



Business Ready Enhancement Plan and Customer Service Guide

BUSINESS READY



Agenda

- Supported/Unsupported Dynamics Product Update
- Business Ready Enhancement Plan
- Transition Policy
- CustomerSource

Supported/Unsupported Dynamics Product Update


- Automatic license upgrade to latest version
- As part of the Support Lifecycle policy MS will support the current version of a product line and 2 previous versions of the product line from the current version
- Existing customers on unsupported version with expired EP can purchase if
 - Renew EP and license will be upgrade to latest version
 - Purchase new version of the product line via current price list

Business Ready Enhancement Plan

- 16% enables continue R&D investments and value delivery at a consistent level across all Microsoft Dynamics solutions and at levels more consistent with the industry. In addition, Microsoft is driving more value into the enhancement plan

Business Ready Enhancement Plan

Benefits



Value

- Upgrades, updates, product fixes, service packs
- Research and Development
- New product value in Product Roadmap



Confidence

- Investment Protection Benefit
- Protected List Price
- Transition Investment Credits
- Support Lifecycle



Productivity

- CustomerSource
- Knowledge Base
- Unlimited Online Training
- Community and Newsgroups

Every step of the way...



Transition Policies

There are 3 types of License Transition:

- **Product Line Transition**

Any move from one product line code base to a different product line code base

Type	From	To
Product Line Transition	Microsoft Dynamics GP Business Essentials	Microsoft Dynamics AX Business Essentials

- **Edition Transition**

Any edition change within the same product line & licensing model

Type	From	To
Edition Transition	Microsoft Dynamics GP Business Essentials	Microsoft Dynamics GP Advanced Management

- **License Model Transition (LMT)**

Any move from the Module-Based Licensing (**MBL**) model to Business Ready Licensing (**BRL**) model, remaining within the same product line.

Type	From	To
License Model Transition	Microsoft Dynamics NAV Professional	Microsoft Dynamics NAV Advanced Management

What is Customer Sources

- CustomerSource(<https://mbs.microsoft.com/customersource/>) is an authorized website available only to customer enrolled in the enhancement plan that contains a searchable knowledge base, product downloads documentation, discuss boards, online training, news and other features. The resource of this site can help you be more productive, empowered and connected

CustomerSource

A password-protected web site that delivers business-boosting information 24 hours a day

- Self-help tools
- Product updates and downloads
- Support services



Winner!



CustomerSource Named One of the Top 10 International Support Web sites!

and Empowers
and information
and solutions at your fingertips
Reduces Support Costs
through self-help
Increases Productivity
Through availability
and ease of access

Benefits and Features of CustomerSource

Enables customer to be more knowledgeable about your solution and the Microsoft Dynamics strategy and roadmap

- Products and Services
- Newsgroups
- Product Suggestions
- Industry Solutions
- Service Guide
- News and Event

Benefits and Features of CustomerSource

Enhance customer productivity and enables self-sufficiency by providing anytime access to online support tools and training

- Documentation
- Searchable Knowledge Base
- Support
- Upgrades, updates, product fixes and Service packs
- Certification
- New Unlimited Online Training

CustomerSource Walkthrough



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- Communities

Software-Plus-Services

THE POWER OF LOCAL CLIENT AND SERVER SOFTWARE COMBINED WITH THE COMMUNITY >>>

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