



CONFIDENCE

Business Ready Enhancement Plan for Microsoft Dynamics™

AVAILABLE FOR:

- Microsoft Dynamics AX
- Microsoft Dynamics GP
- Microsoft Dynamics NAV
- Microsoft Dynamics SL

BENEFITS

- **Maximized Solution Value:** Helps you optimize and increase the performance of your solution through ongoing product improvements.
- **Protected Investment:** Protects your investment in your Microsoft Dynamics solution by keeping it current and allowing access to future technology.
- **Enhanced Employee Productivity:** Enhances your employees' productivity through support, training and community-based services.

Maximize the Value of Your Solution, Enhance Employee Productivity and Feel Confident in Your Choice

Your Financial Management and Supply Chain Management solution provides significant value to your business, as well as a commitment to growth, efficiency and increased productivity. To be sure your solution meets your needs today – as well as those in the years ahead – it's vital that you support it with a high-quality service plan.

The Business Ready Enhancement Plan helps you to realize your full potential every step of the way with your Microsoft Dynamics solution – from the moment you purchase your solution through your lifetime as a Microsoft Dynamics customer. The benefits you receive through the Enhancement Plan will help maximize the value of your solution, protect your investment and enhance employee productivity.

FEATURES

- **Maximized Solution Value:** helps you optimize and increase the performance of your solution through ongoing product improvements

- **Protected Investment:** protects your investment in your Microsoft Dynamics solution by keeping it current and allowing access to future technology

- **Enhanced Employee Productivity:** enhances your employees' productivity through support, training and community-based services

BENEFITS

- **Upgrades, Updates, Product Fixes and Service Packs:** provide new product value demonstrated through regularly published product roadmaps and ongoing innovation through major version releases.
- **Timely regulatory releases and hot fixes:** assist with compliance with local government laws.
- **Sustained Engineering:** offers focused product resources specifically addressing existing customer needs and value through product releases.
- **Investment Protection (formerly called Transformational Assurance):** enables you to move to the future converged Microsoft Dynamics solution, when you are ready, without having to re-license the functionality you already have today.
- **Protected List Price:** provides predictability so you can budget more accurately for your Enhancement Plan renewal year after year, enabling you to protect your system list price as the basis of future renewals.
- **Transition Investment Credits:** supply you with the ability to apply full license credit toward a move to any other Microsoft Dynamics Financial Management and Supply Chain Management solution, or, you can move from one package to another (Standard to Professional) within a product family, if using the same packaging method (Module Based Pricing or Business Ready Licensing).
- **Support Lifecycle Policy:** presents clear and predictable support timelines for your solution. You receive development and technical support for a minimum of five years support for all products released in 2005 and all future releases. Even if you don't upgrade, you still will receive fixes/regulatory updates on your older version as long as you remain on the Enhancement Plan. Refer to the Support Lifecycle Web site for a list of currently supported products: <http://support.microsoft.com>.

CustomerSource will be available for all Microsoft Dynamics customers in international English, as well as in 16 local sites delivered in seven languages starting in March 2007. The authorized Web site contains downloads, documentation, discussion boards, online training, news and events. This site includes the following features:

- **Knowledge Base:** helps customers find answers to the most common technical questions, including troubleshooting steps, solutions to common issues, and how-to articles.
- **Support:** search the Knowledge Base, hot topics and automated solutions. Customers enrolled in Deluxe Support can submit support requests online to the Microsoft Dynamics support team and view their personalized support history.
- **Downloads & Updates:** retrieve service packs/hot fixes, product releases, and tax updates.
- **Documentation:** download installation guides, set-up guides, user guides, system requirements, technical white papers and updated help files.
- **Training & Certification:** view classroom training schedules, purchase and view online learning, read information about certification options and how to take exams, view lists of training materials (courseware and manuals) and find a Microsoft Certified Partner for Learning Solutions near you.
- **Products & Services:** read information about additional Microsoft Dynamics solutions and the maintenance and support options available for each.
- **Industry Solutions:** search for information about third-party software products.
- **Newsgroups:** participate in an online forum to exchange ideas and solutions with other customers.
- **Product Suggestions:** submit a suggestion for a new product feature and reinforce other people's suggestions through public newsgroups.
- **My Account:** update your company information and personal profile, view information about your licenses and service plan, and retrieve registration keys.
- **My Messages:** view information about your service plan and expiration date.
- **Unlimited Online Training:** these are new benefits for all customers enrolled in the Enhancement Plan. Available globally in March 2007.
 - **E-Learning:** receive classroom-equivalent online training on specific topic areas, e.g. product module. English only.
 - **Training Materials:** use the training manuals as a study tool or as a desktop reference. Available in multiple languages.
 - **Learning Plans:** easily find the training you need with this training roadmap, which outlines every training and certification option available for each module. English only.

Take the Next Step! Learn More About Services for Your Financial Management and Supply Chain Management Solution Today.

For additional information about services for Microsoft Dynamics, please visit: <http://www.microsoft.com/dynamics/support/default.aspx>, or contact your local partner.

If you purchase the Enhancement Plan and are using an unsupported product, be aware that updates, upgrades, service packs, hot fixes and online content releases will be for the currently supported versions only. Please refer to the Microsoft Support Lifecycle Web site to see if you are using an unsupported product at <http://support.microsoft.com>.

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.

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