



Dynamics 365, Power Platform & Power BI Managed Service Support

Support Levels

Bronze	Silver	Gold	Platinum	Bespoke
• 2 Supported Environments • 1 Nominated Support Contact • Includes 30 hours break-fix support	• 2 Supported Environments • 2 Nominated Support Contact • Includes 50 hours break-fix support • Small Change Requests (Max 2 hours Dev Per Month) • Annual Service Reviews	• 2 supported Environments • 3 Nominated Support Contacts • Includes 100 hours break-fix support • Extended Support Service – Including Small Change Requests (Max 1/2 Day Dev Per Month) • Quarterly Service Reviews	• 3 supported Environments • 5 Nominated Support Contacts • Includes 200 hours break-fix support • Extended Support Service – Including Small Change Requests (Max 1 Day Dev Per Month) • Monthly Service Reviews	• Unlimited supported Environments • 10 Nominated Support Contacts • Unlimited break-fix support • Extended Support Service – Including Small Change Requests (Max 2 Day Dev Per Month) • Weekly Service Reviews • Addition Teams chat for support • Integration support provided • Technical Account Manager provided,
£5,800	£10,020	£17,400	£29,500	£110,000

Prices effective from 1st April 2025



Service Level Agreements

Priority Level	Bronze	Silver	Gold	Platinum
P1 – Critical Business Critical Issue	P1 - Critical 4 hours response 2 days resolution	P1 - Critical 2 hours response 1 day resolution	P1 - Critical 1 hour response 6 hours resolution	P1 - Critical 30 mins response 4 hours resolution
P2 – High Important issue affecting performance	P2 - High 2 days response 5 days resolution	P2 - High 1 day response 3 days resolution	P2 - High 4 hours response 2 days resolution	P2 - High 2 hours response 1 day resolution
P3 – Normal Normal priority issue	P3 - Normal 5 days response 7 days resolution	P3 - Normal 3 days response 5 days resolution	P3 - Normal 2 days response 4 days resolution	P3 - Normal 1 day response 3 days resolution
P4 – Low Non-critical issue not affecting performance	P4 - Low 7 days response 10 days resolution	P4 - Low 5 days response 7 days resolution	P4 - Low 3 days response 5 days resolution	P4 - Low 2 days response 4 days resolution



Service Level Agreements

Priority Level

P1 – Critical

Business Critical Issue

P2 – High

Important issue affecting performance

P3 – Normal

Normal priority issue

P4 – Low

Non-critical issue not affecting performance

P1 - Critical

30 mins response
4 hours resolution

P2 - High

2 hours response
1 day resolution

P3 - Normal

1 day response
3 days resolution

P4 - Low

2 days response
4 days resolution



Additional Support Hours

10 Hours

Support allocation
Capped usage across
term

£1,250

20 Hours

Support allocation
Capped usage across
term

£2,500

30 Hours

Support allocation
Capped usage across
term

£3,800

Prices effective from 1st April 2025



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Additional Support Hours

50 Hours

Support allocation
Capped usage across
term

£6,020

**Representative 5% Discount*

100 Hours

Support allocation
Capped usage across
term

£11,400

**Representative 10% Discount*

200 Hours

Support allocation
Capped usage across
term

£21,500

**Representative 15% Discount*

Prices effective from 1st April 2025

* Discount comparison refers to our standard daily rate of £950



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