

# Find the Microsoft® Business Solutions Service Plan that's right for you.

A comprehensive resource guide to the service plan options available to Great Plains®, Solomon®, Customer Relationship Management®, and Enterprise Reporting customers.

## What's the right plan for your organization?

Every business is different. That's why Microsoft Business Solutions offers various service plan options. Analyze the subtle differences between these plans and select the one that's right for you. Microsoft Business Solutions Service Plans are designed around our core plan, the Enhancement Program. From there, add more features and benefits with each of the successive plans: Foundation Services, Unlimited Support, and Premier Services.

**Microsoft**  
*Business  
Solutions*

# Enhancement Program

## What it does

The Enhancement Program enables you to expand your solution through product enhancements and build powerful business relationships with comprehensive online services. The Enhancement Program optimizes your investment while ensuring current and future flexibility.

## What you receive

- New! Transformational Assurance. Upgrade to the future Microsoft Business Solutions business application suite without having to repurchase the functionality you already license. Any functionality equivalents between your current solution and your future solution are included as part of your service plan.
- New! Business Portal. New! Built on Microsoft .NET technologies, Business Portal integrates seamlessly with Microsoft Business Solutions—Great Plains® and Microsoft Business Solutions—Solomon® systems to deliver applications, information, and processes to employees, customers, and partners across your entire enterprise.
- System List Price Protection. At the time of your service plan renewal, Microsoft Business Solutions will compare the service plan renewal price you paid last year to what your service plan renewal price would be under today's pricing. The lowest of those two prices will be chosen and protected as your base price for subsequent renewals.
- Product updates, including U.S. and Canadian Payroll Tax updates and Fixed Asset releases when your system includes the Payroll component and/or the Fixed Asset Management component(s).
- Microsoft SQL database updates with each major release when your system includes registration of the database.
- CustomerSource access.
- *Insights* access, our e-mail service that provides you with customized information at your desktop.
- Reduced rate on per-incident support.
- Professional Services Tools access.\*
- Participation in the Product Advisory Board Survey and the Online Global Suggestion Tool.

## What it costs

16% of your protected system list price.

Reinstatement of expired service plans are subject to re-enrollment pricing:

- 25% of protected system list price: 1-90 days past due.
- 30% of protected system list price: 91-365 days past due.
- 35% of protected system list price: more than one year past due.

\*To learn more about the entire Professional Services Tools Library:  
Great Plains, go to [www.greatplains.com/documents/customersolutions/r7\\_bo\\_service\\_tools\\_fs.pdf](http://www.greatplains.com/documents/customersolutions/r7_bo_service_tools_fs.pdf).  
Solomon, go to [www.greatplains.com/documents/customersolutions/solomon\\_v5\\_pstl\\_tools\\_fs.pdf](http://www.greatplains.com/documents/customersolutions/solomon_v5_pstl_tools_fs.pdf).

# Foundation Services Plan

## What it does

The Foundation Services Plan provides you with a wide range of resources to help you learn more about the powerful functionality of your solution and build greater productivity into its operation.

## What you receive

The Foundation Services Plan includes all the benefits of the Enhancement Program, plus:

- Six telephone or electronic support incidents with a three-hour guaranteed response time. Foundation Services incidents expire at the end of the plan year.
- One subscription for online training in the Foundation Library.
- Orientation training CD (Great Plains customers).
- Report Assistant Specialty Manuals (Solomon customers).
- Reduced rate on 5-packs of support incidents.

## What it costs

18% of your protected system list price.

Reinstatement of expired service plans are subject to re-enrollment pricing:

- 27% of protected system list price: 1-90 days past due.
- 32% of protected system list price: 91-365 days past due.
- 37% of protected system list price: more than one year past due.

# Unlimited Support Plan

## What it does

With the Unlimited Support Plan, you receive the security of e-mail or telephone support as often as you need it. In addition, world-class educational features provide you with a fast track to efficiency throughout the life of your solution.

## What you receive

With the Unlimited Support Plan, you will receive all the benefits of the Enhancement Program and the Foundation Services Plan, plus:

- Unlimited telephone and electronic support with a one-hour guaranteed response time.
- The ability to proactively use Chat & ScreenSharing to resolve technical issues.
- One subscription for online training in the Foundation Library.

## What it costs

28% of your protected system list price.

Re-enrollment pricing does not apply to the Unlimited Support Plan.

### Volume discounts:

- List prices of \$100,000-\$199,000 (USD) per individual product line qualifies for Unlimited Support at 26%.
- List prices of \$200,000 (USD) and greater per individual product line qualifies for Unlimited Support at 24%.

