



# Service Plans

## Microsoft® CRM Service Plans

*Your Partner can help you determine which Microsoft Business Solutions service plan best fits your business needs...*

### Microsoft CRM Service Plans

Your success depends on your system operating smoothly and efficiently, so it's essential you have high-quality service. With your Microsoft Business Solutions service plan, you can receive fast, convenient access to an award-winning technical support team and a variety of valuable benefits designed to address your mission-critical needs:

- **Guaranteed Response Times** with the security of a 1-hour or a 3-hour reply to your support requests
- **Enrollment in the Enhancement Program** so you receive the latest product releases to ensure current and future flexibility plus access to CustomerSource
- **Continuing Education** with Internet-based training, classroom-equivalent eCourses and live interaction with support professionals.

"When I need assistance  
with a difficult issue, I can rely on

Microsoft Business Solutions

Support. Support engineers

are prompt, knowledgeable,  
professional and friendly!"

—Earl Geiger, Senior Accountant  
ESCO Company

s e r v i c e   p l a n s

### Unlimited Support

Unlimited Support offers you the assurance of industry-leading support when you need it, as often as you need it. It includes:

- Unlimited electronic and telephone support with a 1-hour guaranteed response time
- The ability to use Chat and ScreenSharing to resolve Electronic Support requests
- Two Microsoft CRM eCourses - choose from any eCourse within the CRM eCourse library and receive classroom-equivalent training via the Web!
- Access to the Microsoft CRM Foundation library of our Internet-based training system for two users
- Automatic enrollment in the Enhancement Program

### Foundation Services Program

The Foundation Services Program provides you with a fast track to productivity and efficiency benefits throughout the life of your Microsoft Business Solution. It includes:

- Six telephone or electronic support incidents per-year with a 3-hour guaranteed response time
- One Microsoft CRM eCourse - choose from any eCourse within the CRM eCourse library and receive classroom-equivalent training via the Web!
- Access to the Microsoft CRM Foundation library of our Internet-based training system for one user
- Discounts on 5-Packs of Support Incidents
- Automatic enrollment in the Enhancement Program

Whether you are enrolled in the Foundation Services Program or Unlimited Support in your first year, you will receive a proactive welcome call from a service representative – to ensure your success during your first year with a Microsoft Business Solution.



The Year's Ten Best  
Web Support Sites

## Enhancement Program

The Microsoft Business Solutions Enhancement Program enables you to expand your solutions through product enhancements and build powerful business relationships with comprehensive on-line services – optimizing your investment while ensuring current and future flexibility. It includes:

- Software updates and upgrades
- The ability to move to the Microsoft .NET-connected CRM solution on the Microsoft Business Framework without having to repurchase the functionality you already license.
- Access to CustomerSource, our password-protected website for customers, which connects you to the Microsoft Business Solutions community and includes valuable self-support resources, news and information, downloads and more.
- The ability to purchase Online Training and 5-packs of Support Incidents
- Reduced rate on Per-Incident Support
- System List Price Protection\* – so you can safely budget a set amount every year for your service plan renewals.

## Additional Microsoft CRM Foundation Library Seats

Training can help you realize the potential of your Microsoft Business solution. Online training makes realizing that potential easier through its flexibility and accessibility. As you work with your Microsoft Business solution, consider utilizing the CRM Foundation Library as an opportunity to learn tips and tricks you can use everyday to increase your productivity and save time.

Additional seats of Microsoft CRM Foundation Library of Training are available for only \$400.

## 5-Packs of Support Incidents

Packs of five electronic or telephone support incidents are available if you are looking for occasional support with a three-hour guaranteed response time. You must be enrolled in the Enhancement Program to purchase and use 5-Packs.

### 5-Pack pricing:

- \$525 if you are enrolled in the Enhancement Program
- \$475 if you are enrolled in the Foundation Services Program

## Per-Incident Support

Help with a same-day response is just an e-mail or a phone call away. You may choose to receive electronic or telephone support assistance on a per-incident fee basis using VISA, MasterCard or American Express.

### Per-Incident Support pricing:

- \$155 if your service plan has lapsed
- \$125 if you are enrolled in a current service plan

To enroll in any of our services or to get more information, contact your local Microsoft Business Solutions Partner or call Microsoft Business Solutions at 800-456-0025, press 2, and then press 1.

You must be enrolled in the Enhancement Program to purchase a support plan, 5-Packs of support incidents and the Microsoft CRM Foundation Training Library. 5-Packs of support incidents and the Microsoft CRM Foundation Training Library expire 1 year after purchase. Foundation Services Program support incidents expire at the end of the plan year. When you are enrolled in the Enhancement Program purchase a support plan, the rate for the support plan is prorated so it matches your Enhancement Program expiration date. Reinstatement of an expired Enhancement Program is subject to reenrollment pricing: 1-90 days lapsed - 25%, 91-365 days lapsed 30%, more than one year lapsed - 35%. Microsoft Business Solutions ERP and CRM Service plan expiration dates will be aligned. Customers with CRM Professional and a Microsoft Business Solutions ERP solution must be enrolled in a service plan for one solution to purchase an additional service plan for the other.

Any unused support incidents from your Foundation Services Program will expire at the end of your service plan contract. Microsoft Business Solutions services are not refundable. Prices are subject to change without notice. For more detailed information your service plan, refer to the Services Guidebook.

## Service Plan Benefits At-A-Glance

	Unlimited Support	Foundation Services***	Enhancement Program
Prepaid support incidents	Unlimited electronic and telephone support	6 electronic or telephone support incidents	Assisted Support sold separately
Guaranteed response time	1-hour	3-hour	N/A
Educational Benefits	Yes	Yes	N/A
All product upgrades	Yes	Yes	Yes
Access to CustomerSource	Yes	Yes	Yes
Pricing (% of system list price at time of purchase)	28%**	18%	16%

\*Your service plan is based on your product list price at the time of purchase. This list price is your base price for all future service plan calculations.

Any additional products purchased after the initial purchase will be added to the base system price.

\*\*Volume Discount for Unlimited Support only – 26% for system list price of \$100,000-\$199,999 USD, 24% for system list price of 200,000 and up.

\*\*\*Minimum first-year requirement

eCourses are available for a 14 day period from the day the customer activates the eCourse. Customers can activate the eCourse any time throughout the enrollment of their service plan. The ability to activate an eCourse will expire at the end of the service plan enrollment period.