



ELITE DYNAMICS

Skill | Knowledge | Desire

Support Coverage Overview





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Our Support team is here to help you get the most from your Elite Dynamics solution. This document outlines the scope of support we provide, including what's covered as part of your support agreement and what falls outside our standard service.

Our goal is to ensure you have clear expectations, quick access to the right type of help, and confidence that your queries are handled efficiently by the right people.

What's included in your Support

General System Queries

Elite Support provides assistance with the following :

- Navigating modules and features across all Elite Products and solutions.
- Clarifying system functionality and expected behaviours.
- Guidance on logging support calls via the Portal. [Support Coverage Overview](#)
- What's new in major releases (part of the upgrade assurance).



System Errors

Elite Support addresses system errors that affect functionality or performance

- Investigating reported errors and providing workarounds.
- Coordinating resolution efforts across internal teams.
- Communicating updates during triage and resolution.

System Bugs

Elite Support manages bugs through a structured process:

- Bugs are analysed to determine root causes.
- Workarounds or upgrades may be provided.
- Bugs caused by customer modifications may not be supported.

Third Party Support

Elite Support any integration that has been implemented with Elite's solutions with the general support guidelines.



What's excluded from Support

System Administration*

- Creating Sandboxes.
- Removing Sandboxes (SaaS only).
- Restarting Job queues.
- Refresh of Databases – Live over Test.
- Management of Servers, Tenants and Environments.



Permissions and User Management*

- Adding, removing or amending permissions and User groups.
- Adding or removing users within Elite Environments.
- Office 365 Administration.

Training*

- System setup and Configuration.
- Training and setup on modules or solutions.

Modifications*

What is classed as a bespoke modification vs the roadmap.

The below clarifies the process of any ad hoc modifications that you request via your account manager or project manager and the procedure in which it goes through.

A request to your account manager for an enhancement that you have will be reviewed by the product team. Where the following will be decided:

There are 3 options for your enhancement:

- On the road map. If the request has already been placed within our roadmap, then you can either wait for the release, or have the option to pay for the modification, which will be managed by our professional Services Team.
- Going on the roadmap but not yet scheduled – the same applies as above, you can either wait for the release (no timeframe will be given) or pay for professional services to deliver the modification.
- Not on the Roadmap - If the request is not on the roadmap then this will be managed through professional services team and will be chargeable.

Workflows*

Setup and Management of workflows within Business Central and Elite
(*Consultancy can be provided through account management)

VAT*

Month and Year End processes
(*Consultancy can be provided through account management)

Data*

Any data related issues i.e. posting incorrect data in the system, or inputting bulk data.
(*Consultancy can be provided through account management)

(*A quote will be provided from your account manager)

Your License Coverage Explained

Licence Support Coverage

To receive full support from Elite Dynamics, customers must hold valid licences for both Microsoft and Elite Solutions:

- A full licence includes support for both platforms.
- Licences must be purchased through Elite Dynamics to ensure eligibility for support.

Licence Source & Support Eligibility

If Microsoft licences are purchased from a third-party CSP (not Elite), Elite Dynamics will only support the Elite Solutions element.

Microsoft licences will not be supported unless the licence is purchased through Elite Dynamics.

Elite Module Licensing Errors

Each Elite module is individually licensed. If a user or module is not licensed, system errors will occur.

These errors must be resolved by contacting the Account Manager.



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