Kwixand
Customer Care Plans

FOR DYNAMICS 365 BUSINESS CENTRAL AND POWER PLATFORM USERS

Kwixand
Solutions

What is the Kwixand Customer Care Program?

Some of the biggest fears for small businesses looking to implement their first ERP solution often revolve around post-implementation support.

- Will issues arise that impact day-to-day functionalities?
- Will my team be able to use the new system correctly?
- What kind of unexpected costs will come up for troubleshooting and post-implementation alterations?

For peace of mind during this overwhelming process, Kwixand Solutions offers Kwixand Customer Care packages for Dynamics 365 Business Central and Power Platform clients.

The Kwixand Customer Care Program is a comprehensive support and consulting solution tailored to improve Microsoft Dynamics 365 Business Central and Power Platform implementation success, drive end-user adoption, and provide essential training and support post go-live. All Kwixand Business Central and Power Platform implementation clients will be automatically enrolled in our foundational support tier, Customer Care Pro, once the solution is live.

As a Dynamics 365 Business Central partner, Kwixand Solutions can help you go beyond the limits of entry-level support solutions and transform your business.

With a Kwixand Customer Care plan, expect:

Seamless Support

All clients enrolled in the Customer Care Program receive seamless support for technical issues.

Expert Training

Our Business Central and Power Platform experts will make sure your team knows how to make the most of your new solution.

Industry Expertise

Our experts have decades of experience in post-implementation support and care and can help guide your team towards success.

Kwixand Multi-Level Customer Care Plans

CUSTOMER CARE PRO

Starting at
$500 monthly

**Technical Support &
End-User Training**

CUSTOMER CARE PREMIUM

Starting at
$1,000 monthly

**+Prepaid Consultation &
Development Hours**

Customer Care Pro

This is a comprehensive care package for businesses that require a standard level of training and post-implementation support. It includes technical support, end-user training, and convenient automatic enrollment for all Kwixand implementation and migration clients.

Technical Support

Includes support for all technical issues across Microsoft Dynamics 365 Business Central and all Power Platform tools. Does not include custom development or consulting time.

End-User Training

Includes remote training and "how-to" task support in Business Central and Power Platform for all end-users at the time of go-live. New employee training is available with a Customer Care Premium plan.

Automatic Enrollment

All Kwixand clients that have implemented Microsoft Dynamics 365 Business Central or any of the Power Platform tools will be automatically enrolled in a Customer Care Pro plan after go-live. Plan pricing is custom tailored to the needs of your business starting at $500 a month, billed annually. Clients wishing to opt out of the Customer Care Program may do so, but will be billed for any support and training at a higher hourly rate. Clients can upgrade to Customer Care Premium at anytime.

Customer Care Pro plans include:

- Technical support for issues in Business Central
- Technical support for issues in Power Platform
- Fixed monthly pricing
- Training support for end-users
- Ideal for companies looking for out-of-the-box functionality
- Total end-user support for companies with 5 or fewer licensed users
- Best choice for companies that have already been through one or more implementations or migrations with Kwixand Solutions

Please note: This plan is limited to Customer Care Support features only. Pre-paid consultation and development hours are not included and will be billed separately.

Starting at:

$500 Per Month - Billed Annually

Customer Care Premium

This is a comprehensive care package for businesses that require additional consulting and development support on top of the standard training and post-implementation support received with a Customer Care Pro plan. Customer Care Premium includes all of the same technical support and end-user training as Customer Care Pro with the additional benefit of continued training support for new employees, automatic Microsoft update monitoring and post-update alignment of customized components, a yearly solutions audit, and a block of prepaid consulting and development time that allows clients to perfect their ERP or Power Platform solution in response to end-user experiences.

Technical Support

Includes support for all technical issues across Microsoft Dynamics 365 Business Central and all Power Platform tools.

End-User Training

Includes remote training and "how-to" task support in Business Central and Power Platform for all end-users at the time of go-live. With Customer Care Premium you will also receive remote training, start to finish, for new employees, making Premium ideal for companies looking to expand.

Consulting and Development

Includes 2 hours of prepaid consulting and/or development time and a yearly solutions audit. This feature makes the Customer Care Premium plan ideal for companies with complex processes, sophisticated custom requirements, and those with an intent to scale processes or expand their business reach in the near future. Plan pricing is custom tailored to the needs of your business starting at $1,000 a month, billed annually.

Microsoft System Update Alignment

Includes automatic servicing and customization alignment for all Business Central, Power Platform, and other Microsoft system updates impacting your solutions.

Customer Care Premium plans include:

- Technical support for issues in Business Central
- Technical support for issues in Power Platform
- Fixed monthly pricing
- Training support for end-users
- Prepaid batches of monthly consulting and/or development time
- Remote training for new client employees
- Yearly solutions audits
- Microsoft update monitoring and post-update customization alignment
- Ideal for companies with complex processes
- Cuts costs for companies with sophisticated custom requirements
- Ensures continued training support for companies who plan to add new licensed users over time
- Support that grows with you company as you scale your business processes

Please note: This plan includes 2 hours a month of pre-paid consulting/development hours. Consulting and development hours reset on the first of each month with unused hours expiring at the end of the month in which they were issued. Additional consulting and development time will be charged at an hourly rate.

