

Microsoft Services **open/open value customers**

Microsoft Services Business Solutions Software Assurance Plan

Available for:

Microsoft[®] Business Network[®]

Microsoft Business Solutions
CRM

Support and Services to Help Increase Your Business Success

Your business solution represents a significant investment in the future success of your organization. With it, you enjoy access to rich, decision-driving information that can help you streamline operations, improve productivity, reduce expenses—and much more.

To realize the many benefits this software offers, though, you need to back it with powerful service and support—the type you receive from the powerful collaboration between Microsoft Business Solutions and your highly trained Microsoft Business Solutions partner.

The Microsoft Services Business Solutions Software Assurance Plan complements the services your partner offers and provides everything you need to achieve rapid, business-building results from your solution. With this service plan, you receive all the latest product releases, self-help tools, and information that can help you save time, boost productivity, and ensure your software remains current.

In addition, you also benefit from access to a base level of industry-leading technical support and training services, which can help you use your solution more confidently.

The Business Solutions Software Assurance Plan 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.

Business Solutions Software Assurance Plan Overview

The Business Solutions Software Assurance Plan can help you...

Get Back to Business Quickly

The Business Solutions Software Assurance Plan provides fast access to high-quality technical support—helping you quickly resolve system issues.

- Get back to business quickly with two support incidents with a 3-hour guaranteed response time.*
- Enjoy discounts on Flex Per-Incident and Flex 5-Packs.
- Share tips, tricks, implementation ideas, and solutions with other customers through an online Managed Newsgroup. If your questions aren't answered by your peers within two business days, a Microsoft Business Solutions support engineer will respond.

Ensure Your Solution is Always Up-to-Date

Your enrollment in the Business Solutions Software Assurance Plan enables you to realize the full benefits of your solution while ensuring current and future flexibility.

- Enjoy the latest product features and technologies with regular software upgrades and updates as well as tax updates, if applicable.
- Ensure your system keeps up with your business needs by being able to purchase additional modules, users, and services.

Access Powerful Information To Help Your Solution Function Smoothly

With the Business Solutions Software Assurance Plan, you have access to a wealth of information you can use to earn maximum benefits from your business solution.

- Save time, increase productivity, and quickly resolve technical issues with CustomerSource, a password-protected Web site exclusively for customers. CustomerSource includes valuable self-support resources, news and information, downloads and more.
- Receive tips, recommendations, and answers to commonly asked technical questions with TechKnowledge, the same fact-packed database our award-winning technical teams use.
- Receive customized news and information by subscribing to Insights, our online e-mail subscription service.
- Influence future versions of your solution by participating in the Product Advisory Board Survey or by using our Global Suggestions Tool.

Help Increase Your Expertise with Comprehensive Training

Microsoft Business Solutions Training is designed to help your users become more comfortable with your business solution, while acting as the perfect complement to your local Microsoft Business Solutions partner's customized training.

- Learn the ins and outs of your solution with two subscriptions to the Foundation Library of Online Training, which provides two single-user, self-directed tutorials via any PC with Internet access. These just-in-time tutorials cover many topics related to your business solution and can help you become familiar with a new feature or module. They can be a valuable prerequisite to the customized training you receive from your partner and a convenient way to refresh skills you've learned in the past.
- Experience in-depth training—online. eCourses are recorded web-based training sessions based on classroom curriculum. Fun, interactive exercises are built into Microsoft Business Solutions eLearning products to reinforce learning and to keep the learner engaged. eCourses can also be combined with Foundation Library training tutorials to provide a powerfully blended learning plan.

Control Expenses with Straightforward Pricing

Your service plan price is based on the list price of your Microsoft Business Solutions software at the time of acquisition. This price is the basis for future service plan price calculations.

- For greater flexibility in managing technology expenditures, Software Assurance within the Open Value program allows you to spread payments annually, instead of making just one upfront payment. This lets you reduce initial costs and forecast annual software budget requirements up to three years in advance.
- Enrollment in Business Solutions Software Assurance is 25% of your list price.

LEARN MORE ABOUT MICROSOFT SERVICES FOR YOUR BUSINESS SOLUTIONS!

For additional information about Microsoft Services, please contact your local partner.

To continue receiving the benefits of the Microsoft Services Business Solutions Software Assurance Plan, you must re-enroll in the program within 90 days after the plan expires. After 90 days of the plan expiration, you will need to repurchase both your license and the Software Assurance Plan. Microsoft Business Solutions services are not refundable, and prices are subject to change without notice. The most recent enrollment benefits will be delivered upon renewal.

*This benefit available to customers with a system list price of \$3,000 or more.