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Managed Services & Support

2024 Offerings Guide



Page of Contents

- 1 What is Managed Services & Support?
- 2 Benefits of Managed Services & Support
- 3 Get Started with Boyer Support
- 4 Kickstart Projects with Accelerators
- 5 Plus, Add Solutions & Functionality
- 6 Plus, Add Recurring Monthly Services
- 8 MSS or T&M? Your Choice

How to Create Your Custom Plan

Step 1 (required)

Sign up for an initial 12-month support plan.

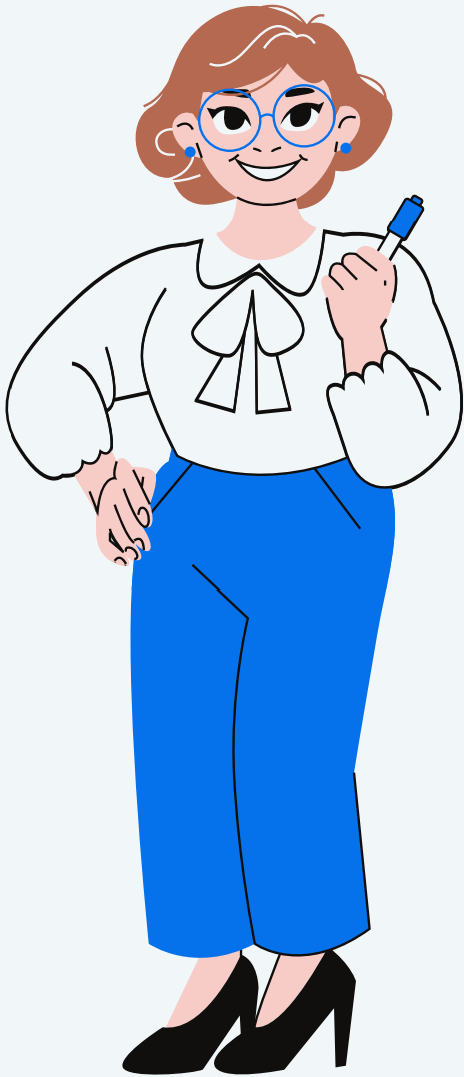
Step 2 (as needed)

Not yet implemented or want to add a new solution?
Use our Accelerators to kickstart new projects.
(Skip if you need support for existing software only).

Step 3 (optional)

Enhance your software with monthly add-on solutions or specialized services.

What is Managed Services & Support?



Jenny Williams

PLUNKETT'S PEST
CONTROL

At Boyer, Managed Services & Support refers to the services and support a consultant provides to help manage your Microsoft software.

Some clients want to implement and support their software themselves, with minimal guidance from an experienced consultant. Others need more assistance. Still others would rather pay a capable Microsoft partner do the heavy lifting for them.

No matter which category best describes you, Boyer's Managed Services & Support offers just the right fit. Rather than a one-size-fits-all solution, we tailor our services to fit your needs.

We start with traditional time and material support. This ensures that you get the expert help you need for in-progress implementations.

If you need assistance on a one-time project, our accelerators will help you get up and running quickly with minimal fuss.

Next, determine if you want to add any other monthly services or solutions. These can be added (or paused) at any time.

Take a look through our offerings catalog to see how we can help you Empower Your Data.



"I liked the weekly check-ins and that they were working meetings ... I felt like we had a plan, and we were following the plan."



Benefits of Managed Services & Support



✓ Known Cost

Choosing a managed support plan simplifies your monthly billing and gives you a known cost of ownership. You can easily budget for your future IT needs and scale or up down as needed.

✓ Regular Meetings

Are you tired of trying to get the attention of your Microsoft partner? Boyer's managed service plans offer a regular meeting cadence with a dedicated Microsoft advisor. Having regular meetings helps you fix small problems before they escalate.

✓ Financial Savings

Paying more every month might seem like a strange way to save money, but in the long run you end up paying less for what you get. Well-maintained software systems break down less frequently and work at a higher level of efficiency.

✓ Expert Care

You get better care when you're working with a team who is already familiar with your operations and requirements. Managed services allow you to speed up resolution of issues and make future-minded decisions.

✓ Proactive Approach

With managed services, you can plan for the future. You're no longer simply reacting to broken software pieces but working with long-term goals in mind. Make the most of your software now and plan improvements for the future.

✓ Efficient Operations

Like a well-oiled machine, a well-maintained software system simply works better. A managed services plan helps ensure that your systems are always up-to-date. The result is improved efficiency and productivity.

Get Started with Boyer Support

Our Managed Services & Support plans can be customized to fit your needs, with one caveat: All must start with support. We have three main support levels, as noted below.

Standard Support

- Boyer's basic support plan consists of reactive break-fix support, live troubleshooting and escalation of Microsoft support tickets as needed.
- Billed at customer's hourly rate as traditional time and materials support

Ultimate Support

- This plan lets you pre-purchase blocks of support hours at a discounted rate.
- Hours can be pre-purchased in bundles of 25, 50, 75 or 100.
- Includes a dedicated resource along with a 4-hour Service Level Agreement (SLA)

Foundation PLUS Support

Our most popular support plan includes break-fix support PLUS ongoing product enhancements to the software solutions being supported (Business Central, CRM and/or Power Platform).