Starting at:
$1,000 Per Month - Billed Annually

Key Benefits of Dynamics 365 Business Central

Low Cost of Ownership

Thanks to a monthly subscription model, you don't need a large upfront investment to get up and running. As a cloud ERP, you can benefit from low infrastructure and IT costs and no upgrade or maintenance fees, compared to on-premises solutions.

Flexible and Easy to Scale

Your company data is easily accessible to you and your employees. This means you can virtually run your business from anywhere, regardless of location or device. This flexibility also means that D365 Business Central is scalable and lets you easily grow with ease as your business needs expand.

ERP & CRM Capabilities

While Business Central is an ERP solution, it also has capabilities to help you improve customer experiences and solidify relationships with your customers. The CRM features let you track customer interactions, get insights on upsell, cross-sell, and renewal opportunities, and more.

Security & Compliance

Dynamics 365 Business Central can offer your business enterprise-level security with in-built features to ensure your data is backed up and securely stored. Plus, if you conduct business globally, D365 Business Central lets users adjust settings, so their data is collected and stored in ways that comply with local laws.

Seamless Integrations

Dynamics 365 Business Central seamlessly integrates with other Microsoft applications and product suites. You can also easily integrate apps or extensions from Microsoft AppSource or your Microsoft Dynamics Partner to further customize your solution and meet a unique business need.

Why Select Business Central and Power Platform for Your SMB

Microsoft Dynamics 365 Business Central is a comprehensive solution that helps SMBs connect their financials, sales, services, and operations to streamline and secure business processes, improve customer interactions, and make better decisions.

Comprehensive integration.
Deploy one solution to manage your financials, sales, service, and operations with the ability to connect applications like payroll, banking apps, CRM systems, and custom APIs.

Connects your entire business.
Automatically pulls your systems and processes together so your people don't have to.

Fast from the start.
Delivers an easy-to-learn solution that people just intuitively know how to use.

Provide an end-to-end view of your business.
Centralize your data from accounting, sales, purchasing, inventory, and customer interactions to get an accurate end-to-end view of your business. All data stays up to date so you can spot trends, prevent issues, and deliver great customer experiences.

Microsoft Power Platform is a collections of tools that includes Power Apps, which allows you to design and develop custom application with intuitive interfaces, Power Automate, which focuses on automating workflows and orchestrating actions across various applications and services, and Power BI, an intuitive business intelligence and data visualization tool to drive informed decision making.

Trusted technology provider.
Create secure applications, workflows, and data visualizations with tools from a trusted, leading technology provider for businesses of all sizes around the world.

Automate and secure business processes.
Improve productivity and get more done with easy-to-create workflows, audit trails, and enterprise-level security.

Enables mobility.
Empowers a mobile workforce by providing remote access and delivering the same experience across devices, regardless of location.

Register for a free D365 Business Central and Power Platform assessment

If you would like to learn more about how an ERP system and Power Platform tool could help transform your small business, sign up for our free assessment. This no-obligation assessment enables you to determine whether Microsoft Dynamics 365 Business Central, a cloud ERP solution designed for small and mid-sized businesses, and Microsoft Power Platform, a group of tools including Power Apps, Power Automate, and Power BI, could successfully be adopted into your organization.

Our experts will work with you to review, evaluate, and develop a plan for your organization to see what it takes to successfully adopt Dynamics 365 Business Central and Power Platform, based on your current needs and the product's suitability.

Register for free

Get Started with a Customer Care Consultation

Got questions? Get in touch with the Kwixand team.

The team at Kwixand is here to answer your questions.

As a Microsoft Dynamics 365 Partner, we leverage the Dynamics 365 suite of ERP and CRM applications, as well as Microsoft Power Platform to design creative cloud solutions that work for your company. Whichever cloud solution you choose, we'll help you get the best out of your Dynamics 365 platform through our Customer Care Program.

We believe your journey to success is about much more than software. It's about transforming your culture, processes, and customer experiences to accelerate your business. We guide you through the entire journey from consultation, implementation to support and training through the Customer Care Program, and more.

No matter the service, expect unwavering dedication and ongoing value.

Contact Us

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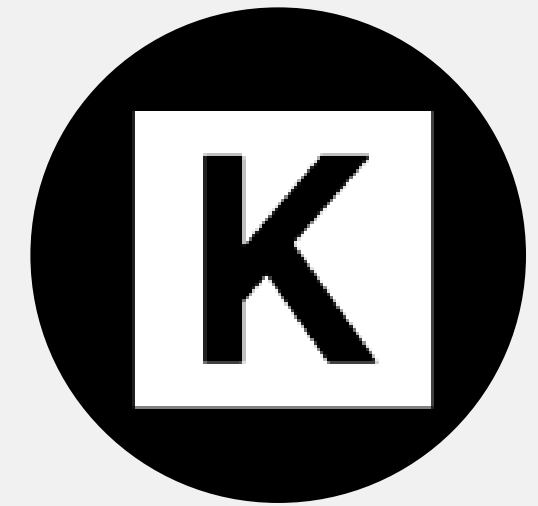
About Kwixand Solutions

Kwixand Solutions was founded in 2018 with a mission to provide small to mid-sized businesses with the strategies and solutions they need for successful digital transformation. As a trusted Microsoft Dynamics Partner, we work with clients across various industries to help achieve their business goals and scale with ease. With decades of experience in ERP, CRM, BI, and cloud technologies, our team of seasoned experts dive deep into the nitty-gritty of your business processes and values and work with you to develop a plan that is designed specifically for your business. We guarantee results - that is our commitment to success.