

Named User Licensing Options

Maintenance and Support

First year of maintenance and support is required for all named user licensing options.

All named user licensing options include the following features and functionality:

- Web Client
- License & Server Management
- Security Management
- Configuration Tools
- Business & User Management

Microsoft CRM *Sales Standard*

- ✓ Account & Contact Management
- ✓ Activity and Task Management
- ✓ Correspondence/Mail Merge
- ✓ Calendar
- ✓ Search
- ✓ Territory Management
- ✓ Notes & Attachments
- ✓ Reports
- ✓ Microsoft CRM Sales for Outlook
- ✓ Direct E-Mail via Microsoft CRM Exchange Connector
- ✓ Opportunity Management
- ✓ Leads Management

Requirements/Restrictions/Dependencies: Microsoft CRM Sales Server required. Microsoft CRM Sales Standard cannot be used in the same deployment as Microsoft CRM Sales Professional.

\$395 per named user

Microsoft CRM *Sales Professional*

Includes all Microsoft CRM Sales Standard features, plus:

- ✓ Quotas
- ✓ Product Catalog
- ✓ Sales Process Methodology
- ✓ Quotes, Orders, and Invoices
- ✓ Competitor Tracking
- ✓ Leads Routing
- ✓ Workflow
- ✓ Sales Literature

Requirements/Restrictions/Dependencies: Microsoft CRM Sales Server required. Microsoft CRM Sales Professional cannot be used in the same deployment as Microsoft CRM Sales Standard.

\$795 per named user

Microsoft CRM *Customer Service Standard*

- ✓ Account & Contact Management
- ✓ Activity and Task Management
- ✓ Knowledgebase Management
- ✓ Calendar
- ✓ Search
- ✓ Service Request
- ✓ Notes and Attachments
- ✓ Reports
- ✓ Activity and Case Queuing
- ✓ Direct E-Mail via Microsoft CRM Exchange Connector
- ✓ Case Management

Requirements/Restrictions/Dependencies: Microsoft CRM Customer Service Server required. Microsoft CRM Customer Service Standard cannot be used in the same deployment as Microsoft CRM Customer Service Professional.

\$395 per named user

Microsoft CRM *Customer Service Professional*

Includes all Microsoft CRM Customer Service Standard features, plus:

- ✓ Contract Management
- ✓ Case Routing
- ✓ Workflow
- ✓ E-Mail management, including Auto-responses
- ✓ Product Catalog

Requirements/Restrictions/Dependencies: Microsoft CRM Customer Service Server required. Microsoft CRM Customer Service Professional cannot be used in the same deployment as Microsoft CRM Customer Service Standard.

\$795 per named user

Microsoft CRM *Suite Standard*

Includes all features and functionality of Microsoft CRM Sales Standard and Microsoft CRM Customer Service Standard.

Requirements/Restrictions/Dependencies: Microsoft CRM Sales Server and Microsoft CRM Customer Service Server required.

\$695 per named user

Microsoft CRM *Suite Professional*

Includes all features and functionality of Microsoft CRM Sales Professional and Microsoft CRM Customer Service Professional.

Requirements/Restrictions/Dependencies: Microsoft CRM Sales Server and Microsoft CRM Customer Service Server required.

\$1,295 per named user

Server Software Licensing Options

Microsoft Customer Relationship Management *Sales Server*

Requirements/Restrictions/Dependencies: This component required only when using Microsoft CRM Sales Standard, Microsoft CRM Sales Professional, Microsoft CRM Suite Standard, or Microsoft CRM Suite Professional. One license of server software is required per server. You must have an additional license if you install another copy of the server software on the same server (whether in a separate partition, by using server emulation software, or otherwise) or if you install or run a copy of the server software on a different server.

\$995

Microsoft Customer Relationship Management *Customer Service Server*

Requirements/Restrictions/Dependencies: This component required only when using Microsoft CRM Customer Service Standard, Microsoft CRM Customer Service Professional, Microsoft CRM Suite Standard, or Microsoft CRM Suite Professional. One license of server software is required per server. You must have an additional license if you install another copy of the server software on the same server (whether in a separate partition, by using server emulation software, or otherwise) or if you install or run a copy of the server software on a different server.

\$995

Microsoft Customer Relationship Management *Integration*

The integration tool is used to connect Microsoft CRM and applications such as, but not limited to: Great Plains 7.0 and Solomon IV 5.0.

Requirements/Restrictions/Dependencies: Requires one or more named user for Microsoft CRM Sales Professional.

No Charge

Notes: * This price list is subject to change.

* This price list is for informational purposes only and is not an order form.

* Crystal Reports 8.5 is required to add or modify reports.

* First year of maintenance/enhancements are required. Microsoft CRM Services (maintenance/enhancement) pricing is available at <http://www.greatplains.com/partnersource/MSCRM/pricing/pricing.asp>.