



# Ocean Dynamics NAV Support Fact Sheet

## Support Services Information

Irrespective of the edition or distribution model that our clients deploy, Microsoft Dynamics NAV will continue to be supported by our dedicated NAV team at Ocean Dynamics based in Cranleigh. This team will be the primary support contact for standard helpdesk phone support and bespoke applications support where clients are on an active support contract. Bespoke development support may be passed to our development team if required.

Hours of Service; the Dynamics NAV team offer our customers full support between the hours of 9am and 5.30pm Monday to Friday.

Our support team can be contacted by:

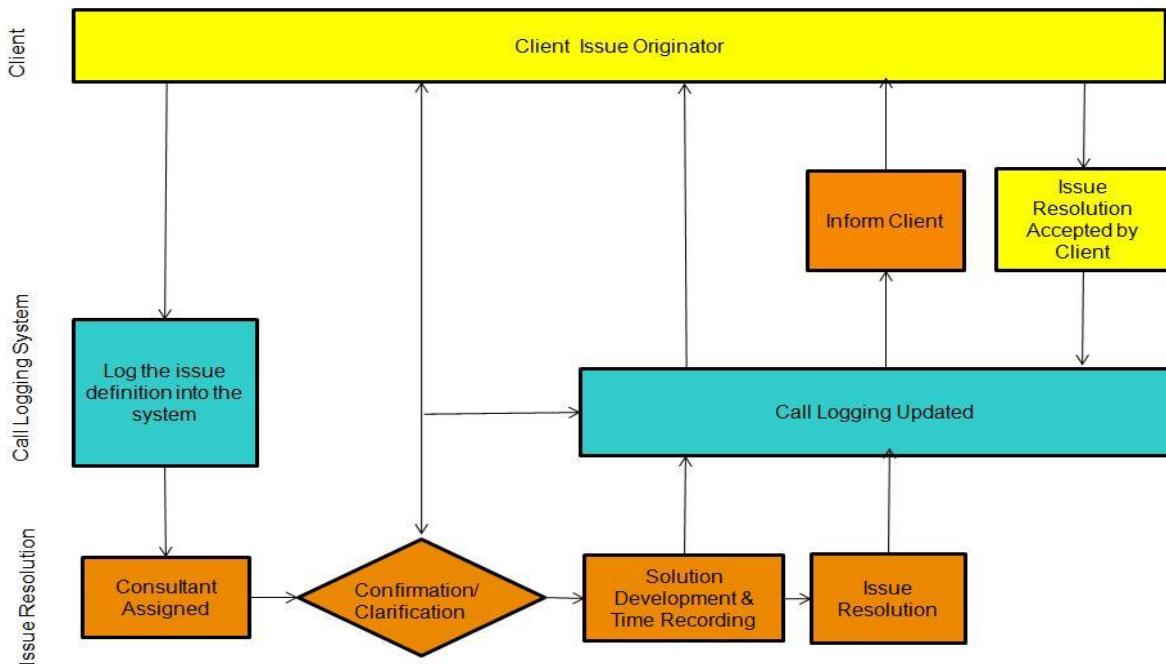
Phone: **0844 561 1065 (+44 (0) 1483 662 549)**

Email: [nav.support@od-grp.com](mailto:nav.support@od-grp.com)

Calls can be placed and monitored by any combination of telephone and email.

Calls are logged and monitored against predefined SLAs and would normally be reported and reviewed during the regular account review meetings. A summary of the support process can be defined as follows:

- The call is assigned a priority
- Base details of the issue are logged
- Contact details for the call raised are stored
- The call is registered and therefore can be tracked through to closure
- Ocean Dynamics use Dynamics CRM for support call logging



In the case of Microsoft Dynamics NAV issues, Ocean Dynamics will provide a Helpdesk phone based service as described below and will work with Microsoft Business Solutions (“Microsoft”) to determine the availability of a workaround or fix to the reported issue. Microsoft’s Software Maintenance will be supplied on the terms of the Microsoft Customer Electronic Service Agreement (MESA), which is issued by Microsoft in respect of the Microsoft Software.

