



The Microsoft Dynamics

Business Ready Advantage Plus Plan

BENEFITS AT A GLANCE

- **Unlimited Microsoft Dynamics Problem Resolution Support**
- **24x7 Problem Resolution Support on Microsoft Dynamics Severity A cases** (see [Severity Level definitions here](#).)
- **Managed community and support forums**
- **Product upgrades, updates and service packs**
- **Transition investment credits**
- **Protected List Price**
- **Access to CustomerSource and Knowledge Base**

Get the Support You Need, When You Need It...Maximize the Value of Your Solution, Increase Employee Productivity, and Feel Confident in Your Choice

The Microsoft Dynamics Business Ready Advantage Plus Plan provides a foundation for the strategic services your Microsoft Dynamics partner provides, allowing you to receive the best of both worlds—a partner who understands your business, your goals, and your needs, and award-winning service and support from Microsoft.

In today's fast-paced business environment, your organization can hardly afford the frustration and inconvenience that come with system downtime. But the fact is, system-related issues sometimes occur—and usually when you can least afford them.

That's why it's so important to have the backing of a comprehensive service plan—one that provides quick resolution to your technical issues, access to Online Training, and a wealth of other powerful, business-building benefits.

The Microsoft Dynamics Business Ready Advantage Plus Plan complements the services your Microsoft Dynamics partner offers, and provides access to problem resolution support, 24x7 on Severity A cases helping you return to business as usual, as quickly as possible. It also includes all of the benefits encompassed in the Business Ready Enhancement Plan, such as access to the latest upgrades, updates, self-help tools including a wealth of E-Learning and training content.

Learn more about how to get the most from your investment. Please see the back of this sheet for details about the plan's benefits, as well as whom to contact for more information.

The Business Ready Advantage Plus Plan

What are the benefits?

Enrollment in the Business Ready Advantage Plus Plan includes unlimited access to Problem Resolution Support as well as all of the valuable benefits included in the Business Ready Enhancement Plan.

- **Microsoft Dynamics problem resolution support:** Receive access to Microsoft support engineers who can help you become more productive, and reduce downtime and support costs. In addition, you receive 24x7 support on [Severity A cases](#).
- **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. [Go here to access the Microsoft Dynamics Community](#).
- **** 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.
- **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.
- **Protected price list:** Shield yourself from price fluctuations so you can easily budget for renewals.
- **Access to CustomerSource and Knowledge Base:** Help employees boost productivity by accessing tools and resources 24 hours a day. Including self-directed support to help you solve issues quickly unleash new functionality, improve business processes, and ramp up quicker. [Go here to access CustomerSource](#).
- **Unlimited access to online training:** Utilize E-Learning, online training manuals and courseware extensions to build your capacity and capability. Includes learning plans and roadmaps for product versioning and certification.

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/customer/service-plans.aspx.

****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 purchasd 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>

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