



# SUCCESS

## Standard A Plan Microsoft Dynamics™ Retail Management System

### BENEFITS AT A GLANCE:

- Product Updates, Upgrades, Product Fixes and Service Packs
- Electronic and Telephone Support with Three-Hour Response Time
- Support Lifecycle Policy
- Access to CustomerSource and Knowledge Base
- Unlimited Online Training
- Managed Newsgroups
- Protected List Price

### Every Step of the Way...Maximize the Value of Your Solution, Enhance Employee Productivity, and Feel Confident in Your Choice

Experience tells us that the long-term success of your business solution is largely determined in the first year. The Standard A Plan helps you lay a solid foundation for that success by carefully addressing the critical period of transition from your implementation to your "go-live" milestone, as well as throughout the following months.

Beyond your first year and for the remainder of your relationship with Microsoft, the Standard A Plan consistently delivers services to help your organization derive maximum productivity from your solution.

With the Standard A Plan, you receive automatic access to software updates and CustomerSource, along with a base level of technical support and training services.

Best of all, the Standard A Plan provides a solid foundation for the strategic services delivered by your local partner, which means you receive the best of both worlds—the world-class service of Microsoft plus a Microsoft Dynamics partner who understands your business, your goals, and your needs.

your solution value with  
Standard A Plan

- **Software upgrades, updates, product fixes and service packs:** provide new product value demonstrated through regularly published product roadmaps and ongoing innovation through major version releases.
- **Support incidents:** As additional value, the Standard A Plan includes two technical support incidents included in your plan.
- **Support Lifecycle Policy:** Presents clear and predictable support timelines for your solution. You receive development and technical support for a minimum of five years for all products released in 2005 and all future releases. Even if you don't upgrade, you still will receive fixes/regulatory updates on your older version as long as you remain on the Maintenance Plan. Refer to the Support Lifecycle Web site for a list of currently supported products: <http://support.microsoft.com>.
- **CustomerSource:** This authorized website for Microsoft Dynamics customers includes international English, as well as in 16 local sites delivered in seven languages, starting by May 2007. The site contains downloads, documentation, discussion boards, online training, news and events. It also includes the following features:
  - **Self –support tools:** Search the Knowledge Base, hot topics and automated solutions.
  - **Downloads & updates:** Retrieve service packs/hot fixes, and product releases.
  - **Documentation:** Download installation guides, set-up guides, user guides, system requirements, and technical white papers and updated help files.
  - **Industry Solutions:** Search for information about third-party software products.
  - **Newsgroups:** Participate in an online forum to exchange ideas and solutions with other customers.
  - **Product suggestions:** Submit a suggestion for a new product feature and reinforce other people's suggestions through public newsgroups.
  - **My Account feature:** Update your company information and personal profile, view information about your licenses and service plan, and retrieve registration keys.
  - **My Messages:** View information about your service plan and expiration date.
  - **Training & Certification:** View classroom training schedules, purchase and view online learning, read information about certification options and how to take exams, view lists of training materials (courseware and manuals) and find a Microsoft Certified Partner for Learning Solutions near you.
  - **Unlimited Online Training:** These are new benefits for all customers enrolled in the Enhancement Plan.
    - E-Learning: Receive classroom-equivalent online training on specific topic areas, e.g. a product module. English only.
    - Training Materials: Use the training manuals as a study tool or as a desktop reference. Available in multiple languages.
- **Managed Newsgroups:** These online forums help customers collaborate with other customers to learn about their solution and solve technical issues. If questions aren't answered by other customers within two business days, a Microsoft Dynamics support engineer will respond.
- **Protected List Price:** To help customers budget more predictably for their Standard A Plan or service plan renewal year after year, Microsoft enables them to protect their system list price as the basis of future renewals.
- **Purchase Flex-Per-Incident Support and Flex 5-Pack Support:** An efficient support experience, Flex Support is ideal for customers with support needs that are not business critical, but require a more urgent response than what's available through self-support and newsgroup resources.

**Pay-As-You-Go Flex Support**

**Take the Next Step! Learn More About Standard A Plan for Microsoft Dynamics RMS Today.**

For more information, log on to CustomerSource at <https://mbs.microsoft.com/customersource>, e-mail [mgpinfo@microsoft.com](mailto:mgpinfo@microsoft.com), call Microsoft worldwide at 701-281-0555 or toll-free within the United States and Canada at 888-477-7989, or contact a local Microsoft partner.

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