

# 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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# MYOB Care plans

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		Included in software subscription	Essential	Pro
		For self-sufficient, tech-savvy teams.	For businesses that need proactive guidance, active case monitoring and escalation management.	For 24/7 operations demanding rapid response.
<b>Support Coverage Hours</b>	The hours our Support teams are available to assist Authorised Contacts with technical issues, troubleshooting or other inquiries.	9am to 5pm (local time) Monday - Friday	8:30am to 5:30pm (local time) Monday - Friday	8:30am to 7pm (local time) Monday - Friday
<b>Authorised Contacts</b>	Your nominated team members who can access support, raise tickets, discuss upgrades or escalate technical issues.	2	3	5
<b>In Product Help</b>	Real-time guidance and troubleshooting built into your product, to help you get the most out of your solution.	✓	✓	✓
<b>Knowledge Base</b>	Online library of guides, articles, and release notes.	✓	✓	✓
<b>Acumatica Community Forum</b>	Connect with global and local users, get your questions answered, join discussions, and access resources.	✓	✓	✓
<b>MYOB Academy</b>	Self-paced online courses, videos, and live webinars.	✓	✓	✓
<b>MYOB Status</b>	Track system performance, uptime, and scheduled maintenance.	✓	✓	✓
<b>Customer Portal</b>	Secure online platform for your Authorised Contacts to create and manage tickets.	✓	✓	✓
<b>Phone Ticket Logging</b>	Escalate critical issues requiring immediate attention, including outages, service interruptions or security issues.	Critical tickets	Critical tickets, product bugs and defects	Critical tickets, product bugs and defects
<b>Priority Handling</b>	Support requests are given a higher priority or faster response times based on their urgency, importance, or service level agreements.	✗	✓	✓
<b>Key User Expert Assistance</b>	Expert 'How To' guidance for your MYOB Acumatica key users.	✗	3 queries per month	5 queries per month
<b>Core Upgrade Care</b>	Expert assistance through product upgrades to minimise disruption.	✗	✓	✓

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



\*Customers with customisations and integrations must have Core Upgrade Care as a required prerequisite to access the Custom Code Assurance.

# Need more info?

Our MYOB experts are ready to help.

[Get in touch](#)

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