

# Microsoft Dynamics GP 2010 Pricing and Licensing Changes FAQ

## Business Essential (BE) Changes

### Q. How does the Business Essentials (BE) foundation pack change?

With Dynamics GP 2010, the Electronic Banking Suite (EBS), Electronic Bank Management (EBM), Field Level Security (FLL) and Account Level Security (ALS) capabilities will be included in the Business Essentials foundation pack at no additional cost.

### Q. What are the impacts to existing customers when the BE foundation pack changes?

Existing customers on Business Ready Enhancement Plan (BREP) will get the additional functionality at no additional charge when they upgrade to Dynamics GP 2010.

### Q. When these new capabilities are added to the BE Foundation Pack, does an Existing Customer have to pay Microsoft more or less money in some way?

No. These capabilities are added to the Dynamics GP 2010 BE Edition for no additional charge. They do not affect the customer's Protected List Price (PLP) on which their Business Ready Enhancement Plan (BREP) fees are calculated.

### Q. When Modifier is newly offered as an A La Carte module on BE, and the price is \$3,000 in the U.S. (reduced for both AM and BE customers from the previous \$5,000 price to AM customers only), do Existing AM Customers who previously licensed Modifier get a reduction in their BREP fees?

No. The Protected List Price (PLP) policy is designed to help ensure simplicity, predictability and protection against cost increases. In most cases this is advantageous to customers, but in some cases like this, the PLP policy's stability limits potential cost savings.

**Q. Why is Dynamics Client for Office (DCO) being made available to BE Customers?** Dynamics Client for Office is Microsoft's light user strategy to extend the reach of Dynamics solutions to more people in an organization. It contains a wide variety of capabilities and use rights that we believe make it valuable to virtually every employee. We believe that DCO is a far superior offering combined with Business Portal. Much more information can be found below in an FAQ section that directly addresses DCO.

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## Suite Consolidations

### Q. How will existing customers be affected?

Existing customers current on their maintenance on May 1, 2010 who upgrade to Dynamics GP 2010 will automatically receive the entire suite if they own one module within the suite. Upon their upgrade to Dynamics GP 2010, their licenses will be updated automatically and they do not need to do anything.

### Q. Can a customer buy a module before May 1, 2010 and then automatically get the suite for no additional charge?

Yes! If a customer purchases a module before May 1, 2010 and are still current on the maintenance, they will receive the suite for no additional charge.

### Q. Should Existing or New Customers who may have some need for capabilities license the least expensive component module prior to the release of Dynamics GP 2010 so that they can receive the entire Suite upon launch?

Yes. This is a great opportunity for both Existing and New Customers save money by placing orders prior to the launch of Dynamics GP 2010.

### Q. How will the Business Ready Enhancement Plan (BREP) fees be calculated for customers who licensed a single component prior to launch and received the entire suite?

BREP will be calculated based on the low cost of the component license initially licensed. This is an example of how the Protected List Price (PLP) policy helps customers limit potential cost increases.

### Q. If a client purchases the Manufacturing Suite after May 1st under BRL AM license, will they only be able to access that module IF/WHEN they upgrade to GP 2010 reg keys, or will that function be available immediately...

Initially we were told that the suite functionality would only be unlocked for users on GP 2010. However, after further investigation with our systems teams, we've learned that reg keys will be available for both GP 10 and GP 2010 for the functionality included in the suites. It will not be available for versions 9.0 or older.

### Q. If a client determines he needs Job Cost AFTER May 1st and they on GP 10.0 and will not upgrade to GP 2010 for some time...how will they be able to purchase that functionality?

If they are a BRL customer, they could purchase the suite after May 1st and get access to this functionality on either GP 10 or GP 2010. If on MBL, they would still have access to only the job cost module (no suites on MBL)

### Q. For a customer to receive the Integration suite in GP 2010 – must they currently own BOTH Int Mgr Financials and Int Mgr Distribution, or can they receive the suite by owning just one of these products?

Only BRL customers will have access to the suite pricing with GP 2010 effective May 1st. MBL customers would still purchase each module individually. For a BRL customer, if they own ONE module within the suite before May 1st, then after May 1st they would automatically receive all modules within that suite at no additional charge (or increase in their protected list price). This would only be active for their GP 2010 reg keys however, so to get the added functionality they would have to upgrade to GP 2010.

