



Microsoft Services
select/enterprise agreement customers

Microsoft Services Business Solutions Software Assurance Plan

Available for:

Microsoft® Business Network®

Microsoft Business Solutions
CRM

Industry-Leading 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 comprehensive 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 Software Assurance Plan provides the convenience 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 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.

**During support hours and terms of enrollment.*

Business Solutions Software Assurance Plan Overview

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

Get Back to Business Quickly

When the unforeseen occurs, you'll appreciate having the backing of the Business Solutions Software Assurance 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.
- 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 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.
- 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 Network and Microsoft Business Solutions CRM.
- 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

With the Business Solutions Software Assurance 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 tips, recommendations, and answers to commonly asked technical questions with TechKnowledge, the same fact-packed database our award-winning technical teams use.

- 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 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 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.
- 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 powerful 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 Select and Enterprise Agreement 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.

Microsoft
Business
Solutions

*During support hours and terms of enrollment