



# ACHIEVE

## Software Assurance – Open and Open Value for Microsoft Dynamics CRM

### BENEFITS

- **Get Quick Resolution for Technical Issues:** Helps your business get back up and running quickly through two support incidents and a three-hour guaranteed response time.
- **Ensure Your Solution is Current:** Provides the latest product features and technologies with regular software upgrades and updates.
- **Access Powerful Information:** Helps your solution function smoothly with access to a wealth of information you can use to maximize the benefits from your solution.

### Support and Services to Help Increase Your Business Success

Your customer relationship management solution represents a significant investment in the future success of your organization. With it, you enjoy access to rich, decision-driving information that can help you streamline operations, improve productivity, reduce expenses—and much more.

To realize the many benefits this software offers, though, you need to back it with powerful services and support—the type you receive from the powerful collaboration between Microsoft and your highly trained Microsoft Dynamics partner. The Software Assurance Plan for Microsoft Dynamics™ CRM complements the services your partner offers and provides everything you need to achieve rapid, business-building results from your solution. With this service plan, you receive all the latest product releases, self-help tools, and information that can help you save time, boost productivity, and ensure your software remains current.

In addition, you also benefit from access to a base level of industry-leading technical support and training services, which can help you use your solution more confidently. The Software Assurance Plan for Microsoft Dynamics CRM provides a foundation for the strategic services your local Microsoft Dynamics partner provides, allowing you to receive the best of both worlds—a local partner who understands your business, your goals and your needs, and award-winning service and support from Microsoft.

## BENEFITS

### Get Back to Business Quickly

The Microsoft Dynamics Software Assurance Plan provides fast access to high-quality technical support—helping you quickly resolve system issues.

- Get back to business quickly with two support incidents with a 3-hour guaranteed response time.\*
- Enjoy discounts on Flex Per-Incident and Flex 5-Packs.
- Share tips, tricks, implementation ideas, and solutions with other customers through an online Managed Newsgroup.
- If your questions aren't answered by your peers within two business days, a Microsoft Dynamics CRM support engineer will respond.

\*This benefit available to customers with a system list price of \$3,000 or more.

### Ensure Your Solution is Always Up to Date

- Your enrollment in the Software Assurance Plan for Microsoft Dynamics CRM enables you to realize the full benefits of your solution while ensuring current and future flexibility.
- Enjoy the latest product features and technologies with regular software upgrades and updates as well as tax updates, if applicable.

### Access Important Information and Tools with CustomerSource

Just one of the many benefits of being current on your service plan for Microsoft Dynamics, CustomerSource is an authorized customer Web site that contains a searchable knowledge base, downloads, documentation, discussion boards, unlimited online training, news and other features. Available in English today, CustomerSource will be globally available in March 2007 with 16 local sites and in seven languages.

### Control Expenses with Straight-Forward Pricing

Your service plan price is based on the list price of your Microsoft Dynamics software at the time of acquisition. This price is the basis for future service plan price calculations.

- For greater flexibility in managing technology expenditures, Software Assurance within the Open Value program allows you to spread payments annually, instead of making just one upfront payment. This lets you reduce initial costs and forecast annual software budget requirements up to three years in advance.

## Learn More About Software Assurance for Microsoft Dynamics CRM!

For additional information, please contact your local partner or visit:

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

\*To continue receiving the benefits of the Software Assurance Plan for Microsoft Dynamics CRM, you must re-enroll in the program within 90 days after the plan expires. After 90 days of the plan expiration, you will need to repurchase both your license and the Software Assurance Plan. Microsoft services are not refundable, and prices are subject to change without notice. The most recent enrollment benefits will be delivered upon renewal.

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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. Services for Microsoft Dynamics are not refundable, and prices are subject to change without notice.

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