

ACHIEVE RESULTS

Microsoft Dynamics™ SL Overview Brochure

Solutions for your people to help you
drive business success.





ENABLE

Designed for forward-thinking organizations, Microsoft Dynamics SL is an integrated, adaptable business management solution that works like and with familiar Microsoft software to help automate the transactions of project-, service- and distribution-driven businesses, empowers people to work more effectively together to fuel business productivity, and provides managers insights to help monitor and grow their company through confident decision making.

Microsoft's Vision for Advancing the People-Ready Business

People drive business success. Their unique ability to listen, respond, persuade and think enables companies to sell effectively, serve their customers and work together with their business partners in ways that create lasting, high-value relationships. Organizations which put people at the center of processes and information are better positioned to meet the challenges of a fast-changing, globally integrated and interconnected world because they have invested in the most agile, resilient and creative asset available to them—people. Microsoft can help organizations realize the benefits of becoming a People-Ready Business with software that strengthens the capabilities and connections of people to create value in their roles.

The People-Ready Business is the result of people operating in dynamic settings with the strong support of software. It is a business that provides people with the right information, one that empowers them to be decisive and take actions that enhance the customer experience, or actions that lead to better products, processes or services.

- Microsoft Dynamics SL can help you become a People-Ready Business by increasing your access to the details of business operations and transactions that help you advance your business strategy and improve business performance. Easy to use, Microsoft Dynamics SL helps your organization to remain agile by improving efficiency and governance, reducing risk, optimizing allocation of financial and human resources, and maximizing capital investments. Built to improve corporate insight, Microsoft Dynamics SL provides visibility into the financial and operational transactions of your business for a better understanding of past and present business conditions.

“Generally speaking, our productivity has increased simply because the Microsoft product interface is so much easier to understand than our old MS-DOS®-based system. The ability Microsoft Dynamics SL gives us to drill down and instantly access the information we need is invaluable.”

Robin Ash,
Controller,
Intelligent Automation Corporation



The Microsoft Dynamics Difference

The main ideas behind Microsoft Dynamics innovations are to provide software that is familiar to people, and that works with companies' existing systems, fuels productivity, and facilitates confident business decision making. Discussed in more detail on the following pages, the power behind each of these innovations is unmatched in the industry.

ACHIEVE

Familiar to Your People

Microsoft Dynamics solutions work like and with other Microsoft products and technologies with which people are already familiar.

Designed with a focus on the roles people play throughout your company, Microsoft Dynamics delivers an individualized, task-based user experience and allows your employees to easily customize and automate processes, based on their own preferences and work styles.

- Microsoft Dynamics SL works with Microsoft products you already use, helping reduce the time required to learn it. Work in familiar Microsoft Office software while accessing data from your business management solution and leverage other Microsoft product innovations such as SQL and Windows.
- You can reduce your risk and development time to see a faster return on investment. With Microsoft Dynamics SL, you can get your people up and running quickly and easily.
- Microsoft Dynamics SL is designed to adapt to fit into your type of business. Configuration tools are built in standard Microsoft technology, so they are familiar to your people and easy to use. People can configure their own screens the way they want. Unique business functions can be built in without changing source code. Entirely new applications can be built in the same toolset used to develop the product so that deployment to people is seamless and familiar and the data is integrated.

Fits with Your Systems

Microsoft Dynamics applications work the way your current technology does, and can easily and rapidly become a key component of the technological infrastructure. Businesses that implement Microsoft Dynamics solutions can extend the value of technology investments already made, and can rapidly generate substantial returns on their implementation of Microsoft Dynamics.

- Microsoft Dynamics SL works the way your current technology works so it fits easily into your systems, helping to maximize your investment in Microsoft technology. Through utilization of a Microsoft technology platform including Windows, Visual Studio, SQL Server, and SQL Reporting Services, Microsoft Dynamics SL is built to keep your costs low.
- Microsoft Dynamics SL is built to change and evolve with your business and technology needs. Customizations and configurations can be made for all people, groups, or individuals. Custom business processes can be developed to work with the standard Microsoft Dynamics SL applications without modifying source code, so your long-term cost of supporting modifications is minimized.
- What's more, there is a large ecosystem of finely tailored offerings from independent software vendors to ensure you can create a solution that fits your type of business.

