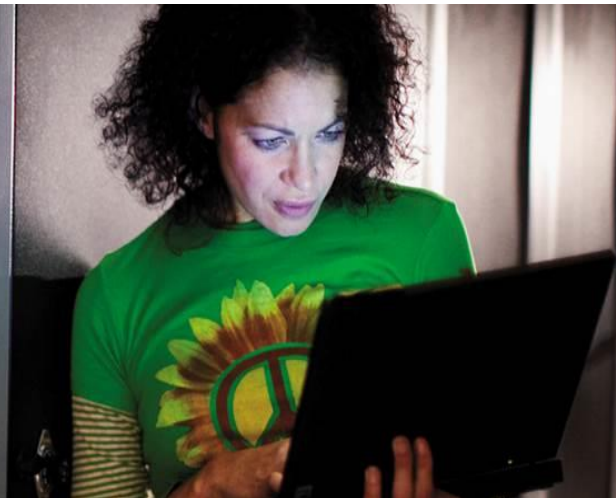


# Software Assurance

## Microsoft Dynamics Planning Services



Get more from your IT investment with Planning Services for Microsoft Dynamics 365 for Customer Engagement, structured consulting activities to help you launch and grow your CRM solution.

### Plan your Microsoft Dynamics 365 for Customer Engagement implementation, upgrade, or migration

Planning Services for Microsoft Dynamics provides expert guidance from Microsoft partners or Microsoft Services about how to put your investments to work. Streamline your deployment based on your unique requirements and process needs, by creating custom implementation plans for a first-time implementation of Dynamics 365 for Customer Engagement, or upgrade or migration plans of your current CRM solution. The result will help improve marketing effectiveness, boost sales, and enrich customer service interactions.

#### Implementing Microsoft Dynamics 365 for Customer Engagement

- Review your processes and business requirements and envision your CRM solution with Dynamics 365 for Customer Engagement
- Understand the degree to which the Dynamics 365 solution fits your requirements
- Test drive the planned solution with an online proof of concept (POC)

#### Upgrading Microsoft Dynamics 365 for Customer Engagement

- Assess the latest CRM capabilities of Dynamics 365 for Customer Engagement and what they can do for your business
- Evaluate your existing implementation and the complexity to upgrade
- Understand the degree to which the most current version capabilities fit, and test drive your solution with a cloud Dynamics 365 for Customer Engagement POC

#### Migrating to Microsoft Dynamics 365 for Customer Engagement

- Review your business requirements and envision an implementation in the cloud with Dynamics 365 for Customer Engagement
- Assess cloud migration considerations and fit for your unique requirements
- Test drive a recommended path to migration with a Dynamics 365 for Customer Engagement POC

## Learn what Microsoft Dynamics Planning Services can do for you

### Access the latest innovations in CRM

Reimagine your CRM solution by assessing how Microsoft Dynamics 365 for Customer Engagement works seamlessly across sales, customer service, field service, and marketing. Microsoft Dynamics 365 for Customer Engagement can grow with your business. It gives you flexibility and choices with apps that solve real problems and deliver real value with best-in-breed CRM capabilities that will help you delight your customers.

### Put your IT investment to work

Choose Planning Services for Microsoft Dynamics 365 for Customer Engagement to optimize your investment in Microsoft Dynamics. Start to plan your implementation, migration, or upgrade, and test how the proposed solution can transform the way you engage with customers and empower employees with new products and services.

### Streamline your CRM implementation

Receive expert guidance from Microsoft partners or Microsoft Services to efficiently implement, migrate, or upgrade your custom CRM solution that fits and meets your specific business requirements and market changes.

## Choose the right engagement for your business

As a Software Assurance customer, you may be entitled to Planning Services days which can be used for deployment planning engagements with Microsoft Services or qualified Microsoft partners. The number of Planning Services days you are eligible for depends on the type and number of qualified Software Assurance licenses you have. Planning Services days are pooled and can be used on any of the Planning Services offerings regardless of the products purchased. Find out how many Planning Services days your company has by visiting the [Volume Licensing Service Center](#). If your organization has a Microsoft Products and Services Agreement (MPSA) go to the [Microsoft Business Center](#).

## Activate your Software Assurance benefits today

- Get started with Planning Services for Microsoft Dynamics today by visiting the [Microsoft Volume Licensing Service Center](#). If your organization has an MPSA, go to the [Microsoft Business Center](#). Note: Administrative rights are required to activate Planning Services. Contact your Software Assurance benefits administrator for assistance.
- To locate a qualified partner, visit the [Planning Services Partner Directory](#) or check with your Microsoft representative.
- See the [VLSC Software Assurance Guide](#) for detailed, step-by-step instructions for accessing and using Planning Services. MPSA customers go to the [Microsoft Business Center](#).
- Visit [Software Assurance](#) to learn more about [Planning Services](#) and other Software Assurance benefits.

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