



Microsoft[®]
Services

Microsoft Services **enhancement program**



Helping You Earn A Superior Return On Your Software Investment

Available for:

Microsoft® Business Solutions–
Enterprise Reporting

Microsoft Business Solutions–
Great Plains®

Microsoft Business Solutions–
Solomon®

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

To realize the wealth of benefits this software provides, you need to back it with a high-quality service program. The Microsoft Business Solutions Enhancement Program is an affordable way to realize the full benefits of your software and keep your business system current. With it, your solution will perform at a high level, provide the information you need when you need it, and can help you keep pace with the rapidly changing business environment of today and tomorrow.

The Enhancement Program provides a foundation for the strategic services your local Microsoft Business Solutions partner provides. With Microsoft Business Solutions, you receive the best of both worlds—a local partner who understands your business, your goals and your service needs, and access to award-winning service and support from Microsoft Business Solutions.

Microsoft Business Solutions Enhancement Program Overview

The Microsoft Business Solutions Enhancement Program can help you...

Ensure Your Solution is Always Up-to-Date

Today's fast-paced business climate demands that your software stay current. With your continued enrollment in the Enhancement Program, you'll take advantage of the newest technologies—which can help you realize the full benefits of your solution while ensuring current and future flexibility.

- With the Microsoft Business Solutions Enhancement Program, you'll always have the latest major version releases, minor enhancements, service packs and tax updates for the product you are licensed for.
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- Prepare for the future with Transformational Assurance. This benefit provides you with the ability to move to the future Microsoft Business Solutions business application suite without having to repurchase the functionality you currently have licensed, as long as you remain enrolled a Microsoft Business Solutions service plan. The Transformational Assurance benefit is available for all supported editions of Microsoft Business Solutions—Great Plains and Microsoft Business Solutions—Solomon.
- Ensure your system keeps up with your business needs by being able to acquire additional modules, users, and services.
- Enhance your ability of getting the right information to the right person. Microsoft Business Portal 2.0, with role-based access to information and processes from a single Web-based portal, seamlessly delivers applications, information, and processes to employees, customers, and partners across your organization. Customers with a current Enhancement Program will receive the Microsoft Business Portal code, plus one Employee User for each Professional User of Great Plains and Solomon that they already have. Additional Employee Users must be purchased separately. For more information on Microsoft Business Portal, refer to the Services Guidebook.*
- Enjoy the automated tools of the Professional Services Tools Library to help save the time of consolidating and changing data manually. Great Plains customers enrolled in the Enhancement Program receive several tools and can purchase others. Purchase a full range of data customization and control utilities individually or the entire library to help you increase your productivity and the efficiency of your solution while ensuring data integrity.

Access Powerful Information to Help Your Solution Function Smoothly

The Microsoft Business Solutions Enhancement Program provides the tools and information you need to realize the many benefits your business solution provides.

- We help you to save time, increase productivity, and quickly resolve technical issues with CustomerSource, a password-protected Web site exclusively for customers who enroll in the Microsoft Business Solutions Enhancement Program. CustomerSource includes valuable self-support resources, news and information, software 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.
 - Join a newsgroup to learn and share tips, tricks, and implementation ideas with other customers.

- Receive customized news and information by subscribing to Insights, our online e-mail subscription service.
- Save dozens of hours by downloading hundreds of the most commonly used reports using Reports Library.+
- Influence future versions of your solution by participating in the Product Advisory Board Survey or by using our Global Suggestions Tool.

Increase Your Expertise With Powerful Technical Support and Training Options*

The Microsoft Business Solutions Enhancement Program is designed to help you become more comfortable with your business solution, and then boost your expertise in using it.

- Enjoy discounts on Flex Per-Incident Support. With your service plan enrollment, you can acquire either electronic support or telephone support at a reduced rate and receive an eight-business-hour response time on your requests.
- Enjoy discounts on Flex 5-Packs of Support Incidents. 5-Packs provide you with additional responsiveness since they have a 3-hour guaranteed response time. Plus they provide you with the convenience of buying in advance and a better rate than buying five individual incidents. And, with your enrollment in the Enhancement Program, you receive a discount that lets you save even more!
- Optimize the effectiveness of your software by purchasing and using online training courses for in-depth training on features and functionality, libraries of online training tutorials that provide targeted learning on specific topics, or training reference materials.
- View the classroom training schedule at a glance when you want to pursue traditional hands-on training.

Choosing the Right Service Plan For Your Needs

The Microsoft Business Solutions Enhancement Program provides a solid foundation for your business solution. In addition to this program, Microsoft Business Solutions offers a range of service plans to help meet your technical support and training needs and complement your local partner's strategic services.

With your enrollment in the Enhancement Program, you always have the option to move to a service plan that provides assisted support with a guaranteed response time, as well as a foundation level of training. In that case, the amount you paid for your Enhancement Program will apply directly toward your new service plan.

Control Expenses with Straightforward Pricing

The Microsoft Business Solutions Enhancement Program is affordably priced at 16% of the applicable price.**

* Training options, Microsoft Business Portal and Professional Services Tools Library do not apply to Enterprise Reporting.

+ Reports Library is currently available to Microsoft® Business Solutions-Great Plains® customers only. Selected Professional Services Tools are available at no additional charge to Great Plains customers only.

ENROLL TODAY!

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

**To help you budget more predictably for your service plan year after year, Microsoft Business Solutions enables you to lock in a base system list price. When you acquire additional modules or users, the new purchase, which is based on current list price, is simply added to your base list price. Service plans are then calculated off of the new total list price. For customers who renewed between November 2, 2002 and November 3, 2003, your protected system list price was based on the lower of two prices, either: the historical system list price (the system list price shown on your previous renewal notice) or the current system list price (the solution cost at that time, excluding discounts). For customers who purchased their solution after November 3, 2003, the price of the service plan renewal will be based on the price list at the time of purchase.

A re-enrollment fee based on your system list price will be charged to reinstate an expired service plan (1-90 days lapsed – 25%, 91-365 days lapsed – 30%, more than a year lapsed – 35%). For customers whose service plan has expired, the renewal price will be based on the historical system list price. In addition, you must be enrolled in a service plan to acquire additional modules and users. Microsoft Business Solutions services are not refundable, and prices are subject to change without notice. Customers will start receiving the most recent benefits upon renewal.

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