Fuels Business Productivity

Microsoft Dynamics fuels business productivity by automating business processes and delivering flexible solutions that can be adapted to meet companies' needs. Microsoft Dynamics solutions bridge different types and areas of work; promote collaboration across lines of business among employees, vendors and customers; and integrate financial, customer relationship, and supply chain processes. Microsoft Dynamics uses a flexible architecture that makes it easy for businesses and

their technology providers to customize the solutions to changing business needs.

- Microsoft Dynamics SL helps fuel the productivity of your business by automating your business-critical operations and adapting to fit into your type of business, ensuring the most relevant insight.
 - *For example:*
 - Electronically review and mark up project invoices automatically created from time cards entered for the billable time worked and other charges made to the project. Consultant billable rates will be based upon standard rates, or those uniquely agreed upon for the client in question.
 - Pick, pack, and ship customers' orders on the promised date for material goods from automatically generated pick lists in the warehouse location where the available inventory resides.
- Map activities to people's tasks for an individualized experience. Microsoft Dynamics SL has a role-based design that helps keep people focused and simplify tasks, while delivering the powerful functionality you need. Customize and automate based on people's own preferences and work style. Give them the insight to help fuel business productivity.

Enables Confident Decision Making

People using business management applications, no matter what role they play, must be able to obtain with ease all the information they need, every time they look for it. With information in hand, they can make wise business decisions with confidence and respond quickly to complex, changing business conditions. Microsoft Dynamics balances information access and the safeguarding of information. Business people can find and work with all the information they need, and, at the same time, managers can control which roles have access to sensitive information.

- Microsoft Dynamics SL helps you respond rapidly to the changing demands of your business, providing you with more complete insight across your organization so you can make timely and informed decisions with increased confidence.
 - *For example:*
 - If your highest priority customer places a large order for goods, automatically reschedule pending lower priority orders based on supplier lead time once inventory can be resupplied if on-hand quantity is insufficient.
- With Microsoft Dynamics SL, you can access a current, consolidated view of your business data to help people answer the question: "Where do I need to focus today to have the biggest impact on my business?"
- Amplify the impact people can have with role-based views for analyzing business activities across the company using Microsoft Dynamics SL.
- Focus in quickly on trends such as rising and falling performance and then drill-down to understand the underlying causes, and analyze data in near real-time, in familiar tools like Microsoft Office Excel.
- Produce presentation-ready reports for managers, executives, and board meetings. Easily distribute period and year-end closing and ad-hoc reports to the right people, at the right time, in the right format. Get the view you want with the drill-down detail you need.

Functionality that is Relevant and Essential to You

Microsoft's product strategy is all about delivering rich industry-relevant functionality that is highly adaptable to changing business conditions while delivering a low cost of ownership. Along with our Partners, Microsoft provides companies of all sizes a flexible business management solution that conforms to their business processes, provides data that is relevant to specific business needs, and enables them to maintain their unique differentiators and edge over the competition. Microsoft develops industry-specific solutions that are built around your business requirements.

Address your unique needs with confidence.

Microsoft Dynamics SL has been deployed in hundreds of industries with the necessary, specialized functions and ability to cost-effectively tailor the solution to meet a specific need. The solution is especially ideal for project-centric and distribution-focused organizations.

Microsoft Dynamics SL is a line of integrated, adaptable business management solutions that include reporting and analysis, financial management, payroll, project management and project accounting, distribution management, field service, and comprehensive customization tools. Microsoft Dynamics SL offers standard product applications for many specific industries, including:

- Professional services
- Management consulting
- Architectural and engineering firms
- General and specialty contractors
- Homebuilders
- Distributors and retailers
- Non-profit organizations
- Healthcare and social services organizations
- Companies that want to track costs and bill for project-based operations
- And many more

Further seize the opportunity to excel within your industry by integrating with third-party applications and industry-specific solutions to give you the leading edge over the competition.

