

New User License Subscription

Professional: For the core CRM users, who need the full capabilities of Microsoft Dynamics CRM including sales force automation as well as marketing and customer care.

The Professional licenses provides full access to all Dynamics CRM functions including database administration, sales opportunities, campaigns and marketing lists that are not available using Basic and Essential licenses.

The following is recommended for most CRM users.

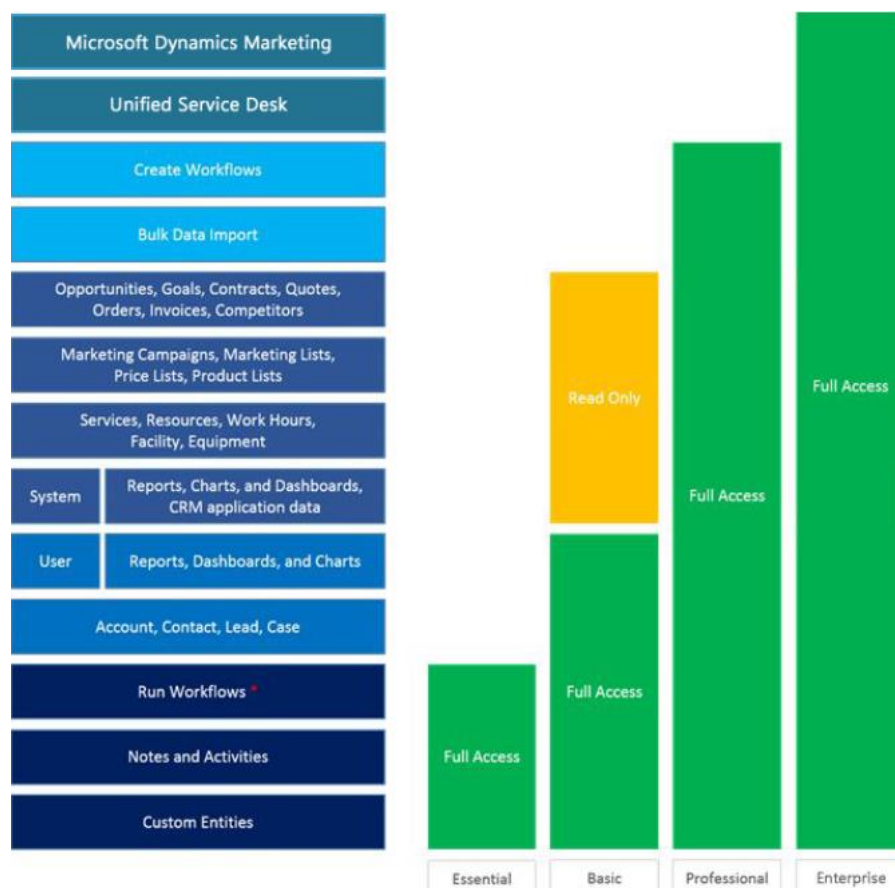
Basic: For sales, service and marketing users who need to manage accounts, contacts, leads, cases and access custom applications as well as for business analysts who require reporting capabilities. The Basic licenses offer a lower cost option for users that don't need the full features of CRM.

Each Basic Licence includes read / write access to CRM activities, contacts, leads, accounts and cases in addition to custom CRM entities and personal dashboards.

Essential: For users who need to access custom applications developed in house or by our vast network of partners.

The Essential licenses is designed for users who require light-weight access to CRM to manage activities and custom CRM entities.

Enterprise: The full range of sales and marketing features. Enterprise CRM licenses include all the functions of Professional plan with the addition of **Microsoft Dynamics Marketing** and **Unified Service Desk**.



Mix & Match Licences: CRM Online customers can mix and match licenses options enabling different licence plans to be allocated based on varying CRM user needs.

Extra Data Storage: Previously, Microsoft provided a default 5 GB data storage for every Dynamics CRM Online account regardless of how many users share the database.

With CRM 2013, Microsoft will increase storage capacity by 2.5 GB for every 20 Professional user subscription licenses at no extra cost; this is subject to a maximum of 50 GB.

Non Production Database: Teams of 25 or more Professional user subscription licenses will also have the benefit of a non-production CRM instance giving administrators access to a development database separate from their live Dynamics CRM system at no additional cost.

CRM Mobile: Microsoft have reaffirmed their commitment to include access to CRM mobile applications at no additional cost with every Dynamics CRM Online license.

Pricing

Professional: £42.40 +VAT per user / per month

Basic: £19.60+VAT per user / per month

Essential: £9.80+VAT per user / per month

Enterprise: £130.40+VAT per user / per month

CRM Online registration requires a minimum of 5 x Professional CRM licenses