### Q. If a module is part of a suite (ex. Job Costing is part of the manufacturing Suite)...will clients STILL be able to purchase this as an individual module under GP 2010 or will they ONLY be able to purchase this as part of the suite?

After May 1st, a BRL customer cannot purchase any individual module that is sold as a part of the suite. They must purchase the entire suite to get the functionality.

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## Product Removal

**Q. What modules are being removed from the pricelist?** The following modules are being removed from the Dynamics GP 2010 pricelist:

Demand Planner  
Field Service Anywhere  
Electronic Document Delivery  
Crystal Reports

**Q. Will these modules be supported?** The modules will be supported in conjunction with the Dynamics GP 10.0 support lifecycle. They will not be available or supported on Dynamics GP 2010.

**Q. How will this affect existing customers protected list price?**

These modules will be taken off of the customer's account upon the May 1, 2010 conversion and their list price will be reduced. Their Business Ready Enhancement Plan will no longer include these modules.

**Q. How will the change of removing Crystal from the price list affect clients who originally purchased Crystal off the GP Price List and they pay enhancement each year and so get regular Crystal updates...**

**- Will their list price come down?**

Yes, the list price is adjusted down after we discontinue the product.

## FRx and Management Reporter

**Q. What is Management Reporter and why is it replacing FRx?**

Management Reporter is the new Corporate Performance Management product. This new release includes functionality for financial statements. Management Reporter is Microsoft's reporting engine that will be used across all Dynamics Products, and will therefore be receiving substantial and consistent investment and support by Microsoft.

**Q. How is Management Reporter Packaged?**

Management Reporter comes in two user types, the Management Reporter Designer User, and the Management Reporter Viewer User. The Management Reporter Designer User helps financial professionals quickly create and distribute financial reporting to their constituents. The Management Reporter Viewer User helps users of financial reporting and data to consume those reports, drill up, down and across the data so that they can see issues and opportunities, make better decisions, and create more value at a lower cost.

**Q. What is the availability of Management Reporter (MR) and how is it priced?**

Business Ready Licensing:

- MR Designer Users are included in each AM and BE Edition Full Access User for no additional charge.
- MR Designer Users are available a la carte to AM and BE Edition customers for \$1,000 U.S.
- MR Viewer Users are included to AM and BE customers within the DCO User for no additional charge

Module Based Licensing:

- MR Designer Users are available a la carte to PRO and STD Edition customers for \$1,000 U.S.
- Microsoft Dynamics GP Microsoft Partner Confidential
- MR Viewer Users are available to PRO and STD customers on an a la carte basis for \$300 per user U.S.

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## Q. What happens to FRx?

FRx will be removed from the Dynamics GP 2010 price list with the release of Dynamics GP 2010 and will be replaced with the new Management Reporter functionality. This means that FRx will be removed from the AM user, the DCO users, and from a la carte price lists.

## Q. For how long will FRx licenses be supported?

Customers may continue to use FRx and it will be supported until the support life cycle ends in accordance with the Dynamics GP 10.0 lifecycle.

## Q. Can Customers license FRx users after this change?

Yes. Existing Customers who currently license FRx and require additional FRx users should work with their partner to contact the Microsoft Dynamics Regional Operating Center.

For New or Existing Customers of Dynamics GP 2010 who do not yet have FRx, additional FRx may not be licensed, unless 1) they need a feature not offered in Management Reporter, and 2) they sign a written exception through the business desk by working through the partner's PAM.

## Q: By what mechanism is FRx supported?

FRx will be supported according to the Dynamics GP 10 lifecycle.

## Q. Can Existing Customers continue to use FRx under Dynamics GP 2010?

Yes. FRx licenses will be repackaged for simplicity (see next Question) and remain on Existing Customers' accounts for their use. At a time of the customer's choosing, they can replace their FRx reporting with Management Reporter.

## Q. Are FRx and MR mutually exclusive on a customer's account?

No. Both previously licensed FRx users (now in the new FRx User structure) and new MR users will be provided when a customer upgrades to Dynamics GP 2010. Customers can transition from FRx to MR at any time.

## Q. Can Existing Customers license additional FRx users after this change?

For Existing Customers, whether they can license additional FRx users depends on whether they already have FRx Licenses. Existing Customers on Business Ready Enhancement Plan (BREP) with existing FRx users may continue to order additional users. Existing Customers on BREP without existing FRx users must secure approval through their PAM to the Business Desk, and sign an agreement in which they are warned about the FRx lifecycle prior to their initial order.