Financial Management and Project Accounting

Manage and grow your business

Take hold of accounting and financial management applications that enable you to handle every aspect of your organization's finances from core general ledger to complex payroll requirements, whether you're a single company with a small financial staff or have multiple accounting departments spread across several companies. Account views and transaction processing can be tailored to meet your business needs. Integration with other Microsoft Dynamics SL components and with solutions such as Microsoft Office Project ensures that critical financial data is updated and available across your organization at all times. You'll be able to represent the impact

of other operations, from distribution to project management, in a consolidated ledger for easy management, reporting, and retrieval. Plus, native support for e-business functionality gives you the power to extend information anywhere, from any location.

Realize more profit potential with integrated project management and accounting

When you bring together accounting and project data into one integrated system, you can free employees to focus on what matters most – providing great service and delivery.

The Microsoft Office Project Connector integrates project and financial data between Microsoft Dynamics SL and Microsoft Office Project Enterprise Edition, providing deep visibility into project financial and schedule data and virtually eliminating data reentry. The result? Project Managers and Accounting can work from the same set of numbers, greatly reducing the traditional, arduous reconciliation.

Project-driven organizations can increase project efficiency and realization with unlimited work breakdown structures and budgets, complex allocations, proactive alerts and work flow, and much more. Integrated time and expense entry ensure that billable activities are quickly passed on to the customer to reduce revenue leakage and improve cash flow. Automated processes streamline accounting, billing, and reporting for all project-related activity.

Sophisticated budgeting capabilities let you test the "what if" scenarios key to effective planning. And whether employees are working onsite or remotely, they'll be able to update and analyze project information via their Web browser.

Drive strategic decisions with the right information

Because applications are integrated, you can drill back instantly to information from any module. For example, if you need to know labor costs for evaluating a project budget, you can simply pull up costs in Project Controller—where costs have been updated from Payroll. And with BIO® for Microsoft Dynamics SL, you'll be able to access relevant analysis from your system while working within Internet Explorer, Microsoft Excel, and Microsoft Outlook. The result? Employees and management are freed from chasing down information to focus on driving your business forward and giving your customers the fast, accurate answers that build loyalty.

Distribution and Field Service

Balance supply and demand with maximum flexibility

Superb customer service begins and ends with your ability to maintain control over every aspect of your distribution processes, from purchasing and maintaining inventory to processing and shipping orders. Distribution capabilities let you configure your distribution cycle to optimize sales and ordering processes and put inventory to the most strategic use—while keeping an eye on cash flow with integrated customer credit checking.

Tight integration means that employees enter information once—orders, inventory, costs, and revenue are automatically updated throughout your entire system. The chance for data entry errors is reduced. Ledger accounts and inventory quantities stay in balance. Customer and vendor payments are processed easily. You're able to turn information about sales and expenditures into strategies that let you outdistance the competition.

Build long-term profitability with lasting relationships

Provide your customers and vendors with the information and services they want. Respond immediately to customer requests with instant access to inventory and order information. Negotiate pricing discounts that increase customer satisfaction, yet still protect your margin goals. Match customers' complex shipping requirements for a single order with a few clicks. And with electronic data interchange (EDI) capabilities and Web-based access to order information, you'll be able to work with customers and vendors across disparate systems, regardless of location. Your goal is to serve customers based on their needs, without worrying about your software requirements. Microsoft Dynamics SL helps make that real.

Do business at the speed of light

A fast and effective alternative to traditional paper-based communications, Electronic Data Interchange (EDI) lets you integrate and automate electronic transactions with customers and vendors. Efficiently process orders without the errors and time delays associated with manual processes. eCommerce Gateway—EDI Edition and advance shipment management functions offer tight integration with Order Management, Inventory, and Purchasing applications, providing the seamless extension of your solution demanded by your customers and vendors.

