

Microsoft Dynamics

# Microsoft Dynamics Service Plan Benefits

Quick Start Guide

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Welcome to your Microsoft Dynamics® Service Plan Quick Start Guide. Use this guide as a quick reference to maximize the benefits of your investment. To identify your current service plan, as well as how many support incidents you have remaining (if applicable), click [here](#).

Microsoft Dynamics service plans offer customers support, training, and the latest software releases. You can improve end user productivity with online training to help enhance skills and accelerate familiarity with Microsoft Dynamics. To help your IT staff efficiently implement and manage their Microsoft Dynamics Solution. The service plans offer access to technical training and new software releases when they become available. While this guide supplies some fundamental information, the place to learn more about each benefit is at the Microsoft Dynamics Service Plan [website](#).

Here are the primary service plan benefits you'll want to take advantage of to get the most from your Microsoft Dynamics solution:

## **CustomerSource**

Your central source for self help resolution, expert insights, proactive tools, and the service plan benefits available to you. [CustomerSource](#) is a unified, one-stop portal with a wealth of information, including e-learning, self-directed support, downloads, productivity tools, and a community of industry experts and peers.

Access product specific information for each Microsoft Dynamics product line, including news, presentations, fact sheets and more.

Click on the following link to get [instructions for accessing CustomerSource for the first time](#), with information regarding your service plan benefits.

## **New Version Rights and Updates**

One of the most valuable benefits of your Microsoft Dynamics Enhancement Plan is the ability to take advantage of periodic system updates and new version rights for your solution. Microsoft invests heavily in research and development, so keeping your business on the latest version available means benefiting from new features and capabilities and staying on the leading edge of technology.

Log on to [CustomerSource](#) to access the following:

- Stay Current with Service Packs and Product Releases
- Download Service Packs & Hotfixes
- Tax and Regulatory Updates.

## Training

Get the knowledge you need with online Microsoft Dynamics training that you can access 24 hours a day, 7 days a week. Online training opportunities, training manuals, and learning plans help you learn to get the most from your solution and improve performance. [Access Training](#)—Sign up for instructor-led training, access e-learning resources, and download training materials.

Note: Instructor-led training fees, hard-copy materials, and books are not included as part of your Enhancement Plan.

## Self-Service

- [Participate in the Microsoft Dynamics Community](#)—Post your questions and review answers from other customers, MVPs, and Microsoft engineers.
- [Subscribe to Blogs](#)—Sign up for the latest blog posts that address your specific interests.
- [Search KnowledgeBase](#)—Search for information on any topic regarding your Microsoft Dynamics solution.

## Transition Investment Credit

This benefit gives you the flexibility and security in your Microsoft Dynamics solution choice. If your needs change, you can apply your full license credit to any of the other Microsoft Dynamics solutions that best fit your requirements.

## Protected List Price

Provides more accurate predictability in budgeting for service plan renewal year after year, and protect your system list price as the basis of future renewals.

## License Mobility

You may reassign your ERP Solution Licenses, for which you are under a current maintenance plan, to (i) any servers running physical or virtual OSEs dedicated to you and located within the same Server Farm as often as needed, or (ii) from one Server Farm to another, but not on a short-term basis (i.e., not within 90 days of the last assignment).

## Support Lifecycle

Rely on Microsoft support of the version of Microsoft Dynamics you are using for up to 10 years. The Microsoft [Support Lifecycle](#) policy provides consistent and predictable guidelines for product support availability when a product releases and throughout that product's life.

## Problem Resolution Support

The Enhancement Plan does not include problem resolution support incidents. Customers have two options:

- Contact your partner
- Pay Per Incident – log on to [CustomerSource](#) to submit a support request to a Microsoft Support Engineer
- Professional support – log on to [Microsoft Support](#) to contact Microsoft directly for support for Microsoft Dynamics AX or Microsoft Dynamics NAV

The Advantage Plan offers 6 problem resolution support incidents that can be submitted via phone or web.

The Advantage Plus Plan offers unlimited problem resolution support incidents that can be submitted via phone or web.

- 24x7 Support available for Severity A cases only via phone

## Create a Technical Support Request

Submit your questions to the Microsoft Dynamics Technical Support team.

- [Submit a new technical support request](#)
- [View an existing technical support request](#)
- [How to Log a technical support incident](#)

## Severity Based Level Definitions

Response times for technical support incidents vary by case severity for the Advantage Plus Plan only.

Severity	Customer Situation
A	Critical Business Impact: <ul style="list-style-type: none"><li>• Customer's business has significant loss or degradation of services<sup>1</sup></li><li>• Needs immediate attention</li></ul>
B	Moderate Business Impact: <ul style="list-style-type: none"><li>• Customer's business has moderate loss or degradation of services but work can reasonably continue in an impaired manner<sup>1</sup></li></ul>
C	Minimum Business Impact: <ul style="list-style-type: none"><li>• Customer business is substantially functioning with minor or no impediments of services</li></ul>

<sup>1</sup> Microsoft may downgrade the severity level if the customer is not able to provide adequate resources or responses to enable Microsoft to continue with problem resolution efforts.

## Managed Community Support

Available for the Advantage Plan or Advantage Plus Plan, Exchange ideas, ask questions, and discuss solutions with your peers. Support engineers will respond to posts that are unanswered by the community after two business days. Take advantage of the tens of thousands of technical articles written by Microsoft Dynamics support engineers, or request direct, 1:1 traditional support from Microsoft experts.

## Quick Links

### [Read News and Events](#)

Stay up-to-date on the latest business and product-specific news, as well as upcoming conferences, online seminars and other events.

## Submit Product Feedback

Submit suggestions and feedback about your Microsoft Dynamics solution.

## **Join a User Group**

Microsoft Dynamics User Groups are independent associations of companies sharing the common interest of optimizing their usage of Microsoft Dynamics.

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