

# Omnios Announces New Service for Dynamics SL Clients

Dear Valued Clients,

This fall we launched the Omnios Dynamics SL Support Center, provided through Plumblin Solutions, to help you maintain your financial and project management software. This new resource is designed to provide our Dynamics SL clients with basic software assistance and support focused on usability, how-to's, data issues, and standard reporting; and allows you to:

- Gain access to additional Microsoft Dynamics SL product support and resources while reducing response time.
- Streamline and reduce your technical support fees with Omnios.
- Gain more from your partnership with Omnios by freeing consultant time to focus on higher value work.

Dynamics SL clients can enroll in one of two service plan options for the Support Center:

1. **Time and Material Plan:** Hourly rate per call.
2. **Fixed Fee Plan:** Flat rate for unlimited calls.

All Dynamics SL clients are automatically enrolled in the Time and Material Plan with no set-up cost and have the option to upgrade to the Fixed Fee Plan. It's easy to use the Omnios Dynamics SL Support Center. All you need to do is call 866-459-8500 or email your question to [support@omnios.com](mailto:support@omnios.com). It is also important to note that Omnios consultants are still available to help with any questions or technical issues as needed.

If you have questions about the Omnios Dynamics SL Support Center, please contact us directly or call Shawn Osland at 847-459-8500 ext 159. We hope you find great value in this new resource as we continue to extend client service initiatives designed to enhance our partnership with you.

Thank you,  
Mike Silver and Craig Sommerfield  
Partners