Field service that works for you

When your business is about customers, you want to spend your time helping them and maximizing profits, not managing multiple systems for dispatch, service maintenance, and billing. Field Service applications support all fundamental aspects of service call processing and dispatching. For example, the Week-at-a-Glance Graphical Dispatch Board allows dispatchers to manage technician time and schedule calls more efficiently, while integration with Microsoft MapPoint® helps ensure that technicians arrive at the right location at the right time. Hence, billable time and customer satisfaction can both be improved. Ideal for service companies and construction firms such as heating, ventilating, and air conditioning contractors, Field Service applications also support full management of service contracts from quotation to renewals; equipment management, including both routine and unscheduled maintenance; and full invoicing capabilities, including contracts, time and materials, and flat rate pricing. Engineers and technicians can stay focused on responding to customers, while your business stays focused on maximizing revenue from contracts.



IMPROVE



Reach Further

Deliver information anytime, anywhere

Wherever your employees are, they can have access to detailed, current business information. Whether you want to schedule automated delivery of reports by e-mail or provide employees with secure, Web-based access to applications and information, Microsoft Dynamics SL helps people be more productive and service customers better by providing for mobility and remote access.

Remove barriers by extending the reach of information, applications, and processes

Increase the velocity of your business transactions by taking your accounting, project management, and distribution operations to the Web. Business Portal for Microsoft Dynamics SL provides role-based access applications and information through a personalized Web portal solution, delivering anytime, anywhere access, along with the flexibility to tailor information views and workflow processes to meet your needs. Amplify the impact your people have on the business by providing easy access to necessary information. Reduce the stream of requests for custom reports and simple business facts. By extending key information to customers and suppliers, you'll be able to capitalize on business opportunities in real-time.

Understand More

Create and customize reports to meet your needs

Analyze business data with BIO® for Microsoft Dynamics SL so you can help people understand the next steps they should take. Provide all people in the organization with perspectives on the correlation between relevant trends, such as billings, revenue recognized, and project profit. Then, provide the command and control needed for on-going management of the business such as for budgeting and audits.

Equipped with FRx Financial Reporter and Forecaster, you can build and distribute comprehensive financial reports with extensive drill-down capabilities, as well as work with reliable, fast budgeting processes that adapt to meet changing needs. You can also export and import information to and from Microsoft Excel.

ADAPT

Case Studies

Jacob & Sundstrom

IT Service Company Boosts Data Quality and Insight with Business Management System

With Microsoft Dynamics SL, Jacob & Sundstrom now has a single system that provides all the functionality the company needs to manage its business. By reducing the number of manual entries associated with collecting time data, the company has higher-quality, more accurate data. Jacob & Sundstrom also has a flexible system that supports unique customer needs. In addition, the company now has a historical repository of data that will help executives make better business decisions about projects.

Organization Profile

Jacob & Sundstrom (J&S) is a professional services company with 80 employees, based in Baltimore, Maryland, that provides operating system-level support services to customers—many of whom are government-based entities.

Business Situation

J&S used several disparate systems to collect time and generate invoices, but wanted a consolidated system that would provide better business insight and improve data quality.

Solution

J&S implemented Microsoft Dynamics SL software to support all its business management needs.

Benefits

- Automated system improves data quality
- Flexible system supports customer needs
- Consolidated data enables better business decisions

Vertical Industries

- Professional Services

“Overall, we know that we’ve made the right investment by choosing to implement Microsoft Dynamics SL because it gives us the capabilities we need to better manage our business. It lets us match up revenue and expenses at a detailed level. Now we can calculate project actuals, make the most intelligent business decisions, and pursue new avenues of business.”

Bill Jacob,
President,
Jacob & Sundstrom

Committee for Children

Nonprofit Organization Increases Productivity and Operational Efficiency

By deploying Microsoft Dynamics SL, Committee for Children is able to fulfill its customers’ orders more efficiently, establish more effective controls on its accounting system, make better-informed decisions, and increase productivity.

