

Endeavour Support Policy for Service Requests

Revised: January 15, 2019

All Endeavour Clients are requested to e-mail or cc' the Endeavour Support Desk email for all New Endeavour Service Requests. support@endeavoursolutions.ca or soutien@endeavoursolutions.ca.

All emails sent to the Endeavour Support desk email are tagged and logged in our Microsoft Dynamics 365 for Customer Service (CRM) system for ticketing, case management and ongoing client management. These communications are governed by the security and client confidentiality provisions within the Endeavour Master Services and Non-Disclosure Agreement (or similar contracts) as signed by authorized representatives of Endeavour and your organization.

Service Requests may include:

- Microsoft Dynamics (ERP, CRM & Cloud)
- Microsoft ISV products
- Azure and Endeavour GP private cloud hosting
- Office 365, Power Apps, and other Microsoft Cloud products
- Training, mentorship and other how-to inquiries
- Custom reports and other small-projects
- Development and custom integration
- Upgrades and migration
- Follow up on project status and other service requests
- All other Consulting Services

Exclusions may include:

- Sales correspondent for contracts, new software, Advisory Services, hosting or subscriptions
- Calls to the Endeavour Support Desk via (905) 542-2139 ext. 340 ,(902) 444-7753 ext. 340 et (514) 429-1209 ext. 314.
- Project status updates and correspondence mid-project where a project manager is involved
- Accounts Payable and Enhancement plan renewals ap1@endeavoursolutions.ca
- Response to invitations for Endeavour webinars and events
- Requests made via the Endeavour Client Support Portal

At Endeavour, our goal is to help make your business better. By keeping the Endeavour Support Team in the loop, they will have a more accurate picture of Endeavour's performance metrics, and thus be better equipped to not only respond to your immediate needs, but will also be able to mine the data for improved responsiveness and consultant resource allocation in the future.

Terry Sunderland, President & CEO
Endeavour Solutions Inc.