



Support Contracts

Software maintenance contract options from Metaphorix

Every installation has a number of components that require support if something goes wrong – the server hardware, the PCs, telecomms and, of course, the application software that supports all your business processes.

This is an introduction to the Metaphorix Customer Support service and the contracts available to you to make sure you have the cover you need when you need it. It also describes the process that we employ to ensure that any problems get fixed as quickly as possible.

Introduction

When you need support, you want to be helped right away and you want to be helped by an expert.

That's how we handle your support issues and our contracts reflect this approach. The areas where support is needed include:

- Server hardware and operating software.
- Peripherals and the software they run.
- The line of business software you use.

The third of these is, arguably, the most crucial. If you get a major problem with your application software, your business could grind to a halt.

This is where our main expertise lies, but we know that you want a one-stop-shop for all your issues, and that's what we offer.

The Process

If you experience any problems at all with your system installation, we want to know.

As the support arm for your main business software solution, our job is to keep your system running.

So if you get any kind of problem, you should tell us about it so we can help diagnose the best way to get it fixed.

If the problem is application software related, then we will we apply our normal approach to fixing problems, as described in the sister document to this one – 'Customer Support'.

If the problem is related to hardware or operating system issues then we will help guide you to the right person.

This might be one of our own hardware technical specialists or it could be the third party provider who installed your hardware.

No matter who is tasked with fixing your problem, we will make sure that it doesn't fall into the gap between us and any other organisation helping to resolve that issue.

Metaphorix does not directly offer hardware support, so our role in fixing any problem of this type will be advisory.

Our skill set is centred around keeping your business software running properly.

So, the most important support that we can offer you is the software support service we make available to all users.

Software Support Contracts

There are two types of application software support agreement available to users, each charged annually in advance for a 12-month period.

- Standard Software Support
- Bespoke Software Support

Standard Software Support

This is the type of support contract that covers you for all the standard Microsoft Dynamics NAV or third party supplied products that we offer.

The cost of the contract is calculated at 21% of the list price of the software being provided (based on taking out a three-year support contract with Microsoft).

The cover offered includes:

- New releases of software FOC when issued by Microsoft or others (14%).
- Help Desk support by Metaphorix as part of our Customer Support function (7%).

Taking out cover on an annual, rather than three-year, contract basis changes the Microsoft element of the maintenance to 16% and the Help Desk fee to 8%, making a total of 24% per annum.

Both types of cover are important to your installation and deliver real benefit to you and your users.

The benefits offered by the standard support contract are described in the sections that follow.

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Exciting New Function

Microsoft is constantly finding new ways to do things, new approaches to solving old problems.

The Microsoft resources dedicated to making the software easier and more exciting to use are significant.

- Microsoft invests more in R&D than any other technology company – over \$2.5B a year.
- Microsoft tops the European Commission Global R&D Investment League Table.
- Microsoft employs 800 ‘thinkers’ to come up with new ideas for the software.
- Microsoft sustains six software development labs spread across the globe.

All this power is committed to delivering you the best business software available.

Key Business Functions

We live in a very fast-moving business environment. Processes and practices change constantly, companies find new ways to trade with one another, to pay one another and to keep each other informed.

You only have to look at the massive move to the use of the internet in the last few years to know that things simply won’t stand still.

When your customers and suppliers move to handle things differently, to alter the relationship you have with them, the system has to reflect those changes.

This is one of the vital benefits of upgrading – to get software that will handle all the latest business practices.

Protecting Your Investment

Having made a major investment in your software solution, it would be a terrible waste of your time and money to let it lapse over time and become out of date.

Not only would this hurt your businesses ability to operate in its chosen markets, but would also mean that the whole system would have to eventually be replaced if you are to remain competitive.

It makes hard commercial sense to make sure you pay for the updates that Microsoft offer on a regular basis.

Dynamics NAV, previously known as Navision, started life in 1993 and has gone through 6 major upgrades to reach today’s version.

As a user with a standard software support contract, all this software function is made available to you without additional payment.

The only cost you incur is for the time we spend uplifting your solution and educating users.

This is more cost effective than letting the system get out of date, forcing you eventually to look for a replacement system with the associated cost, risk and disruption involved.

New Legal Requirements

Some enhancements made to the software may be nice to have, but some are essential to have. None more so than those that need to be made to adhere to changes in legal and fiscal operations announced by governments in the UK or EU.

A recent example of this process is the CIS scheme that forces companies to electronically communicate with government bodies. This is something that is only going to increase in intensity in the next few years.

You need the new release support service to make sure you don’t have to foot the bill for bespoke changes to meet these mandatory requirements.

Help Desk Use

Users can call us any time to get advice and guidance on how to use the system, to report problems to us and for us to help get your use of the solution back on track, quickly and efficiently.

Without this access, users that hit problems will not have anywhere to turn. They will be stuck and will have to start to work around parts of the system.

Once that happens, the investment in your Dynamics NAV solution is threatened.

If users stop using parts of the system, introducing their own spreadsheet or paper-based workarounds, the system will become less and less useful.

The automation that offers so much benefit will disappear, making staff less productive and introducing errors into your data.

Almost all our users see the tremendous value offered by this element of our support service.

Many use the Help Desk a lot and feel that they get great value out of its use based on the volume of calls they make to it.

However, the value offered by this service is not always about volume. Just one call to us on an issue that is crucial to your business can be worth the fee alone.

This support is like an insurance policy – vital to keep in place whether you use it a lot or a little. When you need it, it’s a must-have.

Bespoke Software Support

This type of support contract covers you for all additional bespoke programs that we provide as part of your implementation.

Because this does not involve the provision of new releases, the rate charged is less than that for standard support.

However, bespoke program support is important as these programs can sometimes be the source of many more queries than standard programs.

The cost of bespoke support is set at 18% of the cost of the bespoke program, and offers access to our Help Desk to resolve issues.

Bespoke support is an important part of your maintenance contract with us. If you have a standard software support contract, but no cover for the bespoke elements, then there could be an instance where the bespoke software causes problems and you have no one to call to get it fixed.

It is fair to say that, should you encounter problems in your bespoke software, we will move to offer a resolution.

However, rather than being covered by the one annual payment, we will charge our standard day rates to investigate, diagnose and fix both the software and the data, which might have been corrupted as part of the fault.

Just one incident of this type could cost in excess of the annual fee for all your bespoke-written software. Once again, this contract makes a lot of commercial sense.

How We Support You

Our office in Coleshill, Birmingham, is the home of the Metaphorix Customer Support function. For more details, see the Metaphorix Customer Support brochure.

Summary

Metaphorix support contracts offer your organisation the cover you need to keep your installation modern, fresh and robust.

It makes total sense to budget for this annual cost as part of preserving the investment you’ve made in your systems and the people that use them.

For more information about our products and services, please call: **01675 432400**, email us at: sales@metaphorix.co.uk or visit our website: www.metaphorix.co.uk

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