Microsoft Dynamics® Advantage Plus Plan

Get the support you need, when you need it—for your solution, your employees, and your security.

In our modern, always-on business world, you need quick resolution to keep your operations on track. A service plan gives you access to critical resources like our 24x7 severity-level support offered by the Microsoft Dynamics® Advantage Plus Plan.

The Advantage Plus Plan is a direct-access pass to resources and expertise that go beyond traditional support. It's a comprehensive support plan that provides quick resolution to your technical issues, access to online training, and a wealth of other powerful, business-building benefits.

The Advantage Plus Plan includes all the valuable benefits of the Enhancement Plan, as well as advanced support services that help maximize performance, lead to high solution availability, and reduce risk for your business.

Need mission-critical support? With access to unlimited 1:1 expert technical support and 24x7 support for critical cases, you can be assured that you can return to business as usual, as quickly as possible.

Get the most from your Microsoft Dynamics investment with our most comprehensive service plan. Read on for details about the Advantage Plus Plan benefits, as well as contact information to help you stay connected.

Benefits at a glance

- Unlimited 1:1 technical support & 24x7 support for critical cases
- New version rights, hotfixes, service packs and regulatory updates
- Protected List Price and Transition Investment Credit
- Unlimited access to online training, certifications & user guides
- Access to CustomerSource and a managed community of experts
- License Mobility
- Disaster Recovery

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Microsoft

Advantage Plus 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 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.
Gain Predictability and Flexibility Protect your investment from future list price fluctuations and transition easily to a new model, product or edition.	3. Protected List Price: Shield yourself from price fluctuations, provide more accurate predictability to budgeting for service plan renewal year after year, and protect your system list price as the basis of future renewals. 4. Transition Investment Credit: Easily transition from one Microsoft Dynamics license model, product line, or edition while protecting your original investment if your business changes or grows. Alternatively, transition to the cloud with transition pricing as a key benefit. 5. License Mobility: Enables you to deploy certain server application licenses on-premises by assigning your existing license to an authorized service provider's server farm. 6. Back-up for Disaster Recovery: Provides licensing for backup servers dedicated to disaster recovery. Permits quarterly patching and testing as well as ongoing virtual machine replication from production servers to backup/disaster recovery servers. 7. Microsoft Support Lifecycle policy: Rely on Microsoft support of the version of Microsoft Dynamics you are using for up to 10 years and beyond for Fixed Support Lifecycle policies, and as long as you remain current on plan for Modern Support Lifecycle policies. For more information visit support.microsoft.com/lifecycle.
Get Fast, 24x7 Support for Critical Cases, Unlimited Technical Support, Plus Access to Self-Paced Training Gain direct access to Microsoft technical support staff and CustomerSource, a centralized resource for self-directed support and tips, convenient self-paced online training, and community-based learning, expertise, and services.	8. Unlimited Technical Support: Our unlimited phone or email support with Microsoft Dynamics technical experts gets you back to work with minimal delay. 9. 24x7 Problem Resolution Support for Critical Cases: Resolve technical issues with assistance from Microsoft technical support on your most critical cases so you can get back to business. 9. Managed community and support forums in the Microsoft Dynamics Community: Exchange ideas, ask questions, and discuss solutions with your peers. Support engineers will respond to posts that are unanswered by the community after two business days. Take advantage of the tens of thousands of technical articles written by Microsoft Dynamics support engineers, or request direct, 1:1 traditional support from Microsoft experts. 10. 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. 11. Unlimited access to online training: Get your users fully trained quickly, with on-demand learning. Take advantage of the benefits of e-learning, training manuals, courseware extensions, and learning plans to help improve functionality and performance to gain more value from your Microsoft Dynamics solution, even as your business needs change.

For more information and to find the best Microsoft Dynamics customer service plan for you, visit http://www.microsoft.com/en-us/Dynamics/service-plans.aspx or call your Microsoft Dynamics partner.

Access service plan benefits at https://mbs.microsoft.com/customersource.