



CONFIDENCE

AVAILABLE FOR:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL

FEATURES INCLUDE:

- **Maximized Solution Value:** helps you optimize and increase the performance of your solution through ongoing product improvement
- **Protected Investment:** protects your investment in your Microsoft Dynamics solution by keeping it current and allowing access to future technology
- **Enhanced Employee Productivity:** enhances your employees' productivity through support, training and community-based services

The Business Ready Enhancement Plan for Microsoft Dynamics™

Every Step of the Way...Maximize the Value of Your Solution, Enhance Employee Productivity and Feel Confident in Your Choice.

Your Financial Management and Supply Chain Management solution provides significant value to your business, as well as a commitment to growth, efficiency and increased productivity. To be sure your solution meets your needs today as well as those in the years ahead, it's vital that you support it with a high-quality service plan.

The Business Ready Enhancement Plan helps you to realize your full potential every step of the way with your Microsoft Dynamics solution – from the moment you purchase your solution through your lifetime as a Microsoft Dynamics customer. The benefits you receive through the Enhancement Plan will help maximize the value of your solution, protect your investment and enhance employee productivity.

BENEFITS

Maximized Solution Value:

helps you optimize and increase the performance of your solution through ongoing product improvements

- Upgrades, Updates, Product Fixes and Service Packs: provide new product value demonstrated through regularly published product roadmaps and ongoing innovation through major version releases.
- Timely regulatory releases and hot fixes: assist with compliance with local government laws.
- Sustained Engineering: offers focused product resources specifically addressing existing customer needs and value through product releases.

Protected Investment:

protects your investment in your Microsoft Dynamics solution by keeping it current and allowing access to future technology

- Protected List Price: provides predictability so you can budget more accurately for your Enhancement Plan renewal year after year, enabling you to protect your system list price as the basis of future renewals.
- Transitions Offering: receive the opportunity to transition from one Microsoft Dynamics License Model, Edition or Product Line to another Microsoft Dynamics License Model, Edition or Product Line that best fits your business needs. Types of transitions include:
 - License Model Transitions: Any move from the Module Based Licensing model to the Business Ready Licensing model, remaining within the same product line.
 - Edition Transition Definition: Any edition change within the same product line and licensing model.
 - Product Line Transition: Any move from one product line code base to a different product line code base.
- Support Lifecycle Policy: presents clear and predictable support timelines for your solution. Receive five years of mainstream support (includes security updates, service packs) for products released after 2005. An additional 5 years of extended support (paid support with ability to request non-security hotfixes, regulatory releases and tax updates) is available on select versions. Self-Help Online Support will be available throughout a product's lifecycle from our 24/7 award-winning customer portal, CustomerSource. Please visit the support lifecycle site at <http://support.microsoft.com/lifecycle/> for specific support dates for your product version.

Enhanced Employee Productivity:

enhances your employees' productivity through support, training and community-based services

CustomerSource is available for all Microsoft Dynamics customers in global English, as well as many local sites* delivered in multiple languages**. The authorized Website contains downloads, documentation, discussion boards, online training, news and events. This site includes the following features:

- Knowledge Base: find answers to the most common technical questions, including troubleshooting steps, solutions to common issues, and how-to articles. Available in global English and in 11 local languages.
- Support: search the Knowledge Base, hot topics and automated solutions. Customers enrolled in Deluxe Support can submit support requests online to the Microsoft Dynamics support team and view their personalized support history.
- Downloads & Updates: retrieve service packs/hot fixes, product releases, and tax updates.
- Documentation: download installation guides, set-up guides, user guides, system requirements, technical white papers and updated help files.
- Unlimited Online Training: receive free E-Learning classroom equivalent online training on specific topic areas, use training materials as a study tool or as a desktop reference, and easily find the training you need using learning plans as a training roadmap. E-Learning and learning plans are available in English only, while training materials are available in multiple languages.
- Certification: learn about certification options and how to take exams or find a Microsoft Certified Partner for Learning Solutions near you.
- Products & Services: read information about additional Microsoft Dynamics solutions and the maintenance and support options available for each solution.
- Industry Solutions: search for information about third-party software products.
- Newsgroups: participate in an online forum to exchange ideas and solutions with other customers.
- Product Suggestions: submit a suggestion for a new product feature and reinforce other people's suggestions through public newsgroups.
- My Account: update your company information and personal profile, view information about your licenses and service plan, and retrieve registration keys.
- Products & Service Plans Window: view information about your service plan and expiration date.

* **Country sites include:** Australia/New Zealand, Austria, Belgium-Dutch, Belgium-French, Canada, Czech Republic, Denmark, France, Germany, Global English, Iceland, Italy, Japan, Netherlands, Switzerland-German, Switzerland-French, Spain, Turkey, United Kingdom (U.K.) Latin America and United States of America (U.S.A.).

** **Languages include:** Global English, U.K. English, Czech, German, Danish, Dutch, French, Italian, Japanese, and Spanish, Turkish.

Take the Next Step! Learn More About Services for Your Financial Management and Supply Chain Management Solution Today by contacting your local partner.

Visit our Website: <http://www.microsoft.com/dynamics/support/default.msp>

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Service plan benefits are effective upon the registration of the software if you are a new customer and upon the invoice date of the service plan if you are an existing customer.

If you purchase the Enhancement Plan and are using an unsupported product, be aware that updates, upgrades, service packs, hot fixes and online content releases will be for the currently supported versions only. Please refer to the Microsoft Support Lifecycle Website to see if you are using an unsupported product at <http://support.microsoft.com>.

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