

Dynaxsys, Inc **Support AXpress**

“Hotline support for Microsoft Dynamics AX”

Support AXpress is designed to provide Clients with a quick and thorough resolution to minor support issues. Explanation of flags and options within the Dynamics AX application, diagnosis of application problems, and temporary workarounds are examples of *Support AXpress* covered issues. Issues not covered include those related to hardware, operating system and database issues, installation or de-installation of software, program failure, data recovery, and sale of add-on products, subscriptions or services, and similar issues. Problems identified as Dynamics AX code problems will be referred to Microsoft for resolution. The hotline will not provide training. Training and education is available from Dynaxsys at additional cost.

Clients call the support line between 9:00 AM – 5:00 PM EST business hours or email support@dynaxsys.com. *Support AXpress* personnel then verifies the Contact and Client, opens a call log, and obtains details about the issue. Depending on the complexity, the issue is addressed immediately or enters the service queue and is addressed by *Support AXpress* personnel on a priority basis with a maximum two (2) hour response time.

For example: A Client needs to reverse an AP check that has already been posted. *Support AXpress* personnel will walk the Client through the specific reversal process, verifying that the issue has been resolved to satisfaction.

Support AXpress supports the current release of Dynamics AX modules and the prior version for one year after general availability of current version. IBI products may be supported for an additional charge.

