ProjectLine Customer Success Program

Trusted SAP Business One expertise to help your business thrive.

Updated: August 19, 2024

|	Included	Fees May Apply
Help Desk for Problem Solving & Growth		
Help Desk access with **unlimited inquiries** and established response times based on priority [1]	✔	
Diagnose and submit tickets to SAP and companion software providers (SSPs) for software defects	✔	
Access to premium self-help documentation and resources via our Knowledge Base	✔	
Create and modify queries, reports, dashboards and other analytics tools		✔
Implement new SAP or companion solution functionality		✔
Extended user training (role-based or function-specific)		✔
SAP Business One System Upgrades & Health		
Strategic account management, including non-chargeable initial discussions with your account manager on business process and system challenges, opportunities and solutions	✔	
Eight hours per instance towards patch level updates to SAP to fix a software defect [2]	✔	
Assistance with setup and interpretation of system diagnostic reports	✔	

[1] ProjectLine will respond to customers for every support request received by the Help Desk. In many cases, the response will be immediate. Depending on workload, we'll target a response (not resolution) based on priority, as follows: **1 hour** for urgent, **2 hours** for high priority, **4 hours** for medium priority or **8 hours** for low priority.

[2] ProjectLine will provide consulting time to upgrade your core SAP patch level to fix a bug. Additional charges may apply if a significant point release upgrade is required, or if third-party support is required to upgrade an SAP companion solution.

Contact Our Help Desk

Monday to Friday*

EST	7am to 7PM
CST	6am to 6pm
PST	4am to 4pm
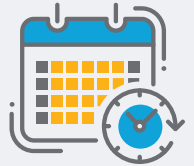
Excluding most statutory holidays

TF	866 460 7765 Ext 2
E	support@projectline.ca
W	www.projectline.ca/support

Voicemail messages will automatically create a ticket

SAP Business One®

PROJECTLINE

The **human** side of ERP