



ProjectPro Support Services Available:

Help Desk: 716-929-2717
helpdesk@gemko.com

Monitored 8:30AM – 5:00PM (EST) Monday - Friday

Standard ProjectPro Support (No Annual Agreement) – Hourly \$175

GEMKO will respond within 8 hours from receipt of on-line, email, or phone call placed to GEMKO.

ProjectPro Support Contracts Available:

Standard ProjectPro Support – Annual Contract

GEMKO will respond within 8 hours from receipt of on-line, email, or phone call placed to GEMKO.

- Up to 5 Users - \$1,995
- Up to 10 Users \$2,995
- Up to 25 Users \$3,995
- Over 25 Users \$4,995

Premier ProjectPro Support – Annual Contract

GEMKO will respond within 4 hours from receipt of on-line, email, or phone call placed to GEMKO.

- Up to 5 Users - \$2,995
- Up to 10 Users \$3,995
- Up to 25 Users \$4,995
- Over 25 Users \$5,995

Tailored ProjectPro Support – Annual Contract

GEMKO will tailor a support agreement for any customer special needs with detailed response times and necessary skills. Please contact your GEMKO representative to review your requirements.

- Will provide a quote for special support needs

NOTE:

- If you will need special weekend or off- business hours support. Please notify your GEMKO representative for arrangements and pricing.

SLA:

- In accordance with the Microsoft guidelines, we are committed to offer support for the same versions of Microsoft Dynamics NAV, that are supported by Microsoft. We permanently develop our solutions and upgrade to the newest version of Microsoft Dynamics NAV within 9 months from the moment, when it's available."



GEMKO Information Group, LLC
Information Systems Specialists

