workstations.	▪ Proactive Support Recommendations ▪ Preventative actions ▪ Health checks ▪ Performance assessments
Build Management	Mazik support provides build management for requests of new features or changes.	▪ Build release management ▪ Source control management
Support Team	▪ Designated support team ▪ Customer Account Manager	▪ Weekly Reports ▪ Designated Support Engineer ▪ Designated Technical Architect ▪ Designated Functional Architect ▪ Support Portal
Support Coverage and Response Times	Premier Support customers receive leading access to Mazik Global Support and levels of customer care that exceed all others.	▪ 24/7 support coverage ▪ Critical impact: 1-hour response time ▪ Moderate impact: 4-hour response time ▪ Minor impact: 8-hour response time
Hours	Rollover hours on a monthly and annual basis	35% discount on additional hours purchased
Training	▪ Best practices ▪ Top support issues ▪ Microsoft Customer Source ▪ Support tools	2 days of onsite training per month, if needed
Free Consulting Services	▪ Business Analysis (Technology/Security Review) ▪ Digital Transformation Roadmap ▪ Expert Advice on Solution Recommendation	Four 4-hour sessions annually
Disaster Recovery	Area of security that aims to protect customers' organization from the effects of significant negative events.	Planning and execution: $195/hr.