Microsoft Dynamics® Enhancement Plan

Get top value from your solution, protect your investment, and keep employees informed.

Microsoft Dynamics

Your Microsoft Dynamics solution puts you at the top of your game—and your Microsoft Dynamics service plan keeps you there. It's what you need to stay compliant, stay competitive, and get the greatest value from your solution over time.

The Microsoft Dynamics Enhancement Plan is your first step toward a service plan experience that reduces downtime, mitigates costs, and keeps your solution running at peak performance. Get innovations in usability and functionality that help you look ahead and stay ahead.

Be proactive and productive, meeting the challenges of your business with self-support tools available through the CustomerSource online portal. You can share issues and insights with other expert users, and stay up to speed on the latest tips and trends with unlimited access to online training. The Enhancement Plan helps you learn how to get more out of your solution and improve business performance.

Keep your solution up-to-date with ready access to service packs and hotfixes. The Enhancement Plan also gives you timely access to new version rights and advanced features. When you wish to purchase a support incident, Microsoft experts are ready with one-on-one help that gets you back to business.

Throughout the life of your solution, Microsoft Dynamics service plans help you get the most from your investment. Read on for details about Enhancement Plan benefits, as well as contact information to help you stay connected.

Benefits at a glance

New version rights, hotfixes, service packs and regulatory releases

Protected List Price and Transition Investment Credit

Unlimited access to online training, certifications & user guides

Access self-directed support through CustomerSource

License Mobility

Disaster Recovery

Microsoft

Enhancement Plan

Benefits	Features
Get Maximum Solution Value Stay ahead with new version rights, updates, hotfixes, and regulatory updates.	1. New version rights: Stay ahead of technology advances through new version rights and updates. Increase your organization's speed, performance, and productivity. 2. Updates and tax and regulatory releases: Help ensure the ongoing value of your Microsoft Dynamics solution by staying up-to-date and running at peak performance with service packs and hotfixes available through the Mainstream Support phase. You will also have access to new government regulatory and tax documents, and updates to help your organization stay legally compliant.
Gain Predictability and Flexibility Protect your investment from future list price fluctuations and transition easily to a new model, product, or edition.	3. Protected List Price: Shield yourself from price fluctuations, provide more accurate predictability to budgeting for service plan renewal year after year, and protect your system list price as the basis of future renewals. 4. Transition Investment Credit: Easily transition from one Microsoft Dynamics license model, product line, or edition to another while protecting your original investment if your business changes or grows. 5. License Mobility: Enables you to deploy certain server application licenses on-premises by assigning your existing license to an authorized service provider's server farm. 6. Back-up for Disaster Recovery: Provides licensing for backup servers dedicated to disaster recovery. Permits quarterly patching and testing as well as ongoing virtual machine replication from production servers to backup/disaster recovery servers. 7. Microsoft Support Lifecycle policy: Rely on Microsoft support of the version of Microsoft Dynamics you are using for up to 10 years and beyond. For more information visit support.microsoft.com/lifecycle.
Get Fast, Self-Directed Issue Resolution and Training Gain access to CustomerSource, a centralized resource for self-directed support and tips, convenient self-paced online training, and community-based learning, expertise, and services.	8. Access to CustomerSource: Drive user adoption and help employees boost productivity by accessing tools and resources 24 hours a day through this unique, online portal designed specifically for our customers. Take advantage of self-directed support, easy access to KnowledgeBase, and troubleshooting steps to help you solve issues quickly, unleash new functionality, and improve business processes. 9. Unlimited access to online training: Get your users fully trained quickly, with on-demand learning. Take advantage of the benefits of e-learning, training manuals, courseware extensions, and learning plans to help improve functionality and performance to gain more value from your Microsoft Dynamics solution, even as your business needs change. 10. Microsoft Dynamics Community: Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the tens of thousands of technical articles written by Microsoft Dynamics support engineers, or purchase direct, one-on-one traditional incident support from Microsoft experts.

For more information and to find the best Microsoft Dynamics customer service plan for you, visit http://www.microsoft.com/en-us/Dynamics/service-plans.aspx or call your Microsoft Dynamics partner.

Access service plan benefits at https://mbs.microsoft.com/customersource.