

Microsoft Dynamics CRM Online on Volume Licensing Frequently Asked Questions

A frequently asked questions (FAQ) document on Microsoft Dynamics CRM Online on through Volume Licensing (VL). The document provides an overview of questions and answers on how CRM Online can be purchased through VL including pricing and licensing information.

Updated: February 01 2011



Contents

General Overview	3
Sales & Pricing	4
Global pricing promotion	7
General Questions	9

GENERAL OVERVIEW

QUESTION

What is Microsoft Dynamics® CRM Online?

ANSWER

Microsoft Dynamics CRM Online is a flexible business application that helps organizations increase their business productivity and enhance connections across people, processes, and different enterprise systems. It delivers the same functionality and value as an on-premises deployment, but with the added benefits of:

- **Rapid Time to Value:** Meet tight time to market requirements that may challenge in-house resources
- **Management Simplicity:** Minimize your need to manage multiple vendors or internal support resources thanks to ongoing application monitoring and maintenance
- **Improved Quality of Service:** Obtain reliable performance supported by a financially-backed 99.9 percent service level agreement (SLA)
- **Flexibility:** Scale the number of users up or down based on your need
- **Cost Predictability:** Change capital expenditures into predictable operating expenses

QUESTION

How is the licensing for Microsoft Dynamics CRM Online different from licensing for Microsoft Dynamics CRM on-premises?

ANSWER

In FY12 (CY 2011), Microsoft will be releasing a new version of Microsoft Dynamics CRM, version 2011. Microsoft Dynamics CRM 4.0 refers to the previous version of the application. Irrespective of the version, Microsoft Dynamics CRM is available for deployment online (Microsoft hosted or partner hosted) and on-premise. The method of deployment determines applicable licensing models.

Microsoft Dynamics CRM Online is a web-based monthly subscription solution hosted and managed by Microsoft. With this solution, a customer's data is stored in Microsoft® data centers and the application and underlying systems are operated and maintained by Microsoft. There are no unique server CAL requirements for the Microsoft Dynamics CRM Online service; rather customers pay a monthly fee for each unique user accessing the Microsoft Dynamics CRM Online service. The licensing model also does not support device based subscription licenses.

The alternative online option is partner-hosted Microsoft Dynamics CRM. In this particular case, the service provider licenses the software directly from Microsoft utilizing the Service Provider Licensing Agreement (SPLA). The service providers package the CRM functionality in a solution they sell directly to end customers.

In the case of an on-premises deployment, the business application software is sold to customers through a Microsoft licensed reseller. The on-premises deployment is managed by a customer's IT department and requires a CRM server license and CRM user / device CALs for each user / device access to the Microsoft Dynamics CRM application.

QUESTION

In what countries and geographies will Microsoft Dynamics CRM Online be available through Volume Licensing (VL)?

ANSWER

Microsoft Dynamics CRM Online will be available through Enterprise Agreement and Campus / School Agreement to customers in the 40 geographies listed below:

Americas	Europe	Asia Pacific
Brazil	Austria	Australia
Canada	Belgium	Hong Kong
Colombia	Cyprus	India
Costa Rica	Czech Republic	Japan
Chile	Denmark	Malaysia
Mexico	Finland	New Zealand
Peru	France	Singapore
Puerto Rico	Germany	
Trinidad and Tobago	Greece	
United States	Hungary	
	Ireland	
	Israel	
	Italy	
	Luxembourg	
	Netherlands	
	Norway	
	Poland	
	Portugal	
	Romania	
	Spain	
	Sweden	
	Switzerland	
	United Kingdom	

SALES & PRICING

QUESTION

How can customers order Microsoft Dynamics CRM Online through Volume Licensing?

ANSWER

Customers interested in placing an order for Microsoft Dynamics CRM Online through Volume Licensing should contact Microsoft to find a Microsoft Authorized Enterprise Software Advisor (ESA) or a Microsoft Authorized Large Account Reseller (LAR) to help the customer with acquiring licenses under the Enterprise Agreement.

The order fulfillment for Microsoft Dynamics CRM Online involves a multi-step process that requires actions from the partner and the customer.

To fulfill an order for purchase of new subscriptions to the service,
Microsoft partner submits the order
Customer activates subscription to Microsoft Dynamics CRM Online

To fulfill an order for purchase of additional licenses and storage,
Microsoft partner submits the order
Customer adds licenses and storage using the subscription management console within Microsoft Dynamics CRM Online.

QUESTION

Will Volume Licensing (VL) customers have the ability to order Microsoft Dynamics CRM Online as part of their standard VL contracts?

ANSWER

Microsoft Dynamics CRM Online will be available through Enterprise Agreements, Enterprise Subscription Agreement (ESA) and Campus and School Agreements (CASA) to streamline and simplify the ordering of Microsoft Dynamics CRM Online. The online service is coterminous with the existing volume licensing agreement. The billing and contract terms are consistent with those of corresponding Volume Licensing agreements.

QUESTION

What is the subscription term for Microsoft Dynamics CRM Online subscription purchased using Volume licensing programs?