If a resolution requires a change to, or development of, any source code, Ocean Dynamics may perform the work with the prior agreement of the Client. In some cases, Microsoft may change or develop the source code and/ or offer an upgrade to the Client. If Ocean Dynamics is able to offer an alternative course of action to the one offered by Microsoft to the Client, this will be discussed with the Client and, with the prior agreement of the Client, may be implemented by Ocean Dynamics at an additional cost to the Client.

### Ocean Dynamics Modules Software Maintenance

The Software Maintenance shall automatically be renewed beyond the Initial Term for additional one (1) year terms (each, a “Renewal Term”) unless either Party provides the other Party with a written notice of termination at least sixty (60) days prior to the expiration of the Initial Term or the then-current Renewal Term.

## General Description and Definitions

During the term of this Agreement and provided Client has purchased Software Maintenance, and in consideration of the fees described in the Microsoft Dynamics Navision Support Renewal Document, Ocean Dynamics will respond promptly to Client's reports of errors and use commercially reasonable efforts to provide prompt correction or work-around for such errors.

"Software Maintenance" means the relevant services provided by Ocean Dynamics that are described in this Schedule for the Ocean Dynamics Modules and Dynamics NAV.

Reference in this Schedule to "errors" means a failure of the Ocean Dynamics Modules or Dynamics NAV to perform materially in the manner described in the technical documentation provided by Ocean Dynamics to the Client in respect of the Ocean Dynamics Modules or Dynamics NAV, which failure has an adverse effect on Client's use of the Ocean Dynamics Modules or Dynamics NAV.

Unless indicated otherwise, the hours of coverage for the provision of Software Maintenance are 9am to 5:30pm, Monday through to Friday, excluding UK bank and public holidays.

## Support Desk

The Support desk registers and classifies either Microsoft Dynamics NAV or Ocean Dynamics Module related errors received from the Client from agreed Client locations, and attempts to respond to such errors within 30 minutes from receipt of full error details from the Client.

The main responsibilities of the Helpdesk are are:

- Provide an incident logging facility for the Client.
- Incident qualification.
- Carry out documented checks to confirm if the reported fault is Ocean Dynamics Module related or Microsoft Dynamics NAV.
- Resolution of common Ocean Dynamics Module related errors, where known fixes are documented on the Ocean Dynamics knowledge base.
- Basic reporting issues.
- Management and diagnosis of communications issues.
- Un-documented known issue investigation / resolution.
- Interface into development for logging of Ocean Dynamics Module bugs.
- Escalation of Ocean Dynamics Module related errors to the Ocean Dynamics NAV management team.

The Helpdesk team are responsible for initially analysing the error and either resolving the error, passing the error back to the Client as a non – Ocean Dynamics Module related error or continuing the error resolution process.

The Helpdesk deals with errors that require a change to the source code of the Ocean Dynamics Modules to resolve the error and the provision of New Releases.

Ocean Dynamics will advise the Client of any New Release as soon as practicle after such New Release becomes commercially available and, at Client’s request, provide such New Release to Client without additional Licence Fees. If the integration of any New Release with the Ocean Dynamics Modules requires additional Professional Services, then Ocean Dynamics will, at Client’s request, determine Professional Services charges and, if agreed, perform such Professional Services for Client at such charges. New Release means a revision to the Ocean Dynamics Modules and technical documentation issued by Ocean Dynamics to the Client in respect of the Ocean Dynamics Modules that contains corrections of errors, enhancements to current functionality, or new functionality. A New Release does not mean a new product of Ocean Dynamics that is separate and distinct from the Ocean Dynamics Modules and that is not a derivative of the Ocean Dynamics Modules. Ocean Dynamics, in its sole discretion reasonably exercised, will determine whether Ocean Dynamics software is a New Release or is a new product not covered by this Agreement. Such determination will be binding. Notwithstanding anything herein to the contrary, Ocean Dynamics is under no obligation to produce or create any New Release to the Ocean Dynamics Modules.

