



“The ePartners Client Care Center staff are professional and knowledgeable. The response time to our support needs is excellent. We are totally satisfied with the support we receive from the CCC.”

**John Valentin**  
*VP of Operations,*  
Idea Village Products  
Corporation

“We have been a customer of ePartners and the Client Care Center for many years. We are thrilled with the knowledge and response times we receive from the CCC staff. Priority support needs are resolved promptly and the staff takes the time to follow-up to make sure all our needs are addressed. We are very glad to be with ePartners.”

**Mitchell Redisch**  
*IT Director,*  
Hudson Technologies, Inc.

**To Initiate A Support Request:**  
**Toll-Free: 866-866-0622**  
**E-mail: [ccc@epartnersolutions.com](mailto:ccc@epartnersolutions.com)**  
**eService Portal:**  
**<https://ccc.epartnersolutions.com>**

### What is the ePartners Client Care Center?

ePartners Client Care Center (CCC) is your help line for timely answers to Microsoft Dynamics related questions. The CCC is comprised of professional, experienced agents who understand the importance of your business and are able to provide the service you deserve.

### The ePartners Advantage

Having implemented business solutions nationwide for thousands of customers, ePartners has extensive knowledge of Microsoft Dynamics applications. Our highly trained care center agents and field consultants work together to provide you with the answers you need...when you need them. At the end of your Dynamics go-live, your dedicated on-site consultants turn over your project-related information to our care center agents who have the information at their fingertips when you need assistance.

**Last year alone, over 80% of the 5,000 support requests fielded by our Client Care Center were resolved during the first call.** And, when you need more than telephone support, your care center agent can schedule a visit from field consultants who are already familiar with your implementation.

### Support Programs

We offer a variety of support options to meet your individual business needs and help you get the most from your software solution, including:

- › Unlimited support requests
- › Guaranteed 2-hour response with support contract
- › Remote access to client application
- › Access to on-site consulting
- › Access to development and training teams
- › Start coverage at go-live instead of date of purchase
- › Access through:
  1. Toll-free number
  2. E-mail account
  3. Online eService web portal
- › Professionally trained staff
- › Agents trained across all product lines
- › Incident tracking and call history reporting by request

Whether you are a new or existing ePartners client, an annual support plan is the most efficient and cost effective way to take advantage of the ePartners Client Care Center. We also offer support on a per-incident, break-fix basis as well as pre-paid 5-pack bundles of support incidents to provide you with timely answers to help you keep your business running smoothly.

Contact your ePartners representative today to learn how the right support plan can save you time and maximize your software investment.

North America: 888.883.9797  
International: +44 (0) 20 7190 2846

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