DOCUPAL
Docupal Demo, LLC

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Introduction

This document presents a comprehensive Power Platform Maintenance Proposal from Docupal Demo, LLC to Acme, Inc (ACME-1). It outlines our approach to ensuring the continuous health, optimal performance, and robust security of your Power Platform environment.

Why Power Platform Maintenance Matters

Ongoing maintenance is critical for your Power Platform solutions. It's more than just fixing problems as they arise. It's about preventing issues before they impact your business. Regular maintenance guarantees your systems operate smoothly, efficiently, and securely. This proactive approach minimizes disruptions and maximizes the value of your investment in the Microsoft Power Platform.

Objectives of this Proposal

Our primary objective is to deliver reliable, high-performing, and secure Power Platform solutions for ACME-1. This proposal details the components of our maintenance services. It explains how we provide ongoing support and implement continuous improvements. We offer a range of maintenance plans designed to fit your specific needs and budget. These plans include varying levels of service, response times, and resolution commitments. We are confident that our expertise and dedication will provide ACME-1 with the support needed to succeed with the Power Platform.

Service Scope and Objectives

This section defines the scope of our Power Platform maintenance services for ACME-1. It outlines the components covered, the key objectives we aim to achieve, and the expected outcomes of our ongoing support.

Scope of Maintenance Services

Our maintenance services encompass the following Power Platform components:

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- Power Apps
- Power Automate
- Power BI
- Power Virtual Agents
- Dataverse

We provide comprehensive support for these components, ensuring their smooth operation and optimal performance.

Objectives

The primary objectives of our Power Platform maintenance services are:

- **Maximize Uptime:** We strive to minimize downtime and ensure the continuous availability of your Power Platform solutions.
- **Minimize Disruptions:** Our proactive approach helps prevent issues before they impact your business operations.
- **Ensure Security:** We implement robust security measures to protect your data and applications from unauthorized access.
- **Optimize Performance:** We continuously monitor and optimize your Power Platform environment to ensure it operates at peak efficiency.
- **Provide Proactive Support:** Our team of experts is available to provide timely and effective support whenever you need it.

By achieving these objectives, we aim to help ACME-1 maximize the value of its Power Platform investment and achieve its business goals.

Maintenance Plans and Service Levels

We offer different maintenance plans to meet your specific needs. These plans— Basic, Standard, and Premium—provide increasing levels of support and faster response times. Each plan includes defined Service Level Agreements (SLAs) that guarantee our commitment to resolving issues promptly.

Maintenance Plan Options

Here's a breakdown of what each plan offers:

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- **Basic:** This plan provides essential support for your Power Platform environment. It's designed for organizations with less critical applications and a tolerance for longer response times.
- **Standard:** The Standard plan offers a balance of support and response times. It suits businesses that require reliable support with a quicker turnaround than the Basic plan.
- **Premium:** Our Premium plan delivers the highest level of support with the fastest response and resolution times. This plan is ideal for mission-critical applications where minimal downtime is essential.

Service Level Agreements (SLAs)

Our SLAs outline our commitment to you in terms of response and resolution times. The specific SLAs vary depending on the maintenance plan you choose.

Feature	Basic Plan	Standard Plan	Premium Plan
Response Time	24 hours	8 hours	4 hours
Resolution Time	Varies	Varies	Expedited

Response Time: This is the maximum time it will take for our support team to acknowledge your support request.

Resolution Time: Resolution times are dependent on the complexity of the issue. Premium plan subscribers receive prioritized resolution.

Support Request Submission

You can submit support requests through our online portal or via email. Our portal allows you to track the progress of your requests and communicate directly with our support team.

Escalation Process

If you are not satisfied with the initial response or resolution, we have a clear escalation process in place. This process ensures that your concerns are addressed promptly by senior members of our support team.

Support and Issue Resolution Process

DocuPal Demo, LLC is committed to providing comprehensive support and swift issue resolution for your Power Platform environment. Our support process is designed to be transparent, efficient, and tailored to your business needs.