ANSWER

The subscription for Microsoft Dynamics CRM Online purchased using a Volume licensing program is coterminous with the existing volume licensing agreement.

A customer can add users any time during the agreement term; the subscription length for these additional users lasts till the end of the volume licensing agreement term.

The key business policy difference between purchasing licenses for the suite through an EA versus an EAS is that the EAS allows for license quantity adjustments on an annual basis. For example, the number of licenses can be reduced or increased at every agreement anniversary date. The EA does not allow for decreases in licenses quantity at the agreement anniversary. The same business rules apply to CASA customers as for EA customers.

QUESTION

What is the pricing for Microsoft Dynamics CRM Online through Volume Licensing?

ANSWER

The following licenses are available for purchase through volume licensing:
Microsoft Dynamics CRM Online User Subscription License (USL)
Microsoft Dynamics CRM Online Step-Up User Subscription License (Step-Up USL)

Additional Storage for Microsoft Dynamics CRM Online

Prices shown in table below are **Estimated Net Pricing** in U.S. dollars for On-line software in **EA (1 Month)**. Actual pricing may vary by geography in compliance with applicable local pricing policies and currencies.

US Dollars	Program	User Subscription License	Step-Up User Subscription License	Storage Add-On
	EA A (1 Month) SKU	\$42.68 DSD-00001	\$28.22 DSD-00002	\$9.69 DSD-00003
	EA B (1 Month) SKU	\$41.36 (see above)	\$26.27 (see above)	\$9.39 (see above)
	EA C (1 Month) SKU	\$40.04 (see above)	\$24.08 (see above)	\$9.09 (see above)
	EA D (1 Month) SKU	\$38.72 (see above)	\$22.29 (see above)	\$8.79 (see above)

Please contact a LAR in your local region to receive pricing information in your geography.

QUESTION

What are the requirements to purchase step-up user subscription licenses of Microsoft Dynamics CRM Online through Volume Licensing?

ANSWER

Enterprise Agreement and Campus / School Agreement customers with perpetual software licenses (CALs + SA) from Microsoft for on-premise use will be allowed to step-up to Microsoft Dynamics CRM Online service through the purchase of step-up USLs provided they are current on Software Assurance. Customers are required to maintain and renew their corresponding Software Assurance agreements on their perpetual CALs in order to maintain Microsoft Dynamics CRM Online step-up rights. If a customer chooses not to renew the associated Software Assurance agreement, the customer loses the right to purchase the step-up USL and will be required to purchase a regular USL to retain online service access rights.

QUESTION

Which Microsoft Dynamics CRM on-premises licenses qualify for a step-up USL?

ANSWER

Microsoft Dynamics CRM Online USL includes read-write access rights to the subscription service. Accordingly, Full CALs current on SA are eligible for a step-up USL. Each Full User/Device CAL qualifies for one step-up USL.

Limited User CALs and Limited Device CALs do not qualify for step-up USL. Limited CALs can be combined with Additive CALs to become eligible for step-up USLs. Customers that are not active on SA for CRM CALs do not qualify for Step-USL eligibility.

License Type	Current on Software Assurance?	Step-Up USL Eligibility
Microsoft Dynamics CRM User CAL	Yes	Yes
Microsoft Dynamics CRM Device CAL	Yes	Yes
Microsoft Dynamics CRM Limited User CAL + Microsoft Dynamics CRM Additive User CAL	Yes	Yes
Microsoft Dynamics CRM Limited Device CAL + Microsoft Dynamics CRM Additive Device CAL	Yes	Yes
Microsoft Dynamics CRM Limited User CAL only	Not Applicable	No
Microsoft Dynamics CRM Limited Device CAL only	Not Applicable	No
Microsoft Dynamics CRM User CAL	No	No
Microsoft Dynamics CRM Device CAL	No	No
Microsoft Dynamics CRM Limited User CAL + Microsoft Dynamics CRM Additive User CAL	No	No
Microsoft Dynamics CRM Limited Device CAL + Microsoft Dynamics CRM Additive Device CAL	No	No

Device CALs that are purchased as part of an EA or CASA agreement have a 1:1 relationship with Microsoft Dynamics CRM Online step-up USLs: one Device CAL qualifies for one step-up USL.

Question

Is there a minimum or maximum number of users for a subscription?

ANSWER

There is currently no minimum or maximum limit to the number of Microsoft Dynamics CRM Online users allowed to sign-up for a Microsoft Dynamics CRM Online subscription.

GLOBAL PRICING PROMOTION

QUESTION

What is Microsoft Dynamics CRM Online 2011 launch promotion?

ANSWER

Microsoft Dynamics CRM Online 2011 launch promotion is global pricing promotion that offers 22.72% discount on the regular price of Microsoft Dynamics CRM Online licenses under the Enterprise Agreement, Enterprise Subscription Agreement, and Campus / School Agreement VL programs.

The promotion will be available for orders placed through these VL programs between February 1, 2011 and June 30, 2011 in all markets wherever Microsoft Dynamics CRM Online service is available.

