

Microsoft Dynamics 365 Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics 365 support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics 365 Support benefits visit the service plan [page](#).

Level	Subscription	Professional Direct	Unified Core	Unified Advanced	Unified Performance
Self-Select Your Plan	Small business operating a simple environment, sandboxing, or using a full-service partner	Medium/large business operating a 24/7 production environment requiring access to experts for advisory and escalation services	Enterprise support with affordable access to problem resolution and account team services	Enterprise support with a balance of reactive and preventive support to ensure continuity	Personalized enterprise support to maximize business outcomes
Microsoft Product Coverage	Dynamics 365 Only	Dynamics 365 Only	All Microsoft Products	All Microsoft Products	All Microsoft Products
Community Forums	x	x	x	x	x
Service Dashboard	x	x	x	x	x
Web & Phone Incident Submission	x	x	x	x	x
Access to Self-help Portals	Dynamics Portals	Dynamics Portals	Unified Services Hub	Unified Services Hub	Unified Services Hub
As-needed Break/Fix Incidents	x	x	x	x	x
Support	24x7 for Severity A cases	24x7 for Severity A cases	24x7 for Severity A cases	24x7 for Severity A cases	24x7 for Severity A cases
Fastest Response Time (For critical incidents)	<1 hour	<1 hour With priority routing	<1 hour	<1 hour	<30 minute Priority routing to experienced specialists
Crisis Management		x	x	x	x
Lifecycle Services	x	x	x	x	x
As-needed Online Training	x	x	x	x	x
Technical Account Manager		Pooled	Pooled	Assigned	Assigned
Priority Handling		x	x	x	x
Escalation Management		x	x	x	x
Ask the Expert Webinars		x	x	x	x
Advisory Support		x	x	x	x
Monthly Service Reviews		x	x	x	x
Proactive Services		Dynamics App Consults	On-demand Assessments	Limited Catalog	Full Catalog
On-demand Workshops			x	x	x
Cloud Success Plan				x	x
Remote Diagnostics & Reporting				x	x
Onsite Services				x	x
Enhanced Solutions				Limited Catalog	Full Catalog
Support Technology Advisor Service					x
Cost	Included	\$9/user/month; min \$180/month \$15/user/month for Dynamics 365 Plan min \$300/month	Starts at ~\$24K / year based on licensing spend	Starts at ~\$70K / year based on licensing spend	Starts at ~\$180K / year based on licensing spend

Microsoft Dynamics 365 support plans are available through Volume Licensing channels and Web Direct

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