Support Request Submission and Tracking

You can submit support requests through multiple channels for your convenience:

- **Email:** Send your requests to our dedicated support email address.
- **Phone:** Call our support hotline during business hours.
- **Support Portal:** Access our online portal to submit and track your requests.

Each support request is assigned a unique ticket number within our ticketing system. This allows us to monitor progress, track communication, and ensure timely resolution.

Incident Management and Escalation

Our team will classify incidents based on severity and impact to your business operations. Critical issues that severely impact your operations will trigger an immediate escalation process.

- **Initial Response:** Our support team will acknowledge your request and begin investigation.
- **Escalation:** If needed, issues are escalated to senior engineers and management for expedited resolution.
- **Resolution:** We will work diligently to resolve the issue and provide you with updates throughout the process.

Communication and Reporting

We believe clear and consistent communication is essential for a successful support partnership. We will keep you informed through these channels:

- **Regular Status Updates:** Receive timely updates on the progress of your support requests.

- **Monthly Reports:** Review comprehensive reports detailing support activity, resolution times, and trends.
- **Quarterly Business Reviews:** Participate in business reviews to discuss your Power Platform performance, identify areas for improvement, and align our support services with your evolving needs.

Monitoring, Updates, and Optimization

We proactively monitor your Power Platform environment to ensure optimal performance and stability. We also provide regular updates and ongoing optimization to keep your systems running smoothly.

Monitoring

We use a combination of tools and methods for comprehensive monitoring:

- **Power Platform Admin Center:** We leverage the built-in monitoring capabilities of the Power Platform Admin Center to track key metrics and identify potential issues.
- **Azure Monitor:** We utilize Azure Monitor for in-depth monitoring of your environment, providing insights into performance, security, and availability.
- **Custom Monitoring Scripts:** We develop and deploy custom monitoring scripts to address specific needs and provide tailored insights.

Updates

Keeping your Power Platform environment up-to-date is crucial for security and performance.

- **Monthly Updates:** We apply updates and patches on a monthly basis to ensure you benefit from the latest features and improvements.
- **Critical Security Patches:** We apply critical security patches immediately to protect your environment from potential threats.

Optimization

We continuously optimize your Power Platform environment to improve performance and efficiency.

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- **Performance Monitoring:** We monitor performance metrics to identify areas for improvement.
- **User Feedback:** We gather user feedback to understand their experiences and identify pain points.
- **Regular Reviews:** We conduct regular reviews of your environment to identify optimization opportunities.
- **Implementation:** We implement optimizations by adjusting configurations and code to improve performance and efficiency.

Reporting and Analytics

We provide comprehensive reporting and analytics to keep ACME-1 informed about the health and performance of your Power Platform environment. Our goal is to offer transparency and actionable insights.

Monthly Performance Reports

ACME-1 will receive monthly reports detailing system performance, incident resolution, and optimization efforts. These reports offer a clear overview of our maintenance activities and their impact.

Key Metrics Tracked

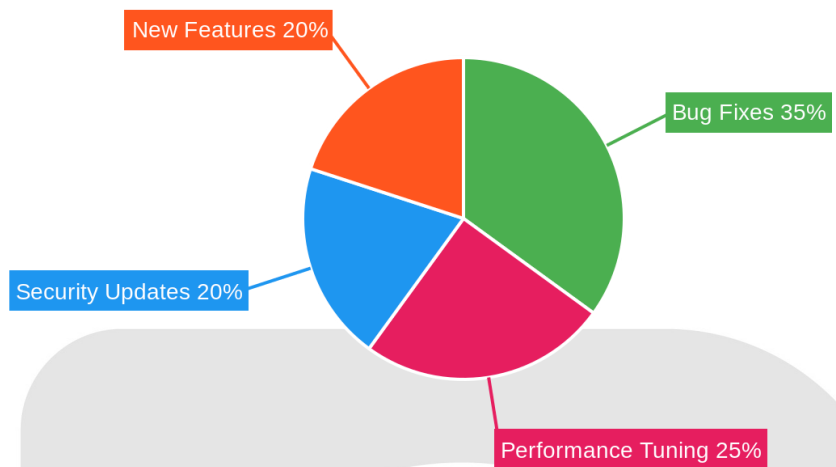We track key metrics to ensure optimal performance and identify areas for improvement. These metrics include:

- Uptime
- Response times
- Resolution times
- Error rates
- User satisfaction

Real-Time Analytics Dashboard

ACME-1 will have access to a dedicated dashboard providing real-time analytics and reports. This dashboard offers a dynamic view of your Power Platform environment's performance.