Organization Profile

Seattle, Washington-based not-for-profit, Committee for Children (CfC) is recognized internationally for its violence prevention and its social and emotional educational curricula. CfC has 74 staff members and a U.S.\$10.5 million annual budget.

Business Situation

CfC was using an out-of-date Macintosh-based accounting system that did not integrate with its customer relationship management (CRM) system; did not provide inventory, distribution, or reporting capabilities; and was no longer supported.

Solution

CfC implemented Microsoft Dynamics SL to provide accounting, distribution, project cost accounting, financial reporting, and budgeting capabilities and integrated it with its CRM system.

Benefits

- More efficient customer service
- Better control of financial data
- Improved decision making
- More efficient use of time

Vertical Industries

- Charities and Philanthropic Services

“Now that we can quickly get an accurate report on which products sold from which product families, we can make better purchasing and development decisions. The real-time inventory capabilities of Microsoft Dynamics SL help us manage inventory more efficiently so we can maintain a lower inventory in certain areas and increase the level in others.”

Kelsie Longbrake,
Accounting Manager,
Committee for Children

*Case Studies continued
on next page*

EJ Enterprises

Toy Distributor Uses Technology to Speed Processes, Increase Efficiency by 60 Percent

Since implementing Microsoft Dynamics SL, EJ Enterprises has increased efficiency throughout the company for a cost savings of 60 percent. The company has also delivered better customer service, and it has achieved a faster billing process and greater productivity in the warehouse. In addition, orders are now more complete because of better awareness of stock on hand. The solution has also provided EJ Enterprises with visibility into business processes and the opportunity to improve work flow so that employees can make smarter day-to-day business decisions.

Organization Profile

EJ Enterprises, based in City of Industry, California, is a distributor of toys and gifts, with 49 employees and more than 20,000 customers in the United States.

Business Situation

EJ Enterprises used an out-of-date UNIX-based application for its accounting, inventory, and other business processes. The system had limited functionality and a support life cycle nearing its end.

Solution

The company worked with a Microsoft Certified Partner to deploy a Microsoft Dynamics SL solution to handle its enterprise resource planning needs.

Benefits

- Overall cost savings of 60 percent
- Enhanced efficiency through integration
- Improved accuracy
- Increased flexibility

Vertical Industries

- Distribution
- Durable Goods Wholesaling

“By getting billing data into the system more quickly, it’s easier for our customer service people to find up-to-date information to share with our customers. The system provides real-time information on shipping status and stock status, along with information about where in the process an order currently stands. This comprehensive information makes the customer service call experience quicker and informative, which business-to-business customers demand.”

Marc Lazich,
Chief Operating Officer,
EJ Enterprises

Intelligent Automation Corporation

Company Builds Integrated Platform, Boosting Productivity by up to 50 Percent

As a result of deploying Microsoft Dynamics SL, Project Server 2003, and Microsoft Office SharePoint Portal Server, Intelligent Automation Corporation has increased the productivity of employees by 10 to 50 percent, enabled the expansion of manufacturing operations, enhanced communication and accountability, and provided a centralized repository of information.

Organization Profile

Earning U.S.\$11 million in revenue last year, Intelligent Automation Corporation (IAC), a San Diego-based company with 50 employees, produces systems that predict and diagnose aircraft mechanical faults.

Business Situation

An MS-DOS-based accounting application could not support expanding manufacturing operations. IAC faced ongoing inaccuracies in the general ledger and inventory, as well as scheduling challenges.

Solution

IAC deployed a solution based on Microsoft Dynamics SL, Microsoft Project Server 2003, and Microsoft SharePoint Portal Server 2003 that integrates corporate information, including government-mandated accounting, financials, scheduling, manufacturing, and project management.