QUESTION

Which Microsoft Dynamics CRM Online licenses are available for purchase through global pricing promotion?

ANSWER

The global pricing promotion is applicable to the user subscription license and step-up user subscription licenses.

The promotional SKUs will appear on pricelists for Enterprise Agreements, Enterprise Subscription Agreement (ESA) and Campus and School Agreements (CASA).

QUESTION

What is subscription term for the promotional SKUs?

ANSWER

Microsoft Dynamics CRM online service is co-terminus with the existing volume licensing agreement. The subscription term for the promotional SKUs is equivalent to the remaining term on the underlying volume licensing agreement from the effective purchase date.

GENERAL QUESTIONS

QUESTION

What licenses are included in the licensing model for Microsoft Dynamics CRM Online?

ANSWER

The licensing model for Microsoft Dynamics CRM Online supports 3 licenses:

1. User subscription license (USL)
2. Step-up User subscription license (Step-up USL)
3. Additional storage add-on

USL and step-up USL are named user licenses while storage add-on is an organization based license. The licensing model does not support device based licenses.

QUESTION

What is a user subscription license?

ANSWER

The user subscription license (USL) grants non-perpetual rights (with no buy-out rights) to the user of Microsoft Dynamics CRM Online service. The user license provides read-write access to Microsoft Dynamics CRM functionality.

As long as the customer is current on the subscription payments for the service, the customer will have access to the most up-to-date version of Microsoft Dynamics CRM Online. Since the service provides the latest and greatest features, there is no need for a customer to purchase Software Assurance to complement the USL.

QUESTION

What is a step-up user subscription license?

ANSWER

A step-up user subscription license allows customers who purchase or have previously purchased perpetual software licenses (CALs + SA) through Volume Licensing programs (Enterprise Agreement, Enterprise Subscription Agreement, Campus / School Agreement) to migrate to Microsoft Dynamics CRM Online. A step-up USL allows Microsoft Dynamics CRM On-Premise customers to protect the investments that they have made in Microsoft licensing, and permit them to maintain perpetual rights for the duration of their service agreement.

The step-up USL model includes two parallel agreements:

- A new or existing SA agreement that the customer will continue to maintain and renew, and an additional step-up USL Agreement that provides rights to the service.

Customers are required to continue to maintain and renew their corresponding Software Assurance agreements on their perpetual Client Access Licenses in order to maintain Microsoft Dynamics CRM Online step-up rights. If a customer chooses not to renew the associated Software Assurance agreement,

the customer loses the right to purchase the Step-Up User Subscription License and will be required to purchase a User Subscription License to retain online service access rights.

QUESTION

Does “stepping up” from an existing license with Software Assurance transition that license from perpetual to non-perpetual?

ANSWER

No, the step-up license preserves the perpetual on-premise license investments. The customer maintains perpetual rights to the CALs and gets non-perpetual rights to Microsoft Dynamics CRM Online service.

QUESTION

Can a customer enrolled in Enterprise Agreement "true-up" the user license subscriptions for Microsoft Dynamics CRM Online?

ANSWER

True-up rights do not apply to Microsoft Dynamics CRM Online under Enterprise Agreement. Customers are required to order subscriptions to Microsoft Dynamics CRM Online before using the service.

QUESTION

Can a customer mix both license models, both user Subscription and step-up subscription?

ANSWER

Yes. A customer can use a combination of user subscription licenses and step-up user subscription licenses to access Microsoft Dynamics CRM Online service.

QUESTION

Does subscription to Microsoft Dynamics CRM Online through CASA require institution-wide enrollment?

ANSWER

Customers enrolled in Campus / School Agreement can take advantage of academic pricing through the existing campus and school agreements to subscribe to Microsoft Dynamics CRM Online. The service is coterminous with the underlying CASA enrollment. Institutions are not obligated to enroll all Full-time employees or devices; the academic institutions can purchase subscriptions based on the actual users. Moreover, the institutions enjoy the flexibility to deploy the service in multiple stages.

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.

U.S. and Canada Toll Free (888) 477-7989

Worldwide (1) (701) 281-6500

www.microsoft.com/dynamics

The information contained in this document represents the current view of Microsoft Corporation on the issues discussed as of the date of publication. Because Microsoft must respond to changing market conditions, this document should not be interpreted to be a commitment on the part of Microsoft, and Microsoft cannot guarantee the accuracy of any information presented after the date of publication.

This white paper is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS, IMPLIED, OR STATUTORY, AS TO THE INFORMATION IN THIS DOCUMENT.

Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of Microsoft Corporation.

Microsoft may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from Microsoft, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.

© 2010 Microsoft Corporation. All rights reserved.

Microsoft, Microsoft Dynamics, the Microsoft Dynamics logo, and [list all other Microsoft trademarks cited in the document, in alphabetical order. The trademark information that is included is dependent upon the content of the white paper. Visit <http://lcaweb/default.htm> to determine what products are trademarked.] are trademarks of the Microsoft group of companies.

Microsoft