

WHAT SUPPORT DO YOU NEED?

AX CORE PRODUCT

3RD PARTY PRODUCTS

LOW COST

CUSTOM CODE

AX Customized Support

Your investment in Microsoft Dynamics AX is only realized when your users are able to use it and when the system is operating properly. While there are very few options in the Dynamics AX ecosystem, InterDyn AKA offers full support for your AX implementation. From the core product to complex customizations, we'll keep your system humming and your users happy. You can look forward to:

- Primary Contact:
 - Dedicated Support Professionals
 - All Have Real-World Implementation Experience
 - AX Certified
- Dedicated Account Manager
- Support in your US Time Zone
- 24/7 Severity-1 One-Hour Response

TAILORED TO YOU

Your business is unique and what you need from support is unique. You tell us what you want and we design the support to meet your needs.

LOW COST

The InterDyn AKA support offering was developed in response to existing clients communicating the need for more support options, that current Deluxe support is phasing out, that they would like lower cost options and that they want a support offering to include custom code and 3rd party products. If you share any of these needs, let's talk.

FLEXIBLE PLANS

- Any Amount of Customization
- Any of the AX Modules
- Any Size and Complexity
- Any Geographic Location
- 3rd Party Products
- Unlimited Calls
- Flexible Coverage Hours
- Non-Dynamics Product Support
- Assessments, Training, Monitoring, Check-Ups, ...

AX INSIDE AND OUT

As an AX client, you know that one of its core strengths is the ability to customize it to differentiate your business. But who supports that customization?

Only a dedicated support team that has internalized your customizations to be supported can respond to the unexpected when the need arrives.

YOUR PARTNER'S PARTNER

Whether InterDyn completed your AX implementation or you are supported by another partner, InterDyn can support your AX implementation and will work in synergy with your current partner.

TYPES OF SUPPORT CALLS

- Break-fix
- Data corruption
- Problem resolution
- Functional app. questions



INTERDYN
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InterDyn AKA

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