



Microsoft Services **standard b plan**

## Microsoft Services Business Solutions Support Standard B Plan

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**Available for:**

Microsoft® Business Solutions–  
Enterprise Reporting

Microsoft Business Solutions–  
Great Plains®

Microsoft Business Solutions–  
Solomon®

### Award-Winning Support and Services Provide Added Security

In today's fast-paced business environment, your organization can hardly afford the frustration and inconvenience that comes with system downtime. But, the fact is, system-related issues sometimes occur—usually when you can least afford them.

That's why it's so important to have the backing of a high-quality service plan—one that provides quick resolution to your technical issues as well as high-quality training and a wealth of other powerful, business-building benefits.

The Microsoft Services Business Solutions Support Standard B Plan complements the services your Microsoft Business Solutions partner offers, and provides the security of electronic or telephone support as often as you need it\*—helping you return to business-as-usual as quickly as possible. In addition, the latest technologies, world-class educational features, and powerful self-help tools put you on the fast track to efficiency throughout the life of your solution.

The Business Solutions Support Standard B 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.

*\*During support hours and terms of enrollment.*

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## Business Solutions Support Standard B Plan Overview

The Business Solutions Support Standard B Plan can help you...

### Get Back to Business Quickly

When the unforeseen occurs, you'll appreciate having the backing of the Microsoft Services Standard B Plan, which can help get your business back up and running quickly.

- Help get quick resolution to your technical issues with unlimited\* telephone and electronic support with a one-hour guaranteed response time. In the rare situation that we miss a guarantee on your support request, we'll compensate you for the full value of that support incident.
- Use online Chat & ScreenSharing features for quick access to support professionals who can help you efficiently resolve technical issues.
- 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 Business Solutions Support Standard B Plan enrollment 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.
- 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 in a Microsoft Business Solutions service plan. The Transformational Assurance benefit is available for all supported editions of Microsoft Business Solutions—Great Plains and Microsoft Microsoft Business Solutions—Solomon.
- Ensure your system keeps up with your business needs by being able to acquire additional modules, users and services.

### Access Powerful Information to Help Your Solution Function Smoothly

When you enroll in the Business Solutions Support Standard B Plan, you have access to a wealth of information you can use to secure maximum benefits from your business solution.

- With a subscription to TechNet Plus, you receive the features provided in TechNet Online Concierge Chat, plus Microsoft Managed Newsgroups and TechNet Plus Subscription Media. Managed Newsgroups let you get timely answers to questions from people who use the same products as you. You also receive TechNet Plus Subscription Media every month, featuring important resources such as tools, utilities, drivers, and how-to articles to help them succeed. TechNet Plus Subscription Media includes beta release candidate software and evaluation copies of the latest applications.

- Receive customized news and information by subscribing to Insights, our online e-mail subscription service.
- Save time, increase productivity, and quickly resolve technical issues with CustomerSource, our password-protected Web site designed 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.
- 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 partner's customized training.

- Learn the ins and outs of your solution with four subscriptions to the Foundation Library of Online Training, which provides four 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.

### Control Expenses with Straightforward Pricing

Enrollment in the Business Solutions Support Standard B Plan is 25% of the applicable price:\*\*

### LEARN MORE ABOUT MICROSOFT SERVICES FOR YOUR BUSINESS SOLUTIONS!

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.

\*\*To help you budget more predictably for your service plan year after year, Microsoft Business Solutions enables customers to lock in a base system list price. When customers acquire additional modules or users, the new purchase, which is based on current list prices, 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.

A re-enrollment fee will be charged to reinstate an expired service plan. In addition, you must be enrolled in a service plan to purchase additional modules and users. 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.

\*During support hours and terms of enrollment.

+Training benefits do not apply to Enterprise Reporting.