

Dynamics 365 Migration Program – CRM To Customer FAQ

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This is a live document that will be updated regularly to provide guidance around frequently asked questions. **For additional questions, please email ask-dmp@microsoft.com.**

1. Q. What is the Dynamics 365 Migration Program?

- A.** The Dynamics 365 Migration Program enables on-premises Dynamics customers to simplify and accelerate their move to the cloud by offering end-to-end migration support. The program offers access to a dedicated team of Microsoft migration advisors, no-charge, no obligation Microsoft migration assessments, exclusive transition offers, and access to a worldwide network of migration specialist partners.

The program is available for Dynamics AX as of March 2020 and Dynamics CRM in July 2020. Check out this migration customer evidence video from [Travel Counsellors!](#)

2. Q. How do I get started with the Dynamics 365 Migration Program?

- A.** Learn more about the Dynamics 365 Migration Program on our [webpage](#), watch our short featured [video](#), view the CRM overview [video](#), and fill out an application form on the website today. We will review your application and an advisor will contact you within a few days.

3. Q. What is the Dynamics 365 Standard Migration Assessment (SMA)?

- A.** The Dynamics 365 Migration Program is led by the Standard Migration Assessment (SMA) motion. The SMA is a series of tools and processes and outputs designed to help create a uniform and consistent migration assessment result for our most loyal customers. It aims to help customers with analyzing the challenges and level of effort involved in migrating an existing Dynamics 365 on premise organization to the D365 cloud service.

Learn more about the SMA by watching this overview [video](#). For more information, click [here](#).

4. Q. What will the Dynamics 365 Migration Program offer cost me?

- A.** There is no additional cost for participating customers in the Dynamics 365 Migration Program itself. There may be implementation costs once you decide to migrate to the cloud. The Microsoft-funded technical and business assessments are both available at no charge to help you get started and plan your path. [Contact us](#) to learn more about the migration assessment.

5. Q. When will the program be available?

- A.** The program is available for Dynamics AX customers as of March 2020. It will expand to Dynamics CRM starting July 2020, and potentially other on-premises Dynamics products in the near future.
- 6. Q. Which geographies will offer Dynamics 365 migration for Dynamics CRM?**
- A.** Dynamics 365 Migration Program is available to AX customers globally beginning in March 2020 and CRM customers in July 2020.
- 7. Q. How does the Dynamics 365 Migration Program work with Partners?**
- A.** Partner expertise is key to delivering on the Dynamics 365 Migration Program. Beyond the Partner delivering the no charge, no obligation assessment, your Partner of Record will be alerted (if you choose) of your participation in the program and can be involved in the future steps of your migration journey.
- 8. Q. What is the urgency to make the migration? CRM works fine, so why should I bother?**
- A.** As regulations are updated you might be exposed to compliance and security risks. More importantly, customers who have migrated are leveraging the benefits of Dynamics 365. From an economic perspective, they are able to move from CAPEX to OPEX, and get potential savings from not having to manage servers, large IT teams, and doing periodic upgrades. From a performance perspective, Dynamics 365 offers a modern web platform and allows integration with Microsoft 365, Azure Cloud, and the [Power Platform](#), (Power Apps, Flow, and Power BI). Migrating to Dynamics 365 will enable you the flexibility and scalability to grow, access unified real-time data, and improve security, privacy, and reliability while resting assured you will always have the latest software version.
- 9. Q. Is the Standard Migration Assessment (SMA) a sales commitment in disguise?**
- A.** No. The assessment is the first step on your cloud journey, which will help to align your business objectives to Dynamics 365 platform value proposition and define your upgrade process, budget, and timeline. There are no charges and no strings attached to our Microsoft Standard Migration Assessment (SMA). We understand that migration is hard; we want to help our existing loyal customers on this journey by offering a jump start to the process. At the end of the assessment, you will make the decision whether to execute the migration, continue with more detailed analysis, or wait until you are ready.
- 10. Q. Do you still have questions?**
- A.** Email ask-dmp@microsoft.com.