Any Dynamics GP 2010 customers can add Management Reporter Users as reporting needs expand. As FRx is retired, we encourage existing customers to migrate their reporting to Management Reporting. The business desk will handle any exceptions as necessary.

## Q. Do customers who currently license AM or BE Full Access Users and DCO Users that contain some FRx capabilities and users receive equivalent MR Designer and MR Viewer user licenses respectively?

Yes. Existing customers will automatically get one MR Designer user with each existing AM or BE user and one MR Viewer user with each DCO user previously licensed. MR Users granted this way cause no additional cost to the customer.

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## Q. What happens to the FRx that was previously provided within BRL and DCO Users?

The FRx users and capabilities previously conferred by the AM and DCO users will be separated from the AM and DCO users, but the FRx users and capabilities will remain licensed on the customer's account for their use.

## Q. What happens to FRx users and capabilities acquired a la carte?

Customers who have licensed additional FRx capabilities and users a la carte (outside of the AM or DCO user) will retain them, and also be granted MR users that have similar MR technology. Microsoft's objective is to provide Dynamics GP 2010 customers with both FRx and MR licenses so that they can transition between the reporting technologies at a time of their choosing.

## Q. When concurrent FRx Users are translated into named Management Reporter Users, what ratio is used?

When Management Reporter named users are added to the customer's account to eventually substitute for FRx's concurrent licenses, Microsoft applies a 2:1 ratio of MR Named : FRx Concurrent users. This is a generous allowance that will help customers expand their use of reporting for Dynamics GP 2010 for no additional charge.

## Q. If a customer owns 30 additional FRx Drilldown View licenses, will they receive 30 MR Viewers, or 30 DCO Users – or are these one in the same in GP 2010?

They would receive 30 DCO users, since the MR Viewer license is included in DCO for BRL customers. MBL customers would receive 30 MR Viewer licenses (available to MBL customers for \$300/user)...so to clarify further a BRL customers will NOT be able to purchase MR Viewer only DCO licenses for \$195, and MBL customers will be able to purchase MR Viewer only for \$300.

## Q. With all this reorganization, how will FRx appear on the customer's account?

We have simplified the FRx capabilities and users into the two following Users. Existing Customers who currently license FRx will receive their current FRx users and capabilities in this new structure with no loss of functionality or users. Indeed, some customers will find they have more FRx capabilities in Dynamics GP 2010 than they had previously licensed.

**FRx Designer User** (Per Concurrent User) is composed of:

Report Designer (Pro or Desktop)

Currency Translator

Report Server

Report Manager

Drill Down Viewer

Webport User

Report Launcher

**FRx Viewer User** (Per Named User) is composed of:

Drill Down Viewer

Webport User

Report Launcher

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## Consolidate Enterprise Reporting (ER)

**Q. What is happening to ER and why?** Dozens of ER modules and users are being consolidated into three offerings, a Base Pack, a Designer User, and a Viewer User. First, this new packaging and pricing delivers more value for the money. Second, this simplification should make ER easier for customers to decide to license.

### Q. What happens to Existing Customers who have previously licensed some ER components and users?

Existing Customers have their current licenses replaced with the new, better packaging:

- Customers who have licensed any of the components of the Base Pack receive the entire Base Pack.
- Customers who have licensed either component of the ER Designer User receive an equal number of ER Designer Users.
- Customers who have licensed either component of the ER Viewer User receive an equal number of ER Viewer Users.

### Q. Can Existing Customers who do not have ER save money by licensing sub-components of the new packages before the launch of Dynamics GP 2010?

Yes. This is an excellent opportunity for customers to license a minimal amount of technology under Dynamics GP 10 and receive the new packaging upon upgrade to Dynamics GP 2010. Savings will be achieved on both licenses and BREP fees using this strategy.

## External Connector

### Q. What is the External Connector?

It is a license for anonymous, non-employee access to the Dynamics database.

### Q. When do customers need an External Connector?

Whenever a person who is not defined as an employee (according to the Software License Terms) directly or indirectly accesses data in the Dynamics database, they must have some type of license. The customer may choose to use a DCO or Full Access User license for that person's access. However, in many cases, those user based access methods are either uncontrollable (in the case of anonymous web access) or too expensive (when hundreds of external people may need access.)