Benefits

- Boosted productivity by up to 50 percent
- Enabled expansion in manufacturing
- Enhanced communication and accountability
- Provided a central information repository

Vertical Industries

- Aerospace

“It’s very hard to marry manufacturing and accounting. Microsoft Dynamics SL does a wonderful job connecting our manufacturing subsidiary activity into the general ledger. The information we need is just a click away. For example, using our old system, we had to go into so many different reports to get the information we needed. Using Microsoft Dynamics SL, I can instantly check every work order that has been created against a part number, or check every sales order including transaction information. You can drill so far down into details that it is just amazing.”

Robin Ash,
Controller,
Intelligent Automation Corporation



INTEGRATE



About Business Ready Licensing

Business Ready Licensing provides simplified packages for the most commonly used features and functionality in a way that enables you to purchase a solution that is the right fit for your people. Business Ready Licensing is a pricing model that bases software license pricing on the number of users as opposed to the modules/granules purchased and therefore the functionality and value of software is placed in the user rather than the modules. Microsoft Dynamics SL Business Ready Licensing includes two editions:

Business Essentials edition - This offer is an integrated, powerful financial and supply chain management solution that is designed for companies who need core financial management and trade functionality. It's an affordable solution that gives smaller and mid-market companies an effective way to record, manage, access, and report the information they need to manage the essential functions of their organization.

Advanced Management edition - The Advanced Management edition is for growing organizations that are looking for an adaptive solution with an extensive set of functionality to manage advanced processes around their financials, project management and accounting, supply chain management, manufacturing, and business intelligence and reporting needs.

In addition to the editions listed above, you may also purchase additional components and/or users to add to either edition of your choice.

Business Essentials Edition of Microsoft Dynamics SL

The Business Essentials edition of Microsoft Dynamics SL provides basic financial and distribution functions, as well as the ability to add advanced analysis and reporting, payroll, and customization tools. The Business Essentials edition of Microsoft Dynamics SL includes the following components:

Foundation

- System Manager

Financial Management

- Accounts Payable
- Accounts Receivable
- Bank Reconciliation
- Currency Manager
- General Ledger
- Multi-Company

Business Intelligence & Reporting

- Crystal Reports
- FRx Desktop Users
(1 user/ BE user)
- FRx Currency Translator

Supply Chain Management

- Inventory
- Landed Cost
- Order Management
- Purchasing

Advanced Management Edition of Microsoft Dynamics SL

The Advanced Management edition of Microsoft Dynamics SL offers powerful project management and accounting, distribution, and advanced financials as well as the ability to add additional advanced project, supply chain management, and field service modules. The Advanced Management edition of Microsoft Dynamics SL is inclusive of all Business Essentials edition components, as well as the following additional components:

Business Essentials edition components of Microsoft Dynamics SL Plus:

Financial Management

- Cash Manager

Business Intelligence & Reporting

- FRx Professional User (1 User/ AM User)
- FRx Report Manager
- FRx Report Server (First copy)
- FRx WebPort (1 WebPort user/AM user)
- Microsoft Forecaster Professional (module)
- Microsoft Forecaster Professional (1 named user / AM user)

Supply Chain Management

- Requisitions

Manufacturing

- Bill of Material

Project Accounting

- Analyzer
- Flexible Billings
- Mobile Time & Expense for Projects/Timekeeper
- Project Allocator
- Project Controller
- Project Self Service Suite for Business Portal
- Time & Expense for Projects (75 employee pack)

Collaborative Workspace

- BP Named Employee Users (1)
- Business Portal

Additional Components

You may purchase any of these additional components for either the Business Essentials edition or Advanced Management edition of Microsoft Dynamics SL.

Financial Management

- Application Server
- Financial Statement Translation

Business Intelligence & Reporting

- BIO Advanced
- BIO Extender
- FRx Report Designer Users (1 additional)
- FRx Report Designer Users (4 additional)
- BIO Foundation
- BIO Vue Users

- FRx DrillDown Viewer (per named user)
- FRx Report Launcher (per named user)

Manufacturing

- Work Order

Human Resources Management

- Advanced Payroll
- Payroll w/Direct Deposit

Configuration & Development

- Customization Manager
- Microsoft Dynamics SL Tools for Visual Basic

Advanced Management Enterprise for Microsoft Dynamics SL

For organizations with complex needs, Advanced Management Enterprise extends the Advanced Management edition of Microsoft Dynamics SL by providing access to a rich set of additional components for sale. These are available to supplement the Advanced Management edition only.

