Kwixand Solutions offers two Customer Care plans on an annual subscription to help clients navigate and manage their newly implemented ERP systems: Customer Care Pro and Customer Care Premium.

What is the Kwixand Customer Care Program?

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.

At the Pro level, clients receive support for technical issues to guarantee a smooth transition and optimal performance from your new solution. You will also receive training support for your team to ensure proper use and enhance end-user experiences.

By upgrading to the Customer Care Premium plan, you gain an enhanced experience that goes beyond support with pre-paid monthly blocks of consulting or development time, automatic Microsoft update servicing, and additional remote training for new employees as your company expands. With a Premium pan, you will also receive a yearly review of your solutions to ensure that you are using the best available solution that aligns with your evolving needs.

Clients wishing to opt out of the Kwixand Customer Care Program may do so, but any support solutions or additional consulting and development will be charged at an hourly rate that will quickly see the cost of ad hoc support surpass the convenient monthly rates available through the Kwixand Customer Care Program Pro and Premium plans.

At a Glance

Learn More

- Technical support for Business Central and Power Platform
- Proactive assistance post-implementation for a hassle-free experience
- Remote training support for end-users and new client employees (Premium)
- Prepaid consulting and development hours to save on small adjustments (Premium)

What's the Difference between Kwixand Customer Care Pro and Premium Plans?

Customer Care Pro

- ✓ Technical support for issues in Business Central
- ✓ Technical support for issues in Power Platform
- ✓ Training support for end-users
- ✗ Does not include prepaid consulting or development hours: Upgrade to Premium
- ✗ Does not include automatic customization alignment: Upgrade to Premium
- ✗ Does not include training support for new employees: Upgrade to Premium
- ✓ Ideal for:
  - Companies looking for out-of-the-box functionality
  - Companies with 5 or fewer licensed users
  - Companies that have already been through one or more implementations or migrations

Customer Care Premium

- ✓ Technical support for issues in Business Central
- ✓ Technical support for issues in Power Platform
- ✓ Training support for end-users and new client employees
- ✓ Prepaid batches of monthly consulting and/or development time
- ✓ Microsoft system update monitoring and automatic customization alignment
- ✓ Yearly solutions audit and
- ✓ Ideal for:
  - Companies with complex processes
  - Companies with sophisticated custom requirements
  - Companies who have a large number of users or plan to add new licensed users over time
  - Companies looking to scale their business processes

Still trying to decide whether a Pro or Premium Customer Care Plan is right for your company?
Get in touch with the Kwixand Solutions team to find the right Customer Care solution for your business.