

Microsoft Dynamics Enhancement Offer



As an existing Microsoft Dynamics customer, you've been utilising Microsoft's Best-of-breed Business Applications, and you protect your solution investment by means of your annual enhancement plan (EP).

Did you know you can now also gain access to Microsoft latest Cloud ERP applications, by simply renewing your annual on-premise business software?

The move to cloud computing

Worldwide customers are realising the benefit of hyper scale data centres and Microsoft is a leader in this industry. The computing power of these data centres (now also in South Africa) allows Microsoft to offer customers their traditional software applications but in the form of a *Software-as-a-Service (SaaS)*.

Microsoft Dynamics NAV/GP and SL is no different and Microsoft Dynamics 365 Business Central has been launched as a fully cloud managed SaaS application.

What is the offer?

For a limited time (1 July 2020 – 30 June 2021) Microsoft is giving Microsoft Dynamics customers the option to **renew their annual enhancement plan via the Cloud Solution Provider (CSP) Program**, and at the same time, receive access to Dynamics 365 Business Central, fully hosted and managed in the Microsoft Data Centre, at no additional charge.

Frequently asked Questions:



Q: What is the CSP-EP Renewal offer?

A: The CSP-EP Renewal Offer enables existing customers who are active on their Enhancement Plan (EP) to renew through the Cloud Solution Provider (CSP) program and receive Dynamics 365 Business Central online licenses, available for use when they are ready to move to the cloud.



Q: What are the benefits of using the CSP-EP Renewal offer?

A: Customers who choose to renew their Enhancement Plan through the CSP Renewal offer receive the following benefits:

- Price point equal to Enhancement Plan renewal quote.
 - Monthly billing option (subject to your Dynamics partner approval).
 - Enhancement Plan benefits.
 - Dynamics 365 Business Central (cloud) licenses for migration to the cloud when needed.
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Q: Can we continue using our current on-premise product and version if we take advantage of this offer?

A: Yes, the offer allows dual use and downgrade rights, so customers can continue to use their existing product/version and remain current on their EP.



Q: Which customers are eligible for the CSP-EP offer?

A: Eligible customers must meet the following requirements: Dynamics on-premise license: Customers licensed for Dynamics 365 Business Central, Dynamics NAV, Dynamics GP, or Dynamics SL via DPL prior to June 1, 2020.



Q: Our EP is up for renewal. Do I need to take advantage of this offer before or after my anniversary date?

A: You will need to take advantage of the offer on or before the EP renewal date.



Q: Can we auto-renew under this offer?

A: After the initial 1-year agreement, customers have two optional 1-year renewals (up to 3 years in total).



Q: When the CSP-EP Renewal offer expires, what are the options?

A: Options are:

1. Discontinue your online transition to Dynamics 365 Business Central online services, pay the normal EP renewal, and remain on the on-premise product/version.
 2. Customers who have not fully transitioned to Dynamics 365 Business Central online services, may choose to continue to renew the CSP- EP Renewal offer (if eligible) for two additional years (3-years total).
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Q: What happens if we opt for monthly payments and skip a monthly CSP subscription invoice?

A: If a customer skips their monthly CSP subscription payment, they will be moved back to the standard EP which will be subject to lapsed fees.
