



SERVICES FOR Microsoft Dynamics®

The Business Ready Enhancement Plan helps keep your business and Microsoft Dynamics business management solutions running smoothly:

- Product upgrades, updates and tax and regulatory releases.
- Assisted support or self-support tools, such as Knowledge Base.
- Unlimited online training and certifications.
- News and events, conference highlights, online webcasts.
- Technical documentation, how-to articles, installation and user guides, and white papers.
- Product information including announcements, product roadmaps, fact sheets, FAQs, and presentations.
- Newsgroups and communities to build peer networks by sharing tips, ideas, suggestions, questions and comments about your solution.
- Protected list price.

## THE BUSINESS READY ENHANCEMENT PLAN FOR MICROSOFT DYNAMICS

### Maximize the Value of Your Solution, Protect Your Investment, and Improve Employee Productivity

Your Microsoft Dynamics® solution is mission critical to the success of your business – keep your solution running smoothly and performing at its highest level of efficiency with a high-quality service plan. The Business Ready Enhancement Plan helps you optimize and protect your investment by ensuring access to breakthrough innovations to improve and expand your functionality, through enhancements, upgrades and comprehensive online support and services. Receive unlimited access to information that not only helps your team understand how the software works but also shows them how to get the most out of your solution to enable better business performance.

This plan also empowers you and your employees with:

- **Value:** Enrollment in a plan will give your organization access to enhanced functionality and innovative technology advances to your solution. These breakthrough releases will keep you current and help increase your organization's speed, performance, and productivity.
- **Confidence:** Protect your investment by keeping your solution up to date and running at its peak performance. Updates not only help ensure legal and regulatory compliance but also help keep your solution running securely and uninterrupted.
- **Productivity:** Self-support tools and training through our online portal, CustomerSource, give your employees the ability to resolve small technical issues on their own, enhancing overall productivity.



## BENEFITS

### Maximized Solution Value:

Helps you optimize and increase the performance of your solution through ongoing product improvement.

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### Protect Your Investment:

Keeps your solution current and allows you to receive access to future technology.

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### Increase Employee Productivity:

Provides access to the award-winning CustomerSource site which includes around-the-clock support, online training, and community-based services. It is available for all Microsoft Dynamics customers in Global English, as well as in 32 local county sites.

## FEATURES

- **Future Upgrades:** Enrollment in a plan will give your organization access to enhanced functionality and innovative technology advances to your solution. These breakthrough releases will increase your organization's speed, performance, and productivity innovations to improve and extend the products within the Microsoft Dynamics line.
  - **Updates and tax and regulatory releases:** Keep your solution up to date and running at peak performance. Updates not only help ensure legal and regulatory compliance but will also help keep your solution running securely and uninterrupted.
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- **Protected List Price:** provides predictability so you can budget more accurately for your Enhancement Plan renewal year after year, shielding you from price fluctuations and enabling you to protect your system list price as the basis of future renewals.
  - Transition Investment Credit transition from one Microsoft Dynamics License Model, Product Line or Edition to another Microsoft Dynamics License Model, Product Line or Edition.
  - **Support Lifecycle Policy:** presents clear and predictable support timelines for your solution, providing you peace of mind to evolve as appropriate. You can be assured of support on the version of Microsoft Dynamics you are using for up to 10 years and beyond. Whether you are using the latest or an extended version of Microsoft Dynamics, you can count on continued support for the product lifecycle. For more information visit <http://support.microsoft.com/lifecycle>.
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- **Access to CustomerSource and Knowledge Base:** Your all day, every day link to our online support portal provides you with 24x7 solutions to your "every-day" support questions, including access to Microsoft Knowledge Base which is packed with thousands of timesaving tips, usability recommendations, and answers to commonly asked technical question. Prevent issues before they happen with technical bulletins, installation tips, and optimization tools. Download installation guides, set-up guides, user guides, system requirements, and technical white papers and updated help files. If you need access to CustomerSource, send a request to [itmbssup@microsoft.com](mailto:itmbssup@microsoft.com). Access the Knowledge Base at [CustomerSource > Support > Knowledge Base](#).
  - **Unlimited Online Training Benefits to help develop employee skills.** receive free E-Learning classroom equivalent online training on specific topic areas, use training materials as a study tool or as a desktop reference, and easily find the training you need using learning plans as a training roadmap. E-Learning is available in English only, while training materials and learning plans are available in multiple languages. Access Training at [CustomerSource > Training & Certification](#).
  - **Certification opportunities for your users:** learn about certification options for your users and how to take exams or find a Microsoft Certified Partner for Learning Solutions near you. Access Certification information at [CustomerSource > Training & Certification](#).
  - **Online Communities:** Access a valuable community of peers, business leaders, industry experts, and Microsoft.
    - o Define your best practices choosing from a global community of 300,000.
    - o Access the online community to interact at local, regional, and worldwide events.
  - Access Communities at [CustomerSource > Communities](#).
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For more information about the Business Ready Enhancement Plan or other service and support plans for Microsoft Dynamics visit: <http://www.microsoft.com/dynamics/support>.

Access Business Ready Enhancement Plan benefits at: <https://mbs.microsoft.com/customersource>.