



The Microsoft Dynamics

Business Ready Advantage Plan

BENEFITS AT A GLANCE

- **Product Upgrades, Updates and Service Packs**
- **Access to CustomerSource - troubleshooting steps, and solutions to common issues**
- **6 Problem Resolution Support Incidents with a 3 hour Response Time**
- **Unlimited Online Training**
- **Managed community and support forums**
- **Protected List Price**
- **Transition Investment Credits**

Every Step of the Way...Maximize the Value of Your Solution, Increase Employee Productivity, and Protect Your Investment

Experience tells us that the long-term success of your new business solution is largely determined in the first year. The Business Ready Advantage Plan helps you lay a solid foundation for that success by carefully addressing the critical period of transition from your implementation to your "go live" milestone, as well as throughout the following months. Beyond your first year and for the remainder of your relationship with Microsoft, the Business Ready Advantage Plan consistently delivers services to help your organization derive maximum productivity from your solution.

With the Business Ready Advantage Plan, you receive access to software updates and CustomerSource, along with a base level of technical support and training services. Best of all, the Business Ready Advantage Plan provides a solid foundation for the strategic services delivered by your local partner, which means you receive the best of both worlds – the world-class service of Microsoft plus a Microsoft Dynamics partner who understands your business, your goals, and your needs.

This datasheet is designed to make it easier for you to get the most from your investment. Please see the back of this sheet for details about your plan's benefits, as well as who to contact for more information.

The Business Ready Advantage Plan provides a foundation level of support, which complements the support and training supplied by your local partner.

The Business Ready Advantage Plan

What are the benefits?

Enrollment in the Business Ready Advantage Plan includes, but is not limited to unlimited access to Problem Resolution Support, Online Training as well as all of the valuable benefits included in the Business Ready Enhancement Plan.

- **** Product Upgrades, Updates and Service Packs:**

Enjoy access to enhanced functionality and technology advances through major version releases and upgrades. Keep your solution up to date and running at peak performance with service packs, and fixes. You will also have access to new government regulations, tax changes, and updates to help your organization stay legally compliant.

- **Protected price list:** Shield yourself from price fluctuations to easily budget for renewals.

- **Transition investment credit:** Have the flexibility to move from one Microsoft Dynamics solution to another while protecting your original investment if your business changes or grows.

- **Access to CustomerSource :** Help employees boost productivity by accessing tools and resources 24 hours a day, including self-directed support, easy access to knowledgebase and troubleshooting steps to help you solve issues quickly,

unleash new functionality and improve business processes .

- **Six Yearly Problem Resolution Support Incidents:**

Receive six yearly support incidents with a three-hour response time. Which means you'll get answers to your support question so you can get back to business.

- **Unlimited Online Training:** Leverage the benefits of E-Learning, Training Manuals, Courseware Extensions and Learning Plans to maximize your Microsoft Dynamics solution and build your capacity and capability. Includes roadmaps for certification.

- **Managed community and support forums:** Exchange ideas, ask questions and discuss solutions with your peers. Take advantage of our Microsoft Dynamics Community, giving you a fast way to get answers to your questions. While on a support plan, you will also have access to forums monitored by Microsoft Support Engineers. ***

For availability and pricing, contact your Microsoft Dynamics Partner.
To learn more about the Microsoft Dynamics service plan that best meet your needs
Visit www.microsoft.com/dynamics/support.

****Note:** Microsoft Dynamics AX 2009 continues to be available in certain geographies under Business Ready Licensing. Existing Microsoft Dynamics AX customers prior to November 1, 2011, will be subject to special upgrade/transition rules meant as a path into Business Value Licensing. On or after November 1, 2011, all new customers who purchase Microsoft Dynamics AX 2009 will be offered a license credit investment only, for purposes of upgrading/transitioning to Microsoft Dynamics AX 2012. For additional information about the Microsoft Dynamics AX 2012 upgrade/transition policies, please contact your partner or visit www.microsoft.com/en-us/dynamics/erp-buy-ax-software.aspx.

*****Note:** Microsoft Dynamics® NAV 2009 and Microsoft Dynamics GP 2010 continue to be available in certain geographies under Business Ready Licensing. For Microsoft Dynamics NAV or Microsoft Dynamics GP customers whose active Microsoft Dynamics NAV or Microsoft Dynamics GP product line first registration date is prior to October 1, 2012, they will be subject to special upgrade/transition rules meant as a path into Perpetual Licensing. Microsoft Dynamics NAV or Microsoft Dynamics GP customers whose active Microsoft Dynamics NAV or Microsoft Dynamics GP product line first registration date starts on or after October 1 2012 will be offered a License Credit Based Transition Upgrade only, for purposes of upgrade transitions to Microsoft Dynamics NAV 2013 or Microsoft Dynamics GP 2013. For additional information about the Microsoft Dynamics NAV 2013 or Microsoft Dynamics GP 2013 upgrade transition policies, please contact your partner or local Microsoft office.

Minimum purchase required. See your Microsoft Dynamics partner for more details. Clocks spread over two business days. North America's support hours are currently 8:00 a.m.–8:00 p.m. CST Monday–Friday. Service plan enrollment and CustomerSource access are required to submit support incidents electronically. Microsoft Dynamics plans are not refundable. Prices are subject to change without notice. All prices are in U.S. funds. Upgrades are prorated to expire at the same time as your existing service plan. For additional Microsoft Support Policy information visit <http://support.microsoft.com/common/international.aspx?RDPATH=dm;en-us;lifecycle&p1=12571>

