Support Contract held with GCC	Business Central support	
Description of Issue	Included in support	Chargeable services
Application Specific		
Adding and removing D365 Licenses (on-boarding & Off-boarding)	✓	✗
Reconciliations (Bank Accounts / Control Accounts / G/L Accounts)	✗	✓
Report / Layout Amendments (Subsequent to any initial customisations at go-live)	✗	✓
Unable to open your application due to error	✓	✗
Processing the Year-End	✗	✓
Copying a company	✗	✓
Setup of eBanking / Bank feeds	✗	✓
Set-up of HMRC Making Tax Digital / Errors in VAT submission	✓	✗
Amending posting groups / Amending VAT statement layout	✗	✓
Set up / Configuration of Workflows (Approvals, etc)	✗	✓
Support/troubleshooting of existing workflows (Approvals, etc)	✓	✗
Page / Table extensions and other Modifications	✗	✓
Error while posting Journal / Invoice, etc	✓	✗
Security and Users		
On-boarding a new User(s) within the D365 Portal	✓	✗
Off-boarding a User(s) within the D365 Portal	✓	✗
Creation of New Security Groups	✗	✓
Amendment of Existing Security to 'fine tune' allow/deny to specific users	✗	✓
Permissions Troubleshooting	✓	✗
Deactivation / Removal of Users (via D365 portal)	✓	✗
Accountancy / Professional Work / Advice		
Reconciliations (Debtors/Creditors/Stock/Banks/VAT etc)	✗	✓
Recommendations of VAT/Intrastat coding or use	✗	✓
Processing the Year End	✗	✓
User Training	✗	✓
Third Party		
Support of Third-Party Software (Continia / Jet Reports, etc.)	✓	✗
Set up / Configuration of Third-Party Software (Continia / Jet Reports, etc.)	✗	✓
Adding new Report configurations and layout amendments	✗	✓
Set up of Approvals Workflows	✗	✓
Amendments to existing approval workflows	✗	✓
Installation/Integration of applications not supported by GCC	✗	✓
SQL / Company Databases		
Backup of a Database	✗	✓
Restore of a Database	✓	✗
Setup an ODBC/web connection to application	✗	✓
Check Backup and run a Test Restore	✗	✓
Data Repair Service	✗	✓
New Company Setup	✗	✓
Create Prior Year Company	✗	✓
Version Upgrades	✓	✗
Minor Version "Patching"	✓	✗
General		
Quick and easy case logging facility via our online portal	✓	✗
Access to online support documentation	✓	✗
Regular blog/user insights content via email containing helpful and useful information	✓	✗
FAQ & Knowledgebase access via our web portal	✓	✗
Invitations to webinars and online training material	✓	✗