MYOB Care

The right support to power your business

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Your success, our mission

Your business never stops evolving – and we're with you every step of the way. MYOB Care helps you to unlock greater value from MYOB Acumatica with the right support.

How it works

MYOB Care gives you access to expert guidance, tools and support to suit your needs. Drive your business forward with a MYOB Care plan and get the reliability, transparency and predictability you deserve. Simply choose the plan that's right for you.

Essential

- Priority support and ticket handling
- Extended support hours
- Faster response times
- Expert product guidance for key users
- Release and upgrade guidance

Pro
Everything in Essential, plus:

- After-hours support
- Dedicated Support team
- Higher service levels
- Proactive ticket monitoring and escalation management

Need something bespoke?

Let's create your perfect plan. For businesses with unique needs, we'll craft a custom approach featuring:

- Tailored support hours
- Custom response times
- Your dedicated Support team member
- Proactive health checks
- Personalised service levels
- And more – designed exactly for your business

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Care plans

The right plan to power your success

		Essential	Pro
		For businesses that need proactive guidance, active case monitoring and escalation management.	For 24/7 operations demanding rapid response.
Support Coverage Hours	The hours our Support teams are available to assist Authorised Contacts with technical issues, troubleshooting or other inquiries.	8:30am to 5:30pm (local time) Monday - Friday	8:30am to 7pm (local time) Monday - Friday
Authorised Contacts	Your nominated team members who can access support, raise tickets, discuss upgrades or escalate technical issues.	3	5
In Product Help	Real-time guidance and troubleshooting built into your product, to help you get the most out of your solution.	✓	✓
Knowledge Base	Online library of guides, articles, and release notes.	✓	✓
Acumatica Community Forum	Connect with global and local users, get your questions answered, join discussions, and access resources.	✓	✓
MYOB Academy	Self-paced online courses, videos, and live webinars.	✓	✓
MYOB Status	Track system performance, uptime, and scheduled maintenance.	✓	✓
Customer Portal	Secure online platform for your Authorised Contacts to create and manage tickets.	✓	✓
Phone Ticket Logging	Escalate critical issues requiring immediate attention, including outages, service interruptions or security issues.	Critical tickets, product bugs and defects	Critical tickets, product bugs and defects
Priority Handling	Support requests are given a higher priority or faster response times based on their urgency, importance, or service level agreements.	✓	✓
Key User Expert Assistance	Expert 'How To' guidance for your MYOB Acumatica key users.	3 queries per month	5 queries per month
Core Upgrade Care	Expert assistance through product upgrades to minimise disruption.	✓	✓

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MYOB Care plans

The right plan to power your success

		Essential	Pro
		For businesses that need proactive guidance, active case monitoring and escalation management.	For 24/7 operations demanding rapid response.
After Hours Critical Support	Escalate critical issues requiring immediate attention after standard business hours.	✗	✓
Dedicated Team	Receive comprehensive support from experts with a deep understanding of your product's architecture, integrations and functionality.	✗	✓
Proactive Monitoring	We track support tickets to identify and address issues before they become problems.	✗	✓
Escalation Management	Process for escalating support issues to higher levels of expertise or authority to address high-priority or complex issues fast.	✗	✓
Initial Response Time			
High Priority (Critical)	A core service outage or degradation making the product unusable.	**<2 hours** Progress updates every 6-8 hours after initial response	**<1 hour** Progress updates every 3-4 hours after initial response
Medium Priority	A core service is degraded causing some disruption to product users.	**<1 business day** Updates upon resolution only	**<1 business day** Progress updates weekly after initial response
Low Priority	A non-core service functionality is interrupted and only affecting a small number of product users and/or customers.	**<3 business days** Updates upon resolution only	**<2 business days** Updates upon resolution only
Add-On Packages			
MYOB Care provides outcome-based service packages that are offered as part of our plans or as a standalone option.			
Key User Expert Assistance		✓	✓
Core Upgrade Care		✓	✓
Custom Code Assurance*		+	+

*Customers with customisations and integrations must have Core Upgrade Care as a required prerequisite to access the Custom Code Assurance. Terms and conditions apply. For more information, please read the full terms and conditions.

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MYOB Care
Key User Expert Assistance

Expert 'How To' guidance to level up your know-how

Why choose it?

Your team's expertise matters. As products evolve and teams change, keeping their knowledge current can be challenging. That's where we come in.

Experts at your fingertips:
Access our team of MYOB Acumatica experts - ready to tackle your team's 'How To' questions.

Bridge knowledge gaps:
Keep your business running smoothly when your team go on leave, get promoted or move on. With ongoing support, you can keep your operations on track.

Quick solutions:
Keep your business moving with expert answers to your 'How To' questions. Prevent downtime and empower your team with expert assistance.

What types of 'How To' questions might be answered?

- How to use a specific feature?
- How to run a limited part of a workflow?
- How to do basic configuration?
- How to run a report?
- How to read and understand a report?
- How to troubleshoot an error message?
- How to rectify a user error?

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MYOB Care
Core Upgrade Care

Ensure smooth upgrades with expert assistance

Why choose it?

Want to use MYOB Acumatica's latest features without the upgrade headaches? Our experts guide you through every step, giving you minimal disruption and maximum value.

Seamless upgrades:
We guide you through the MYOB Acumatica upgrade process, minimising potential disruptions.

Dedicated resources:
Our expert team prioritises queries and provides fast responses during the upgrade period, when speed is critical.

Faster time-to-value:
Benefit from the latest software updates with post-upgrade support.

What's included:

- Access to a monitored inbox for upgrade-related queries.

- Personalised communication plan, starting 4 weeks before the scheduled upgrade.

- Facilitation of high-level transaction and report testing of the core product for two MYOB Acumatica releases per year.

- Upgrade sandbox with core module testing completed and documented for your reference.

- Flexible scheduling for upgrades to better suit your schedule.

- Issues identified as part of the core product will be addressed by a dedicated team.

- Prioritisation for post-upgrade support and related additional Services work requested.

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MYOB Care
Custom Code Assurance

Keep your customisations and integrations compliant

Why choose it?

Keep your MYOB Acumatica customisations running smoothly through every upgrade. We proactively support, upgrade and maintain your custom code and integrations, so you can avoid downtime and focus on your business.

Always compatible:
Leave it to the experts to update and maintain your custom code with each core product release so your solution is always compatible.

Priority attention:
Receive priority assistance should issues arise with your customisations or integrations.

Predictable costs:
Enjoy transparent and predictable pricing for maintaining your custom functionality, helping you to plan your budgets effectively.

What's included:

Support and maintenance for customisations and integrations:

- Ensures your custom code is upgraded and maintained with each core product update.

Troubleshooting and root cause analysis:

- Assistance with identifying and resolving issues in customisations or MYOB integrations.

Code repository and version control:

- Management of customised code versions to ensure consistency and compliance.

Code redesign and updates:

- Where necessary, we'll provide redesign and code adjustments for new releases (excluding fundamental architectural changes).

Documentation maintenance:

- Where necessary, we'll update related documentation, particularly functional specifications, in line with new releases.

Bug fixes:

- Address any re-creatable defects in customisations and integrations to maintain seamless functionality.

Deployment support:

- Assistance with deploying custom code to sandbox and production environments.

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