#### Exclusions from Software Maintenance

- Any reported issues which, following investigation by Ocean Dynamics, are found not to be an error in the Licensed Product.
- Any reported issues which are intermittently reproducible. To count as an error, the Licensed Product must fail each time the investigatory steps are completed.
- No application support relating to day to day operation of the Licensed Product is covered; examples of such support are configuration and setup support, training and procedural support.
- System configuration changes and database administration.
- Re-creation of irrecoverable sales, stock, EFT or other transactional data.
- Recovery from failures caused by Client-generated data; for example, untested price changes.
- Recovery from failures caused by Client or third-party changes to the Licensed Product or any other system, which have not been specifically validated by Ocean Dynamics.
- Housekeeping of any systems; for example, archiving of historical data.
- The cost of any Client-specific hardware or software required to support the system.

- On-site Software Support.
- Ocean Dynamics resources utilised to assist Client in operational and recovery support issues.
- Hardware configuration and support.
- Network/connectivity issues.
- Installation of the Licensed Product for new users.
- Polling environment support.
- Addition of new raw files to the system.
- Addition and modification of queries and reports.
- Addition of new data sources, table or fields.
- Services to implement and assist in software upgrades.

In the event of any of the foregoing, Ocean Dynamics may either decline to provide Software Maintenance, or attempt to correct the reported incident, without liability as to results attained, in which event all time and material costs associated with such effort will be charged to the Client at Ocean Dynamics current rates.

If a reported issue from the Client is likely to result in “no fault found” this will be indicated to the Client as soon as reasonably practicable, in order that a decision to proceed with the investigation or not can be made. Work conducted on “no fault found” issues will be chargeable at Ocean Dynamics then current rates.

### Support Team



Support definitions / Categories

Severity Priority	Description	Acknowledgement of Call (Hours)	Resolution or escalation
P1	Business Critical without workaround	0.5	6 Hours
P2	Business critical with workaround	0.5	8 Hours
P3	Business affected	1	2 Days
P4	No business critical	1.5	3 Days
P5	General request enquiry	2	1 Week

**Appendix A**

**Ocean Dynamics NAV Helpdesk**

**Contact Details:**

Calls for assistance can be placed with the Ocean Dynamics helpdesk either by calling on:

**0844 561 1065 (+44 (0) 1483 662 549)**

Or by email to:

**[nav.support@od-grp.com](mailto:nav.support@od-grp.com)**

Each member of the team has an individual Email address as given below but in ALL instances the initial call for assistance should go to the main email address as above – this will ensure that a prompt response is provided.

<b>Name</b>	<b>Email</b>
Fara Kandeerally	Fara.Kandeerally@od-grp.com
Phillip Finch	Phillip.Finch@od-grp.com
Rob Dearling	Rob.Dearling@od-grp.com
Vicki Irvine	Vicky.Irvine@od-grp.com
Ian Wheatley	Ian.Wheatley@od-grp.com

**Process**

When a call for assistance is logged the caller will be provided with an OD call reference which should be quoted in follow up communication.

When a call is logged by email the originator will be sent the OD call reference by return.

**Escalation:**

Stage 1 – Support Team Lead

- Fara Kandeerally – contact details as above

Stage 2 - Operations Manager

- Rachel Van Velzen
  - Email: [Rachel.vanvelzen@od-grp.com](mailto:Rachel.vanvelzen@od-grp.com)
  - Mobile: 07525 638988



### Stage 3 – Account Manager

- Neal McCubbin
  - Email: [Neal.McCubbin@od-grp.com](mailto:Neal.McCubbin@od-grp.com)
  - Mobile: 07827 895770

### Stage 4 – Sales Director

- Ian Langley
  - Email: [Ian.Langley@od-grp.com](mailto:Ian.Langley@od-grp.com)
  - Mobile: 07775 602297