



Crestwood Associates

www.crestwood.com

Crestwood Associates provides support services to clients to ensure they are fully leveraging their Microsoft Dynamics GP, Dynamics SL, Dynamics 365 Business Central, Acumatica, and Greentree solutions. Our in house dedicated technical Support Team will provide you with the support and resources that will enable you to quickly address technical issues and get you back to work faster.

Crestwood Associates is dedicated to providing clients with the best Service Support experience possible. We want to hear from everyone, so we encourage our customers to take advantage of our exclusive “first 15 minutes free” offer. If we can answer your question in 15 minutes, there is no charge. If it takes longer, the first 15 minutes are still free and the balance of the time will be billed at a prorated rate.

TRACK YOUR CASE

All support requests receive an acknowledgment email with a Support Case Number. Support Case Numbers are triaged by priority and checked daily. Cases are handled based upon the urgency level of requests. We strive to keep you updated on your case, but feel free to contact us at any time for an update.



sales@crestwood.com



847-394-8820



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HOW DO I GET SUPPORT FOR...

*Dynamics GP, Dynamics SL,
Dynamics 365 Business Central
Acumatica, and Greentree*



Please visit our [Support Blog](#) for insights on best practices, updated features or how to perform certain tasks & more.

2 WAYS TO CONTACT CRESTWOOD SUPPORT

Hours: 8:00 AM - 5:00 PM (CST)

1. **Email:** support@crestwood.com
2. **Phone:** 847-394-8820 Ext. 7

THE 5 THINGS WE NEED TO KNOW TO SUPPORT YOU:

1. Your name, company name, and the best way to reach you.
2. What area do you need help with?
3. Description of issue and specifically what you were doing when it occurred.
4. Screen shots of the error or issue if possible.
5. The urgency of the request.
 - **Critical** = 1 hour response time (Locked out of GP/SL, payroll down, unable to print checks).
 - **High** = Same business day response time (Resolve a stuck or partially released batch).
 - **Normal** = Next Business day response time (Add a new user).
 - **Low** = Scheduled as available (Walk through how to perform a non-critical task, solve nuisance errors).