

# Dynamics GP Application Support Services

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Expert services to help you get more  
from Dynamics GP.

WatServ 

# Running a Business is Difficult. Getting Help for Dynamics GP Shouldn't Be.

**When your business relies on Dynamics GP, trust WatServ to be your service partner. Get expert support, training and consulting – all for one monthly price.**

WatServ's team of experts will help your business get more from your Dynamics GP application by providing hands-on services for troubleshooting, configuration reviews and adjustments, reporting, user management and incident resolution.

With premium 24x7x365 support, trusted by 10,000 users connecting from 30+ countries, WatServ is ready to help anywhere, anytime.

## Our Approach



Just as no two customers are alike, so are no two Dynamics GP deployments. At WatServ, we understand this and specialize in supporting your unique Dynamics GP environment. We have no restrictions on licensing models, ISV solutions, customizations or integrations.

## Why Choose Us?

- Rely on our expertise as one of the largest global providers of hosting and managed services for Microsoft Dynamics 365.
- Get enhanced 24x7x365 support, plus comprehensive services for the Azure suite.
- Benefit from proactive monitoring of applications and servers.
- Get end-to-end service, including incident, change and problem management.
- Leverage our expertise to ensure best practices and technology planning.

# Support – Anywhere, Anytime. WatServ is Ready to Help.

## What's Included



### Help with “how to” questions (for existing functionalities).

#### Examples:

- “How do I perform a bank draft?”
- “How do I do a payroll run?”
- “How do I balance a subledger?”



### Generating and maintaining existing reports.

#### Examples:

- Management reporter
- Word templates or Report Writer
- SSRS



### Regular reviews and adjustments to the configuration of existing modules.

#### Examples:

- Adjusting posting settings
- Configuring system or company-level settings
- Configuring module-specific setting



### Resolving application issues and incidents.

#### Examples:

- Within Dynamics GP application:
  - Error messages
  - Functional issues
- Outside Dynamics GP application:
  - Workstation-related issues involving Dynamics GP
  - Reporting (SSRS, modifying invoice, etc.)



### Managing user permissions and access.

#### Examples:

- Assistance with creating users and configuring their permissions



## Project Engagement

Engagement is based on project scope.



## Fee Structure

Fixed fee starting at \$50 per concurrent user per month.



WatServ is SOC 2 certified for its CloudOps Managed Services, based on an audit of its Type II report.

Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 is an auditing procedure that ensures service organizations manage customer data using controls for security, availability, processing integrity, confidentiality and privacy. At WatServ, we are committed to achieving operational effectiveness and providing assurance to our customers.



WatServ is an IT solutions provider helping clients digitally transform their businesses through cloud technologies and services.

For more information, visit [www.watserv.com](http://www.watserv.com)