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New Features 20%

Bug Fixes 35%

Security Updates 20%

Performance Tuning 25%

Pricing Model and Payment Terms

Pricing and Payment Terms

DocuPal Demo, LLC offers tiered maintenance plans to suit your specific needs. These plans are structured to provide flexibility and scalability as your Power Platform environment evolves.

Maintenance Plan Pricing

We offer three distinct maintenance plans: Basic, Standard, and Premium. Each plan provides a different level of service and support.

Plan	Monthly Price (USD)
Basic	$X
Standard	$Y
Premium	$Z

These prices reflect a recurring monthly charge.

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Payment Schedule

Invoices will be issued monthly, with payment due within 30 days of the invoice date. Payments can be made via ACH transfer, credit card, or check. Details for each payment method will be provided on the invoice.

Cancellations and Modifications

Should you need to cancel your maintenance agreement, we require 30 days' written notice. This allows us to ensure a smooth transition and proper knowledge transfer. Modifications to your chosen plan can be discussed with your account manager. We will evaluate the feasibility of the requested changes and implement them accordingly. Adjustments to pricing will be discussed and agreed upon before any modifications are made.

Roles and Responsibilities

This section outlines the responsibilities of both DocuPal Demo, LLC and Acme, Inc in ensuring the successful maintenance and support of your Power Platform environment.

DocuPal Demo, LLC Responsibilities

DocuPal Demo, LLC will provide ongoing monitoring, proactive maintenance, and timely support for your Power Platform components as detailed in the selected maintenance plan. Our team will address support requests according to the agreed-upon Service Level Agreements (SLAs). We will also deliver regular reports on system performance, maintenance activities, and support ticket resolutions. We are committed to keeping you informed with regular status meetings.

Acme, Inc Responsibilities

Acme, Inc will designate a point of contact for communication and coordination with DocuPal Demo, LLC. Your team will be responsible for user training on the Power Platform solutions. We also require timely feedback on the performance and usability of the maintained systems. This feedback helps us continuously improve

our services and tailor them to your evolving needs. Acme, Inc is responsible for adherence to internal governance and compliance policies related to the Power Platform environment.

About Us

DocuPal Demo, LLC, based in Anytown, CA, is a leading provider of Power Platform solutions and support services in the United States. We are dedicated to ensuring the optimal performance and reliability of your Power Platform investment.

Our Expertise

We possess extensive experience in implementing and maintaining Power Platform solutions for a diverse range of clients. Our expertise spans the entire Power Platform suite, including Power Apps, Power Automate, Power BI, and Power Virtual Agents.

What Sets Us Apart

DocuPal Demo, LLC differentiates itself through a proactive approach to maintenance, a dedicated support team, and a proven track record of success. We don't just react to issues; we actively monitor your environment to identify and resolve potential problems before they impact your operations. Our team is committed to providing timely and effective support, ensuring your Power Platform solutions are always running smoothly. We pride ourselves on building long-term partnerships with our clients, based on trust, transparency, and a shared commitment to success.

Conclusion and Next Steps

Ongoing maintenance is essential for maximizing the value of your Power Platform investment. It also ensures its long-term success. Our maintenance plans offer different levels of support to meet your specific needs.

Initiating the Agreement

To move forward, please follow these steps:

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1. Review and approve the proposal.
2. Sign the maintenance agreement.
3. Schedule a kickoff meeting to discuss implementation.

We are excited about the opportunity to partner with ACME-1. We look forward to ensuring the smooth operation of your Power Platform environment.