- Client meets regularly with a dedicated consultant to enhance an existing implementation. Enhancements can be as simple as adding a new field to a Power App form or as complex as implementing a new module within Business Central.
- Work is based on calendar time instead of hours.
- Client and the dedicated consultant collaborate and prioritize on a biweekly basis to ensure the consultant is working on the most important items at any given time.
- Includes Boyer Essentials ERP Connect
- Billed at a monthly rate



Key Details

- There is a minimum 12-month initial contract. After that, you can pause, restart or change your support plan as needed.
- Keep in mind that you must be actively enrolled in one of these support plans to be eligible for any of our other offerings.

Kickstart Projects with Accelerators

Boyer offers a range of “accelerators” to help you get up and running quickly. These are turnkey products and services provided on an ad-hoc basis for a ONE-TIME fixed fee.

CRM Apps

Accelerate implementation of pared-down applications from within Dynamics 365 and the Power Platform. Implementation of each module sold separately.

- Simple Sales - \$12,000
 - Includes core tables of Leads, Opportunities, Accounts and Contacts as well as Activities
 - Plus, we help you set up Copilot for Sales, Teams and Sharepoint
- Simple Service - \$5,000
- Simple Marketing - \$5,000
- Simple Project - \$5,000
- Simple Fundraising & Engagement - \$5,000
- Simple Volunteer Management - \$5,000

ERP Apps

Accelerate implementation of pared-down modules within Business Central.

- Fast Financials - \$25,000
 - Includes General Ledger, Accounts Receivable, Accounts Payable and Banking
 - Plus, get a head start with key reports and two months of accounting services

Reporting

Easily enhance Power BI reporting with preconfigured reports and dashboards.

- Financial Dashboards - \$1,000

Integrations

Accelerate integration of core tables across systems.

- Sales + Business Central Integration - \$5,000



Plus, Add Solutions & Functionality

Solution add-ons allow you to enhance the productivity of your Microsoft solutions. This additional functionality is available for a set monthly fee.

Boyer ERP Connect

Enhance Business Central functionality with up to 29 products ranging from reporting to automation to time clocks - \$400/month for the entire toolset. Products include the following:

- Advanced Accounting
- Advanced Assembly BOMs
- Advanced CRM
- Advanced Data Imports
- Advanced Document Attachments
- Advanced Document Numbering
- Advanced Notifications
- Advanced Prepayments
- Advanced Purchasing
- Advanced RMA
- Advanced User Management
- Auto Create Dimensions
- Consolidated Shipping
- Dispatch Control Center
- Distribution Control Center
- Financial Dashboard
- History and Statistics
- Invoice and Statement Delivery
- IT Tickets
- Learning Management System
- Project Management
- Sales Dashboard
- ShipRush Integration
- Time Clock
- Warehouse Dashboard
- Work Orders

“

This tool has been a lifesaver and has saved us a ton of money by not going down the custom route.

”



Plus, Add Recurring Monthly Services

In addition to regular support, you can elect to add other Boyer services on a monthly basis.

Advisors

Client and a Solution Architect meet during a regularly scheduled 2-hour meeting, where the Client is responsible for driving the agenda. This time can be used for any number of topics focused on the pre-defined technology implemented or being implemented. The focus could be on planning for enhancements, doing architecture reviews, Q&A on how a part of the system works or even “hands on keyboards” to troubleshoot or enhance.

- Bi-weekly meeting - \$1,000
- Weekly meeting - \$2,000

Marketing Administration

Client is assigned a consultant to assist with specific marketing activities that occur regularly and are completed within Dynamics 365 Customer Insights (Marketing).

- Journey Creation - \$500
- Email Template Creation - \$500
- Segmentation - \$500
- Trigger Creation - \$1,000
- Event Page Creation - \$2,000
- Surveying Clients - \$500



& More Recurring Monthly Services

Our Fractional Accounting As a Service (FaaS) is a fast-growing monthly service offering.

Fractional Accounting As a Service (Basic FaaS)

Client is assigned a consultant to assist with specific accounting activities that occur regularly and are completed within Business Central.

- Base Monthly Services (\$2,000) includes the following:
 - Bank Reconciliation
 - Monthly Financial Statements
 - Credit Card Reconciliation

Fractional Accounting – A la Carte Services

Need more than basic FaaS? Additional monthly services are available a la carte starting at \$500 each.

- Preparing and posting customer sales invoices
- Preparing and posting vendor purchase invoices
- Weekly journal entries
- Preparing, posting, and tracking pre-payments
- Preparing, posting, and tracking depreciation of fixed assets
- Posting employee reimbursement expenses
- Configuring and posting payroll that is delivered outside of Business Central
- Account consulting on set up of Business Central processes



MSS or T&M? Your Choice!

Boyer does not require all of our clients to be on a Managed Service & Support plan, but we do strongly recommend it.

Our hourly consulting rate ranges depending on the solution and level of assistance needed. Talk to your consultant to see how you can save big with Boyer's Managed Services & Support offerings.

To learn more or to set up your custom plan today, contact Mike Virnig, Director of Managed Services & Support, at mvirnig@boyerassoc.com.

We are standing by to assist!

