

DFC Consultants' Support Plan Options

DFC Premier Support

- **Unlimited Phone Support** (8:00 am to 5:00 pm Central time) (See FAQ for definition of support)
- **Classroom Training** at DFC's Microsoft Certified Training Center taught by a Microsoft Certified Trainer. 2 Free Classes or Series per License and 50% off additional classes.
- **Unlimited Free Attendees at DFC Customer Symposium**
- **Free User Groups**
- **SQL Server Quarterly Health Checkup**
- **24x7 Access for System Down**
- **Monthly Account Status Review**
- **Annual On Site Review with Account Executive**
- **Remote Setup of New Databases or Test Company** – 1 per year
- **Remote Security & User Setup** using predefined Microsoft GP roles
- **Remote Year End Close Assistance** - Up to 5 Companies included. (See FAQ for more information)
- **Discounted consulting rate for 12 months** (See FAQ for more information)
- **12 Month Lock on Consulting Rates**
- **Monthly or Annual Payment** - (See FAQ for more information)
- **Hardware Purchase Advisory Services** – Free
- **Remote Monthly Balancing Services** – Discounted from the normal technical consulting rate
- **Remote Payroll Processing Assistance** – Discounted from the normal technical consulting rate (Includes assistance with running the payroll, running W-2's, assist in preparation of quarterly and annual reports)

Support

- **6 Free Support Calls to DFC per year** (See FAQ for definition of support)
- **Classroom Training** at DFC's Microsoft Certified Training Center taught by a Microsoft Certified Trainer. 1 Free Class or Series per License and 50% off additional classes.
- **One Free Attendee per GP Dynamics License at DFC Customer Symposium**
- **Free User Groups**
- **Annual SQL Server Health Checkup**
- **Monthly Account Status Review**
- **Annual On Site Review with Account Executive**
- **Discounted consulting rate for 12 months** (See FAQ for more information)
- **12 Month Lock on Consulting Rates**
- **Monthly or Annual Payment Option** - (See FAQ for more information)



DFC Basic
