

## The SAG Partner AdvantEDGE Program

The SAG Partner AdvantEDGE program provides Microsoft partners with an opportunity to expand their business and reduce their bottom-line. You can utilize our resources to provide quality services and benefit at the same time through our reduced rates.

Through the SAG Partner AdvantEDGE program, you have access to a dedicated Support team with over 20+ years of experience towards Microsoft Dynamics support projects.

Thoroughly experienced in Microsoft Dynamics AX, Microsoft Dynamics GP and Support Procedures & tools, our support team is able to handle the plethora of support issues/ challenges which are always present. All support professionals are certified in Microsoft Dynamics™ and Microsoft SQL certifications.



“Provide local support to your customers located across the globe...”

## Experience & Knowledge

The Technical support team consists of highly experienced and motivated support professionals.

- All support professionals are certified in Microsoft Dynamics™ and Microsoft SQL certifications.
- The Tech Support team is lead by a full time Tech Support Team Leader and managed by a Tech Support Manager.
- The total industry experience of this team is around 20+ years.
- The team follows stringent quality processes and is fully trained on Microsoft Dynamics™, Frx, Vision, SQL, Report Writer etc.
- We support a range of ERP for over 70 customers worldwide.
- The Support team has also conducted end user training on Microsoft Dynamics AX and Microsoft Dynamics GP for midsize to large organisations.
- Support of multilingual clients spread over different regions.
- Support of managed environment with dedicated resources for each client.
- Leveraging the Gold Certified partners status, we benefit from a 24 hour turnaround from Microsoft support on Functional and Technical support queries.
- Provide value added services including but not limited to onsite visits, out of hours support, environment support like backup and recovery, newsletter and service pack/hot fix installation.
- New development and customisation based on gap analysis.
- Structured customer support mechanism in line with ITIL best practices.

## Key Work by Support Team

- Contracted by Microsoft Support team in the UK to provide a team of 10 Full time Technical and Functional resources to do 1st level support to help clear a huge back log of support calls for EMEA.
- Systems Advisers Group provides a help desk / 1st level support to our global group companies and their customers on Microsoft Dynamics GP and Microsoft Dynamics AX.
- We also handle escalated issues / audits at customer's sites on behalf of Microsoft India.
- Manage upgrade of new ERP versions seamlessly.
- Conduct quality audits based on V-Model adhering to strict policy control.
- SLA based support in line with Microsoft best practices.
- Use of modern support technology tools like

Microsoft Sharepoint services and Microsoft Customer Relationship Management (CRM).

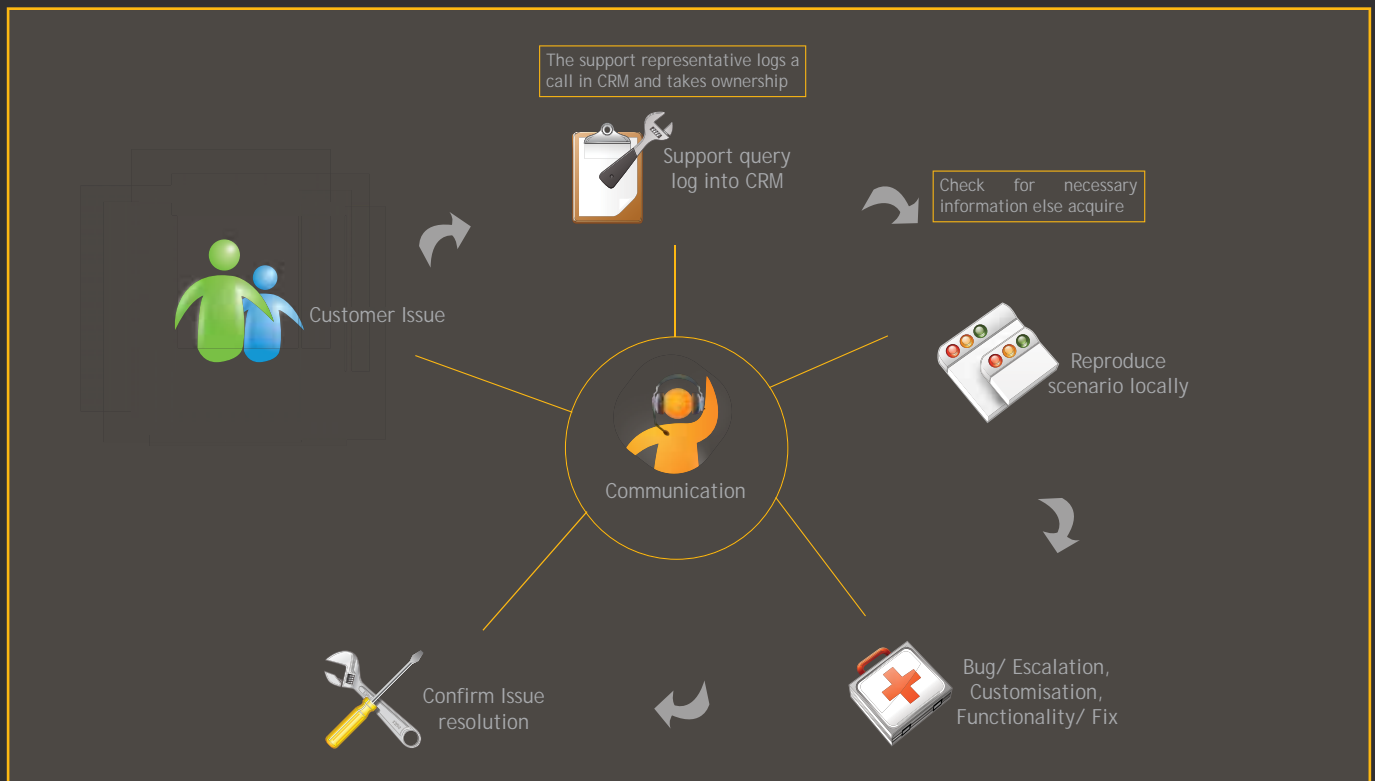
- Global knowledgebase with client access (Knowledgebase includes over 10000 articles).

*Speed of response from Systems Advisers: same day, and was done within 3 hours of raising the e-mail request.*

*Accuracy of information/response from Systems Advisers: we checked the information back to source tables, and the details quoted by Systems Advisers Group were accurate and clearly answered our question.*

Bob Segal  
European Business Systems Manager  
Robert Half Ltd.

## Support Services Process



Let's talk

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