# Premier Services Plans

## What they do

Premier Services are our most proactive and personalized service plans, providing you with a truly customized support solution designed to meet the unique needs of your business. There are two levels of Premier Services — Premier 100 and Premier Enterprise — that provide you with the service level that is right for you.

## What you receive

### Premier 100

- 100 hours of service from your assigned Technical Account Manager and advisory services from the Premier Team.
- 100 toll-free telephone and electronic support incidents from senior engineers dedicated to knowing your system.
- A one-hour guaranteed response time on support requests that aren't addressed immediately.
- Access to 24x7x365 support for around-the-clock emergency support throughout the year (\$500 per incident charge).
- The ability to purchase additional support incidents with Premier's senior engineers (A 50-pack of Premier support incidents is \$7,000).

## What it costs

16% Enhancement Program plus \$35,000 (USD).

## What you receive

### Premier Enterprise

- 200 hours of service from your assigned Technical Account Manager and advisory services from the Premier Team.
- Unlimited electronic and telephone support with a team of senior engineers dedicated to knowing your system.
- A 30-minute guaranteed response time on support requests that aren't addressed immediately.
- Access to 24x7x365 support for around-the-clock emergency support throughout the year (with no per-incident charge).

## What it costs

16% Enhancement Program plus \$60,000 (USD).

For more information, please call Jon Jonasson at 701-492-3513 or e-mail him at [jjonass@microsoft.com](mailto:jjonass@microsoft.com).

# Benefits of plans

## Enhancement Program

- Optimizes your investment.
- Ensures current & future flexibility.
- Product updates.
- Transformational Assurance.
- Business Portal.
- System List Price Protection.
- Database updates.
- CustomerSource access.
- *Insights* access.
- Reduced rate on per-incident support.
- Professional Services Tools Library.

## Foundation Services Plan

- All Enhancement Program benefits.
- Six phone or electronic support incidents.
- Three-hour guaranteed support response time.
- Orientation training CD (Great Plains).
- Report Assistant Specialty Manual (Solomon).
- One subscription for online training.
- Reduced rate on 5-packs of support incidents.

## Unlimited Support Plan

- All Enhancement Program benefits.
- Unlimited phone and electronic support.
- One-hour guaranteed support response time.
- Orientation training CD (Great Plains).
- Report Assistant Specialty Manual (Solomon).
- One subscription for online training.

## Premier Services Plan

### Premier Enterprise:

- All Enhancement Program benefits.
- 200 hours of TAM time.
- Unlimited electronic and telephone support with a team of senior engineers dedicated to knowing your system.
- 30-minute guaranteed response time on support requests.
- 24/7 support (with no per-incident charge).

### Premier 100:

- All Enhancement Program benefits.
- 100 hours of TAM time.
- 100 support incidents.
- One-hour guaranteed support response time handled by Senior Assigned Premier Engineer.
- On-site introductory visit.
- 24/7 access to support.
- Orientation training CD (Great Plains).
- Report Assistance Specialty Manual (Solomon).
- Four subscriptions for online training.

# Additional Service Plan Options

## 5-Pack of Support Incidents

When you are looking for occasional support from Microsoft Business Solutions, plus a guaranteed three-hour response time, you may choose pre-paid packs of five support incidents (calls). Enrollment in the Enhancement Program is required to purchase and use 5-pack incidents that expire one year after purchase.

**Price:**

- \$525 with enrollment in the Enhancement Program.
- \$475 with enrollment in the Foundation Services Plan.

## Per-Incident Support Incidents

Per-incident support offers toll-free access to Microsoft Business Solutions Support with a same-day response time. Each incident is charged via credit card.

**Price:**

- \$125 per call or e-mail incident when enrolled in the Enhancement Program.
- \$155 per call or e-mail incident if you are not enrolled in the Enhancement Program.

## Online Training Library

Additional online training seats are available for either the Foundation Services Library or the Industry Library when there are more employees in your organization who would like to take advantage of more training opportunities.

**Price:**

- \$400/year/seat Foundation Services Library or Industry Library.

## Microsoft SQL Database Updates

Receive the latest updates with each major release when your database is registered with Microsoft Business Solutions. Applies to Great Plains and Solomon IV-Version 4.x, and greater only.

**To order:**

- Contact your Microsoft Business Solutions partner.
- Go to CustomerSource ([www.greatplains.com/customersource](http://www.greatplains.com/customersource)) and click on My Messages 30 days before your anniversary date. E-mail your order to [mbsorders@microsoft.com](mailto:mbsorders@microsoft.com).
- Call Microsoft Business Solutions at 800-456-0025; press 2, press 1.

**If you have any questions, e-mail us at [mbsgpss@microsoft.com](mailto:mbsgpss@microsoft.com) or call 888-477-7988, press # then option 1.**