Microsoft

Business Ready Enhancement Plan for Microsoft Dynamics customers

Get top value from your solution, protect your investment, and keep employees informed.

Your Microsoft Dynamics Enhancement Plan service plan is what you need to stay compliant, competitive, and thrive in today's highly complex global business environment. It can also help you to prepare for the future as your company may wish to consider transitioning from your current on-premises Dynamics solution to Microsoft Dynamics 365. Microsoft Dynamics 365 enables organizations to monitor the performance in real time, predict future outcomes, and make data-driven decisions to drive growth.

The Microsoft Dynamics Business Ready Enhancement Plan support plan continues to help you reduce downtime and mitigate support costs. We've added a new benefit to help you prepare for your move to Dynamics 365 in the cloud – the Dynamics 365 Migration Program. Benefits include:

- New version rights, hotfixes, service packs, and regulatory releases
- Self-support tools available through the CustomerSource online portal
- **NEW for AX and CRM customers:** Guaranteed participation in the **Dynamics 365 Migration Program** when your organization is ready to migrate to the cloud. The Dynamics 365 Migration Program includes access to benefits such as:
  - A no-charge, no obligation, Microsoft-managed migration assessment – the first step on your journey to the cloud. This assessment will help you understand migration benefits, determine how your current code, data, and customizations might affect your migration, and outline the steps involved in migrating to the cloud
  - Tele-based Dynamics 365 Migration Advisor team who can provide advice and guidance at any step in the migration process
  - Resource and tools, including webinars, resource materials, partner experts, and more
  - Offers to ease the cost of migration – exclusive to participants of the Dynamics 365 Migration Program

Benefits at a glance

New version rights, hotfixes, service packs and regulatory releases

Self-support tools available through CustomerSource

NEW for AX and CRM customers: Guaranteed participation in the Dynamics 365 Migration Program

The Business Ready Enhancement Plan for Microsoft Dynamics customers helps you get the most from your investment. Read on for details about Business Ready Enhancement Plan benefits, as well as contact information to help you stay connected.

Business Ready Enhancement Plan

Benefits	Features
Get Maximum Solution Value Stay ahead with new version rights, updates, hotfixes, and regulatory updates.	1. New version rights: Stay ahead of technology advances through new version rights and updates. Increase your organization's speed, performance, and productivity. 2. Updates and tax and regulatory releases: Help ensure the ongoing value of your Microsoft Dynamics solution by staying up-to-date and running at peak performance with service packs and hotfixes available through the Mainstream or Modern Support phase. You will also have access to new government regulatory and tax documents, and updates to help your organization stay legally compliant.
Connect directly with Microsoft Participate in the Dynamics 365 Migration Program to help your organization prepare for the future	3. A no-charge, no obligation, Microsoft-managed migration assessment – the first step on your journey to the cloud. This assessment will help you understand migration benefits, determine how your current code, data, and customizations might affect your migration, and outline the steps involved in migrating to the cloud 4. Tele-based Dynamics 365 Migration Advisor team who can provide advice and guidance at any step in the migration process 5. Resource and tools, including webinars, resource materials, partner experts, and more 6. Offers to ease the cost of migration – exclusive to participants of the Dynamics 365 Migration Program
Get Fast, Self-Directed Issue Resolution Gain access to CustomerSource, a centralized resource for self- directed support and tips, community-based learning, expertise, and services.	7. Access to CustomerSource: Drive user adoption and help employees boost productivity by accessing tools and resources 24 hours a day through this unique, online portal designed specifically for our customers. Take advantage of self- directed support, easy access to Knowledge Base, and troubleshooting steps to help you solve issues quickly, unleash new functionality, and improve business processes. 8. Microsoft Dynamics Community: Exchange ideas, ask questions, and discuss solutions with your peers. Take advantage of the tens of thousands of technical articles written by Microsoft Dynamics support engineers, or purchase direct, one- on-one traditional incident support from Microsoft experts.

To find out more about Digital Transformation and to learn more about Dynamics 365, visit https://dynamics.microsoft.com or call your Microsoft Dynamics partner. Access service plan benefits at https://mbs.microsoft.com/customersource.