ArcticAscend®
by ARCTIC IT

Microsoft Cloud Application Managed Services

Application managed services as a subscription-based support agreement for your Microsoft technology

Your company needs support, and it's time to bring in a Microsoft Gold Partner that offers the consistent, reliable assistance your team deserves. **ArcticAscend** provides support and lifecycle services to your team 24/7/365 for these Microsoft solutions:

- **Dynamics 365**
- **Power Platform**
- **Azure**

The ArcticAscend Advantage

Peace of Mind
Keep your solution up to date with the latest Microsoft releases. If something breaks, you have additional tier-2 support above break fix.

Timely Assistance
Have access to an easy-to-use platform for submitting your service tickets direct to our service team.

Constant Awareness
Get real-time access to your service tickets along with a complete ticket history.

Go with an IT partner you can trust; **run with us.**®

Choose the ArcticAscend plan that's right for you

Standard Plan – Most Popular
Our full suite of application managed services at the best value

Ala-Carte Plan
Only pay for what you need from the Standard Plan to bridge the gaps in your technology services

Light Plan
Purchase blocks of support time and still receive a dedicated trusted advisor to guide you along the way

Contact us at 844.461.9500 or connect@arcticit.com

Value Delivered	Description	Standard ArcticAscend Plan
Dedicated Point-of-Contact	Get acquainted with your National Service Delivery Manager (NSDM), who serves as your advocate throughout the service delivery process. Your NSDM will work with you on status meeting frequency to review operational status, support metrics, progress reports and recommendations.	⊘
Unlimited Break/Fix	We provide U.S.-based tier-2 and above application support services (8am to 5pm local time, Monday – Friday + 24/7 Help Desk for urgent issues) that deliver identification and resolution of issues for production in-scope application software.	⊘
Microsoft Application Update & Upgrade Services	Automatically receive service pack updates and upgrades to a new version which will include new functionality. These services include release management, regression, and issue remediation for up to 8 hours (additional time required to resolve issues may result in additional fees).	⊘
Training Services	Receive 4 hours of annual refresher training, periodic training, and new team member training.	⊘
Annual Strategic Planning Session	Meet with our experts to discuss your business plans, review current and future solution needs, and identify areas of improvement.	⊘
Application Enhancement Services	Receive up to 160 hours quarterly for services to design, build, and implement changes to support the Dynamics 365 solution implemented in production.	Add-on
Annual Dynamics 365 Security Role Review	Receive an audit of your Dynamics 365 environments to ensure that proper roles are assigned to allow only the minimum access that is required to perform the employees' job function.	Add-on
Dynamics 365 Dev/Test Security Environment Review	A quarterly evaluation of whether your Azure Development and Test environments are up to date with the latest security patches and best practices.	Add-on

Let's connect on your support needs

Please have this information handy to determine your monthly price:

Applications Supported • Services Required • Company Size • Level of Solution Customization

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