

## Microsoft Services flex support

### Microsoft Services Business Solutions Flex Support

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**Available for:**

Microsoft® Business Network®

Microsoft Business Solutions  
CRM

Microsoft Business Solutions–  
Enterprise Reporting

Microsoft Business Solutions–  
Great Plains®

Microsoft Business Solutions–  
Retail Management System

Microsoft Business Solutions–  
Small Business Manager

Microsoft Business Solutions–  
Solomon®

#### The Award-Winning Technical Support You Need, When You Need It

In today's rapidly changing business world, you can't afford to let system issues prevent your organization from running smoothly, efficiently, and—above all—profitably.

Microsoft Services Business Solutions Flex Support is an affordable, pay-as-you-go option that provides high-quality technical support that can help keep your business solutions running effectively. With it, we can help you save resources, decrease downtime, and maintain employee efficiency.

In addition, Business Solutions Flex Support provides a foundation for the strategic services your local Microsoft Business Solutions 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 Business Solutions.

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## Business Solutions Flex Support Overview

Microsoft Business Solutions Flex Support can help you control expenses with affordable pricing. Designed for budget-conscious organizations, Flex Support includes two distinct support options:

### Flex Per-Incident Support

With Flex Per-Incident Support, you can pay for one telephone or electronic\* support incident at a time. Per-Incident Support is a flexible way to receive support on an as-needed basis, while still receiving an eight-business-hour response time.

- If you're enrolled in a service plan, you receive a discount on Per-Incident Support. Additional calls or e-mails needed to resolve an open technical support incident won't incur additional charges.

### Flex 5-Pack Support

Flex 5-Pack Support provides you with five support incidents with a three-hour guaranteed response time.

- Guaranteed response times ensure you'll receive quick resolution to both your telephone and electronic\* support requests from a team of experienced support professionals—helping you save time and decreasing system downtime. In the rare situation that we miss a guarantee on your support request, you won't be charged for that incident.
- In addition to getting you back to business quickly, 5-Packs provide an economic advantage over buying five individual incidents—giving you a price break for purchasing in advance. Plus, customers enrolled in an annual service plan receive an even deeper discount on all purchases of 5-Packs.
- 5-Packs also help you avoid the hassle of providing a credit card number each time you need support. This convenience is critical when the unforeseen happens and you need to get a problem resolved quickly.
- 5-Pack Support incidents expire one year after purchase of the 5-Pack. Additional calls or e-mails needed to resolve an open technical support incident won't incur additional charges.

### Pricing

Microsoft Business Solutions offers Flex 5-Pack Support and Flex Per-Incident Support at two pricing levels. Tier 1 is available for Great Plains, Solomon, Enterprise Reporting and Microsoft CRM, and Tier 2 is available for Retail Management System, Small Business Manager and Microsoft Business Network.

Customers enrolled in an annual service plan receive significant discounts on both Flex Per-Incident Support and Flex 5-Pack Support.

#### Tier 1 Pricing: Available for Great Plains, Solomon, Enterprise Reporting and Microsoft CRM

	Customers enrolled in a service plan	Customers not enrolled in a service plan
Flex Per-Incident Support	\$125	\$175
Flex 5-Pack Support	\$600	\$850

US Dollars

#### Tier 2 Pricing: Available for Retail Management System, Small Business Manager, and Microsoft Business Network

	Customers enrolled in a service plan	Customers not enrolled in a service plan
Flex Per-Incident Support	\$65	\$95
Flex 5-Pack Support	\$300	\$450

US Dollars

### FOR MORE INFORMATION

For additional information about Microsoft Services, please visit [www.microsoft.com/BusinessSolutions](http://www.microsoft.com/BusinessSolutions) >> Services, contact your local partner, or call 800-456-0025, press 2 then 1.

Microsoft Business Solutions services are not refundable, and prices are subject to change without notice.

\*Available through CustomerSource only.