

# SUCCESS

## STANDARD A PLAN

For Microsoft Dynamics™ GP (and Standard),  
Microsoft Dynamics™ SL (and Standard),  
and Microsoft® Enterprise Reporting

### Overview

#### Every Step of the Way...Maximize the Value of Your Solution, Enhance Employee Productivity, and Feel Confident in Your Choice

Experience tells us that the long-term success of your new business solution is largely determined in the first year. The Standard A Plan helps you lay a solid foundation for that success by carefully addressing the critical period of transition from your implementation to your “go live” milestone, as well as throughout the following months. Beyond your first year and for the remainder of your relationship with Microsoft, the Standard A Plan consistently delivers services to help your organization derive maximum productivity from your solution.

With the Standard A Plan, you receive automatic access to software updates and CustomerSource, along with a base level of technical support and training services. Best of all, the Standard A Plan provides a solid foundation for the strategic services delivered by your local partner, which means you receive the best of both worlds—the world-class service of Microsoft plus a Microsoft Dynamics™ partner who understands your business, your goals, and your needs.

This datasheet is designed to make it easier for you to get the most from your investment. Please see the back of this sheet for details about your plan’s benefits, as well as who to contact for more information.

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We have a variety of service plans to meet your needs. If you would like information on upgrading your plan, or have any questions, contact your local Microsoft Dynamics partner.

For more information, visit:  
[www.microsoft.com/dynamics/customersource.msp](http://www.microsoft.com/dynamics/customersource.msp)

#### Your Standard A Plan Benefits at a Glance

- Product Updates and Service Packs  
[CustomerSource >> Downloads & Updates](#)
- Access to CustomerSource and Knowledge Base  
[CustomerSource >> Knowledge Base](#)
- Electronic and Telephone Support with Three-Hour Response Time  
[CustomerSource >> Support](#)
- NEW—Unlimited Online Training
- Managed Newsgroups  
[CustomerSource >> My Account >> Account Information](#)
- Investment Protection and Protected List Price
- NEW—Transition Investment Credits
- Product Advisory Board Survey
- Support Lifecycle Policy

*The Standard A Plan provides a foundation level of services, which complements the support and training supplied by your local partner.*

## Maximized Solution Value

- **Product Updates and Service Packs**  
**Keep your solution up-to-date.** Take advantage of the newest technologies by receiving and installing the most recent updates to your solution, including major version releases, point releases, service packs, and fixes. If you are a payroll customer, you will also have access to new government regulations, tax changes, and updates.
- **Product Advisory Board Survey**  
**Make suggestions for future products and new features.** Many of our product improvements come directly from customer suggestions. You can participate in the yearly Product Advisory Board Survey, or visit CustomerSource at your convenience and offer suggestions through our Global Suggestion Database.

## Confidence in Your Decision

- **Investment Protection**  
**Future-proof your software solution.** Move to the future converged Microsoft Dynamics solution without having to repurchase the functionality you already license. [CustomerSource>> Products & Services>> then select your Microsoft Dynamics product](#)
- **Protected List Price**  
**Control expenses with straightforward pricing.** Enrollment in the Standard A Plan is 18% of the applicable price. Additionally, Protected List Price shields you from price fluctuations and helps you more easily budget for your renewals. To learn more about Protected List Price, visit: [CustomerSource>> Products & Services](#)  
If you have allowed your service plan to lapse, pricing for reenrollment will include a combination of back pay plus future year plan fees; these fees will be based on the price of your maintenance plan at the time of reenrollment. To learn more about Protected List Price, visit: [CustomerSource>> Products & Services](#)

## ■ NEW—Transition Investment Credits

Apply full license credit toward 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**  
**Clear and predictable support timelines for your solution.** Receive development and technical support for a minimum of five years for all products released in 2005 and all future releases. Even if you don't upgrade, you will receive fixes and regulatory updates on your older version as long as you remain on the plan.

## Enhanced Employee Productivity

- **Access to CustomerSource and Knowledge Base**  
**Your all day, every day link to Microsoft.** CustomerSource\* provides access to a searchable technical database, discussion boards, news, a subscription service, and more. Microsoft Knowledge Base is packed with thousands of timesaving tips, usability recommendations, and answers to commonly asked technical questions. This is one of the same tools used by our award-winning technical teams.

- **Electronic and Telephone Support**  
**Receive fast answers and technical advice.** When you're using a mission-critical system, having a knowledgeable and responsive technical support team can be reassuring. With the Standard A Plan, you receive two yearly electronic or telephone support incidents with a three-hour response time.\*\* Which means you'll get answers to your support questions so you can get back to business.

- **Flex Support Incidents**  
**Save on additional electronic or telephone support.** If you're looking for additional support from Microsoft, your Standard A plan enrollment gives you discounts on Flex support incidents and Flex 5-Pack Support purchases. For more information, visit: [CustomerSource>> Products & Services>> then select your Microsoft Dynamics product>> Service Plans](#)

- **NEW—Unlimited Online Training**  
**Benefits for all customers enrolled in a plan.** The following Unlimited Online Training will be available globally in March 2007:

- **E-Learning:** Receive classroom-equivalent online training on specific topic areas, e.g., a product module. English only.
- **Training Manuals:** Use the training manuals as a study tool or as a desktop reference. Available in multiple languages.
- **Courseware Extensions:** Get addendums for select Courseware titles and on local functionality within a given country. Available primarily in English; some extensions are available in other languages.
- **What's New Training Manuals/Courseware:** Have access to delta training between product versions. This material is available as a manual, with some product versions obtainable as E-Learning. In English, with a few titles translated into other languages.
- **Learning Plans:** Easily find the training you need with the training road map, which outlines every training and certification option available for each module. English only.

- **Managed Newsgroups**  
**Discuss issues with and get answers from other customers.** Exchange ideas, ask questions, and discuss solutions with your peers. Use managed newsgroups as an online support tool, and post as many how-to questions, issues, or solutions as you would like.

For more information and to find the best Microsoft Dynamics service plan for you, visit:  
[www.microsoft.com/dynamics/customersource.mspx](http://www.microsoft.com/dynamics/customersource.mspx)

Contact: your local Microsoft representative   E-mail: [mbsprofessionalservices@microsoft.com](mailto:mbsprofessionalservices@microsoft.com)   Call: your Microsoft Dynamics partner

## Microsoft

\*Currently available for Microsoft Dynamics AX and Microsoft Dynamics NAV customers in North America only.

\*\*Applicable to customers with a system list price of \$3,000 or greater. Clocks spread over two business days. North America's support hours are currently 8:00 a.m.–7:00 p.m. CST Monday–Friday.

Microsoft Dynamics plans are not refundable. Prices are subject to change without notice. All prices are in U.S. funds. Upgrades are prorated to expire at the same time as your existing service plan.

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