



ELITE DYNAMICS

Skill | Knowledge | Desire

Customer Service Programme

As market leaders in the holiday park and marina industry, we know our customers expect and deserve nothing less than first-class, consistently great customer service. So, our Customer Service Programme has been designed not only to reflect the Elite culture, but is also a true extension of our values, and our team will take great pride in delivering the programme to you.

The Elite way is underpinned by empathy and integrity: we are here to proactively support you in everything you do. We will work with you to develop strong, long-term customer relationships, which will in turn help you achieve the maximum potential of our systems through every aspect of your park or marina operation.



Microsoft
Solutions Partner

www.elite-dynamics.com

Your Programme

The Elite Customer Service Programme has been developed to improve your overall Elite experience. It will help you understand our products and services and how they can benefit your teams across all departments of your holiday park or marina operation. Whether you're a single-site or multi-site operator, the desired outcome is always the same. We want you to engage with and get the most out of our software solutions to ensure you achieve your goals and future-proof your business. Here's what you can expect:



Dedicated Account Manager

You will be appointed your very own Account Manager who will liaise with you regularly to make sure you are getting the best out of your Elite products and taking advantage of any additional product integrations from carefully selected partners that could benefit your operations. All our Account Managers have a wealth of industry knowledge and will be able to offer product and service guidance and advice at a time and place to suit you – virtual or on-site — as well as listening to and solving any issues or concerns you may have.



Elite Upgrade Assurance

As an Elite customer*, you will benefit from access to the latest Microsoft updates and subscriptions, ensuring you stay at the forefront of global technical advancements. Customers on the SaaS platform will have two upgrades per year, which means you will automatically receive any new Microsoft Dynamics upgrades and subscription updates. We will plan these in advance with you, allowing sufficient time for you to test any new functionality once it has been fully tested by the Elite team.

*Extensions customers only



User Groups & Elite Feedback

We host User Group sessions throughout the year to give customers a space to share feedback, connect with peers, and influence the future direction of our solutions. Alongside these, Feature Focus Groups offer deeper conversations around specific modules or functional areas. Together, these sessions help ensure our product development remains closely aligned with real customer needs.

Join our User Group and sign up via the form linked below to receive information on upcoming User Group sessions. Remember to check our Events page as well for more information on our upcoming events.



elite-dynamics.com/user-group-signup



elite-dynamics.com/events

We're also excited to introduce Elite Feedback, our new platform that gives you a direct voice in shaping the future of our solutions.

Submit your ideas easily using dedicated categories for each product—no guesswork, just clear and focused input. Every submission is reviewed to ensure feedback is constructive, actionable, and impactful.

You can also upvote suggestions that matter most to your organisation. Each company's votes count once, ensuring fair prioritisation. Feedback is assessed monthly for roadmap consideration, and updates are posted directly on each suggestion so you're always kept informed.

Simple sign-up: just register with your email to start sharing ideas and tracking their progress.

Please note: Elite Feedback is for product enhancement suggestions only. For support issues, please continue to raise a ticket through the usual channels. For any other queries, your Account Manager will be happy to assist.



ideas.elite-dynamics.com



EliteAcademy**

In a seasonal industry, you need to have access to on-demand training for new team members as well as ongoing refresher training as and when needed. We specifically created EliteAcademy to give you a dedicated training platform to suit your business while helping you get the most out of our range of products. Your staff can engage with EliteAcademy's portfolio of personal, digital and printed content at their own convenience, removing any extra stress by personalising their training to the learning style that best suits them.

** Additional charges apply. Pricing and training options available on request.



Customer Feedback Surveys

Your best interests always come first, so your opinions, ideas and feedback are hugely important to us: they help us to steer and further develop our range of Elite products. We send regular customer surveys to give you the opportunity to share your experience of our solutions, and help us gain more insight into how our products are working for you. Listening to our customers helps us to learn, improve, and most importantly, remain an industry leading provider of marina and park management solutions.



Customer Day

As a 'People First' organisation we hope you know by now that we prioritise customer service above everything else. Getting together with our customers in person is our way of showing our gratitude and giving something back to our customer community. Customer Days are memorable, relaxed, positive experiences, which help us grow personal connections and build long-term valued relationships.



Q & A Sessions

Your Account Manager will work with you to identify any gaps in product knowledge or system adoption and arrange any Q&A sessions with our experienced team of Consultants. We can also arrange mini refresher sessions or set up 'How to' webinars on request.

In addition, we have developed strong relationships with industry partners so we can help you connect with partner product training and access any relevant partner product offers.



Annual System Health Check

Our annual health checks are available to every customer, where an Elite consultant will work closely with you to make sure you're using our solutions to their full potential. We will go through the system on a step-by-step basis, advising on what features you are perhaps not utilising, identifying any improvements you might be able to make, or training requirements, and generally making sure you're getting the best out of both your Elite products and the service we provide.



Help Desk Support



We will aim to respond within the agreed Service Level Agreement.



Mon – Thur: 9am – 5:30pm | Fri: 9am to 5:00pm



+44 (0)161 641 8926



support@elite-dynamics.com



elite-dynamics.com/customer-area





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"The Elite team are fantastic - I have always found them friendly, knowledgeable, and supportive."

LEANNE SUTTON, FINANCE DIRECTOR



"The one thing I've always felt with the Elite Dynamics team is that they make you feel as if you're their only customer. That's a great thing."

THOMAS SCARROTT, DIRECTOR & CO-OWNER



"We are really impressed with the wealth of knowledge held by the team."

JJ KENNEDY, DIRECTOR



"The entire team has been a pleasure to work with in terms of professionalism and support and the onboarding process was seamless."

MIKE WILMOT, CFO



Project

Go Live

Support

Account Management



+44 (0)161 641 8926



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