



Microsoft Services **standard a plan**

## Microsoft Services Business Solutions Support Standard A Plan

---

**Available for:**

Microsoft<sup>®</sup> Business Solutions–  
Enterprise Reporting

Microsoft Business Solutions–  
Great Plains<sup>®</sup>

Microsoft Business Solutions–  
Retail Management System

Microsoft Business Solutions–  
Small Business Manager

Microsoft Business Solutions–  
Solomon<sup>®</sup>

### Support and Services to Help Increase Your Business Success

Your business solution represents a significant investment in the future success of your organization. With it, you enjoy access to rich, decision-driving information that can help you streamline operations, improve productivity, reduce expenses—and much more.

To realize the many benefits this software offers, though, you need to back it with powerful service and support—the type you receive from the powerful collaboration between Microsoft Business Solutions and your highly trained Microsoft Business Solutions partner.

The Microsoft Services Business Solutions Support Standard A Plan complements the services your Microsoft Business Solutions partner offers and provides everything you need to help you achieve rapid, business-building results from your solution—at an affordable price. With this service plan, you receive all of the latest product releases, self-help tools, and information that can help you save time, boost productivity, and ensure your software remains current.

In addition, you also benefit from access to a base level of industry-leading technical support and training services, which can help you more confidently use your solution.

The Business Solutions Support Standard A Plan provides a foundation for the strategic services your local Microsoft Business Solutions partner provides, allowing you to receive the best of both worlds—a local partner who understands your business, your goals and your needs, and award-winning service and support from Microsoft Business Solutions.

---

## Business Solutions Support Standard A Plan Overview

The Business Solutions Support Standard A Plan can help you...

### Get Back to Business Quickly

The Business Solutions Support Standard A Plan provides fast access to high-quality technical support—helping you quickly resolve system issues.

- Get back to business quickly with two support incidents with a 3-hour guaranteed response time.\*
- Enjoy discounts on Flex Per-Incident and Flex 5-Packs.
- Share tips, tricks, implementation ideas, and solutions with other customers through an online Managed Newsgroup. If your questions aren't answered by your peers within two business days, a Microsoft Business Solutions support engineer will respond.

### Ensure Your Solution is Always Up-to-Date

Your enrollment in the Business Solutions Support Standard A Plan enables you to realize the full benefits of your solution while ensuring current and future flexibility.

- Enjoy the latest product features and technologies with regular software upgrades and updates as well as tax updates, if applicable.
- Prepare for the future with Transformational Assurance. This benefit provides you with the ability to move to the future Microsoft Business Solutions business application suite without having to repurchase the functionality you currently have licensed, as long as you remain enrolled in a Microsoft Business Solutions service plan. The Transformational Assurance benefit is available for all supported editions of Microsoft Business Solutions—Great Plains and Microsoft Microsoft Business Solutions—Solomon.
- Ensure your system keeps up with your business needs by being able to acquire additional modules, users, and services.

### Access Powerful Information to Help Your Solution Function Smoothly

With the Business Solutions Support Standard A Plan, you have access to a wealth of information you can use to earn maximum benefits from your business solution.

- Save time, increase productivity, and quickly resolve technical issues with CustomerSource, a password-protected Web site exclusively for customers. CustomerSource includes valuable self-support resources, news and information, downloads and more.
- Receive tips, recommendations, and answers to commonly asked technical questions with TechKnowledge, the same fact-packed database our award-winning technical teams use.

- Receive customized news and information by subscribing to Insights, our online e-mail subscription service.
- Influence future versions of your solution by participating in the Product Advisory Board Survey or by using our Global Suggestions Tool.

### Help Increase Your Expertise with Comprehensive Training\*

Microsoft Business Solutions Training is designed to help your users become more comfortable with your business solution, while acting as the perfect complement to your local Microsoft Business Solutions partner's customized training.

- Learn the ins and outs of your solution with two subscriptions to the Foundation Library of Online Training, which provides two single-user, self-directed tutorials via any PC with Internet access. These just-in-time tutorials cover many topics related to your business solution and can help you become familiar with a new feature or module. They can be a valuable prerequisite to the customized training you receive from your partner and a convenient way to refresh skills you've learned in the past.

### Control Expenses with Straightforward Pricing

The Microsoft Services Standard A Plan is affordably priced at just 18% of the applicable price\*\*

### LEARN MORE ABOUT MICROSOFT SERVICES FOR YOUR BUSINESS SOLUTIONS!

For additional information about Microsoft Services, please visit [www.microsoft.com/BusinessSolutions](http://www.microsoft.com/BusinessSolutions) >> Services, contact your local partner, or call 800-456-0025, press 2 then 1.

\*\*To help you budget more predictably for your service plan year after year, Microsoft Business Solutions enables customers to lock in a base system list price. When customers acquire additional modules or users, the new purchase, which is based on current list prices, is simply added to your base list price. Service plans are then calculated off of the new total list price. For customers who renewed between November 2, 2002 and November 3, 2003, your protected system list price was based on the lower of two prices, either: the historical system list price (the system list price shown on your previous renewal notice) or the current system list price (the solution cost at that time, excluding discounts) For customers who purchased their solution after November 3, 2003, the price of the service plan renewal will be based on the price list.

A re-enrollment fee based on your system list price will be charged to reinstate an expired service plan (1-90 days lapsed – 27%, 91-365 days lapsed – 32%, more than a year lapsed – 37%). In addition, you must be enrolled in a service plan to purchase additional modules and users. Microsoft Business Solutions services are not refundable, and prices are subject to change without notice. The most recent enrollment benefits will be delivered upon renewal.

\*This benefit available to customers with a system list price of \$3,000 or more.

\*Training benefits do not apply to Enterprise Reporting.