Business Intelligence & Reporting

- FRx Report Server (per additional copy)
- FRx WebPort License (additional block of 10)
- Microsoft Forecaster Professional (per each additional)

Supply Chain Management

- Advanced Shipping Management
- Inventory Replenishment
- Orders to Purchase

Project Accounting

- Communicator
- Contract Management
- Employee Utilization
- Microsoft Office Project Controller
- Project Budgeting
- Time & Expense for Projects – Additional Unlimited Employee Pack
- Time & Expense for Projects (75 employee pack)

Customer Relationship Management – Field Service

- Equipment Maintenance
- Flat Rate Pricing
- Service Contracts
- Service Dispatch

Human Resource Management

- Time & Attendance for Business Portal

Collaborative Workspace

- BP Named Employee Users (Various ranges)
- BP Named Vendor/Customer Users (Various ranges)

Configuration & Development

- e-Commerce Gateway EDI
- Web Order

*NOTE: Functionality of these editions and components is subject to change without notice. Please contact your Microsoft Certified Partner for the most current product capabilities.

Service Plans for Microsoft Dynamics SL

Recognized as one of the most responsive and innovative support teams in the industry, Microsoft backs your investment in Microsoft Dynamics SL by working with your local partner to offer remarkable training and support services. Regardless of which service plan you choose, you'll receive software Upgrades, updates, virtual 24x7 access to CustomerSource, and unlimited organizational access to online training.

| SERVICE PLAN FEATURES | ENHANCEMENT PLAN | STANDARD A PLAN | STANDARD B PLAN |
|--|------------------|---|---|
| Major upgrades, Updates, service packs | X | X | X |
| Investment Protection | X | X | X |
| Unlimited Online Training | X | X | X |
| Transition Investment Credits | X | X | X |
| Access to CustomerSource | X | X | X |
| Managed Newsgroups | X | X | X |
| Discounts on Flex Per-Incident and Flex 5-Pack Support | X | X | X |
| Service Plan Support | | X – 2 support incidents – 3 hour guaranteed response | X – unlimited support incidents – 1 hour guaranteed response |
| TechNet Plus | | | X |
| Online Chat and Screen Sharing | | | X |

Deluxe Support Services

Together with your partner, Deluxe Support Services provides a unique support relationship. You'll receive the services of an account manager who will act as your advocate between your company and Microsoft that can provide the focused attention you need to help maximize your return on investment with Microsoft.

Deluxe Support Services includes:

| SERVICES ACCOUNT MANAGEMENT | PROBLEM RESOLUTION SUPPORT | INFORMATION SERVICES |
|--|--|---|
| <ul style="list-style-type: none"> • Services Account Manager • Critical Case Management • 2 day on-site Supportability Review and Report • Resource Facilitation • Deluxe Orientation and Planning Session | <ul style="list-style-type: none"> • Problem Resolution Incidents • 24x7 System-down Support • One-hour Response Time • Priority Status in Microsoft Support Queue | <ul style="list-style-type: none"> • Managed Newsgroups • TechNet Plus • Unlimited online training |

Microsoft Financing

Microsoft Financing helps solve business problems. Whether you need software or a more comprehensive solution, including software, services, and hardware, we offer a financial option that helps make the technology you need more affordable. By financing your IT solutions and spreading the payments over the life of your IT investment, we can help optimize your budget to acquire the IT solutions you need and free up your corporate credit lines for other investments. In short, Microsoft Financing makes smart business sense. We shift the focus from, "How will I pay for it?" to, "What do I need?"

For more information, visit www.microsoft.com/financing

Microsoft

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Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship and supply chain processes in a way that helps you drive business success.

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