

Support Plus by QGate goes beyond being just a technical support contract for Dynamics 365 and Power Platform. It represents our commitment to supporting the growth of your business.

With Support Plus, QGate takes care of all your CRM (Customer Relationship Management) and operations automation needs. We aid in supporting users, offering training, making small changes, and customisations, all while ensuring the reliability and security of Break Fix support.

Why choose Support Plus?

Break Fix/Technical Support:

You will have unlimited access to troubleshooting and bug fixes. If something breaks due to Microsoft's actions, we will do our best to fix it.

Updates and Upgrades (Microsoft Wave Updates):

Microsoft products are known for their continual innovation and introduction of new features. While innovation is great, it is important to ensure that system updates do not disrupt or break your operations.

Microsoft announces updates for Dynamics 365 and Power Platform twice a year, known as Release Waves. At QGate, we review the impact of these changes on client systems and provide recommended actions that can be implemented using your Change Budget.

Small Change and Customisation:

As you become more familiar with your solution and your users gain proficiency in its use, it is natural and essential to enhance your system to better serve your employees, clients, and organisation. With Support Plus, you have a team of experts and an operational budget at your disposal, enabling you to make tweaks, changes, and improvements without requiring additional internal approvals.

Question and Answers:

Support Plus allows your team to access our knowledge base and seek solutions for general queries that do not fall under Break Fix. Whether you need guidance on using specific functionality or are unsure about the feasibility of a particular task, we are here to help.

Engagement Calls:

Microsoft Dynamics 365 and the Power Platform cover various aspects of your business needs. It can be challenging to fully grasp the potential value these technologies can bring. As part of Support Plus, we offer webinars and one-on-one sessions with our experts who can explain how these technologies can add value to your clients, employees, and organisation. No matter the business challenge or requirement, there is likely a technical solution to address it.

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Training and Documentation:

We can provide structured training sessions or update existing training documentation specifically tailored to your business needs. This includes using your own business terms and context for better understanding and relevance.

Who is Support Plus for?

Support Plus is designed for SME organisations that rely on Microsoft Dynamics 365 or Power Platform as a key business system. It offers peace of mind to CRM owners, ensuring they have access to technical support and assistance whenever they need it.

How does Support Plus Work?

Support Plus consists of two main components: Break Fix and Change Budget.

Break Fix:

This aspect provides peace of mind that if something that was previously working encounters an issue or breaks, we will fix it as part of the contract.

Change Budget:

The Change Budget is an operational budget allocated to your business, allowing you to access our expertise for any other requirements. All contracts come with 12 included hours, which can be supplemented at any stage during the contract period.

How to sign up for Support Plus?

Existing QGate Client:

For existing clients, simply reach out to your account manager and request a quote to transition to the Support Plus contract.

New to QGate?

If you are new to QGate, we will conduct a brief survey to understand your specific needs and provide you with an initial quote. Additionally, we will perform a one-time system audit (subject to a one-time payment) to document and confirm the initial quote.

Important Information:

Terms:

- Support Plus is a paid annual service.
- The Change Budget is valid for 12 months from the start date and can be renewed or used at any time.
- The Change Budget requires a minimum purchase of 12 hours with no maximum limit.

Unlimited Break Fix:

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- Break Fix covers issues where the solution or functionality was previously working but has encountered a problem.
- QGate exercises discretion in determining whether an issue or case falls under Break Fix or requires a Change Budget.
- QGate also exercises discretion in determining whether additional or related issues should be addressed under the same case or as separate cases.
- Contract terms are reviewed annually during renewal and may be subject to changes based on usage.
- The first 6 months for new clients exclude non-QGate development and configuration.
- Non-Microsoft integrations, such as 3rd party code, APIs, and connectors, are excluded.
- A Fair Use policy is in place.
- The system must be proactively maintained.
- Failures related to integrated third-party software are excluded.
- Wave update-related issues are excluded if review outcomes and required actions are not committed to.
- If licensing purchases through QGate stop mid-term, a pro-rata charge is payable to accommodate the new break-fix rate. Existing small changes will remain unaffected, but renewals will be charged at the higher rate.
- Significant system upgrades or additions may result in adjustments to pricing.
- All the above considerations and decisions will be made in consultation with the client. It is in the best interest of both the partner and the client to work together and agree on outcomes that benefit both parties.