

BCG Systems Critical Support

The Help You Need, When You Need It.

Your information systems work days, nights and weekends. With BCG Systems, your support team does too. BCG Systems Critical Support extends our schedule around your needs and business demands.

In addition to the usual hours of access you expect on business days, BCG Systems Critical Support makes technical support available to you during the evenings and on Saturdays – providing added assurance that emergency assistance is available when your critical operations are affected.

Our highly qualified support staff will be there to:

- Minimize the damaging effects of unexpected downtime
- Provide troubleshooting and setup assistance
- Schedule necessary field service

You can access BCG Systems Critical Support through our regular support numbers, 800.968.6661 or 330.864.4816. When prompted for an extension, enter “800” for the after hours emergency support mailbox.

Follow the instructions to leave a message for Business Solutions (Microsoft Dynamics GP (Great Plains), Microsoft Dynamics CRM, NetSuite and Sage MAS 500) or Network support. Within one hour, a member of our support team will respond to your message.

You can also access BCG Systems Critical Support through our email support. The email address is Support@BCGSystems.com. When utilizing email support, please include the following information so that we can quickly and efficiently resolve your technical problem.

- Contact Information – Name, phone number and email.
- What product are you experiencing problems with?
- Please provide a short explanation of the problem.
- What is the urgency of the issue?
- Attachments – Provide any screen shots or pdf files to assist the support staff.

BCG Systems Critical Support hours are offered at one-and-a-half times our standard rate for these services, with a one-hour minimum charge per incident.

Support Type	Weekdays	Weekends
Normal Support Hours	8:00 AM - 5:00 PM EST	N/A
BCG Systems Critical Support	5:00 PM - 10:00 PM EST	Saturdays 8:00 AM - 5:00 PM
Holidays	N/A	N/A

toll free: (800) 968-6661 • www.bcgsystems.com