A classic example is customers who run web shopping sites in which non-validated anonymous customers access inventory records to determine product availability. One External Connector allows any number of non-employee anonymous people to access the Dynamics database for a single license fee.

### Q. Why did Microsoft create an External Connector?

Microsoft created the External Connector to ensure consistent affordable licensing for legitimate access to the value contained in our Dynamics database structures. Previous licensing structures were poorly understood, often overlooked, and occasionally excessively expensive.

### Q. Isn't the new External Connector effectively a price increase because that type of access used to be free?

No. A license to access Dynamics databases directly or indirectly has always been required. In some cases, those historic access rights were conferred on a user basis that was expensive, difficult to control in anonymous cases, and often misunderstood. Now with the External Connector we believe that most customers who legitimately license access rights will find the External Connector to be an excellent value, and often much less expensive than a DCO user.

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## DCO

### Q. What is DCO?

"DCO" is Microsoft Dynamics Client for Office, a light user for most employees in a customer's Dynamics implementation. It contains a right to access the Dynamics database directly or indirectly, and a variety of product specific capabilities that make it useful to most employees in a customer organization. Examples of those capabilities in Dynamics GP 2010 include:

- a. Business Portal Employee and Customer Users
- b. Analysis Cubes
- c. Analysis Cubes Library
- d. Management Reporter Viewer (See also above)
- e. BI Components
- i. Executive Centers & New Dynamics GP 2010 Dashboards
- ii. Out of the box Excel Reports
- iii. SRS Reports
- iv. KPIs
- f. Order Management
- g. Requisition Management
- h. Project T&E
- i. Field Service Suite
- j. Human Resources Management Self Service Suite
- k. Database Access License through which you can access data through separately acquired
  - i. eConnect Runtime licenses
  - ii. Web Services Runtime licenses

**Q. Is the DCO license "named or concurrent" we are asking because the BP user is Named, and it appears the MR Viewer is NOT NAMED...so if we are correct we have both a named and a concurrent function being rolled up into one DCO license.**

Named.

### Q. What is the real name of this DCO product?

The new name "Microsoft Dynamics Client for Office" is a simplification of the former name, "Client for Microsoft® Office and Windows® SharePoint® Services". The new DCO has a shorter name and more capabilities.

### Q. What is a "Right to Access", and what is it doing in DCO?

Each employee (as defined in the Software License Terms) that directly or indirectly accesses Microsoft Dynamics database is required to have a license. The DCO is the lowest level license for BRL customers in Dynamics GP 2010 that provides that right of access. So, for example, when a partner writes an application that helps customers perform their job by accessing the Microsoft Dynamics GP 2010 database, each employee user of that partner application is required to have at least a DCO license. Microsoft creates substantial value by constructing and maintaining the Microsoft Dynamics database, and so it is fair that each user of the database be licensed to do so.

### Q. Does "Right to Access" include Web Services or eConnect?

Yes. Each employee not using a full access client, that reads or writes to Dynamics GP 2010 databases is required to have a license of DCO.

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## Q. Does “Right to Access” include a SQL CAL?

No. The SQL CAL gives rights to access SQL databases generally, while the DCO allows access to the Dynamics GP 2010 system data.

## Q. Why does DCO combine the right to access with lots of unrelated capabilities?

To simplify customers' licenses, and to drive as much value as possible for customers, we have chosen to create a single license that will cover most employees' (Non-Full-Access) use of the system. Once a DCO is in place for an employee, the customer no longer needs to worry about whether their access rights or the many light user capabilities are licensed for that person. Further, Microsoft believes that we are providing so many capabilities in the DCO that customers will quickly find it to have tremendous value for most employees.

## Q. For what Editions is DCO available?

DCO is available for both Business Ready Licensing Editions (BRL), Advanced Management (AM), and Business Essentials (BE). Availability on BE is new as of Dynamics GP 2010. DCO is not available on Module Based Licensing (MBL) Professional (PRO) or Standard (STD) Editions.

MBL customers must purchase a Business Portal license for access rights. Remember that License Model Transitions from MBL to BRL would be an excellent value because of the additional functionality you get in DCO.

## Q. Why did the price change from a flat price to a scheduled discount based on volume?

With new capabilities, clearer access rights, and expanded availability to BE, we expect customers to need more DCO user licenses. The scheduled price reductions for volume help address customers' concerns about the Total Cost of Ownership across large organizations that need new and expanded use of DCO.

## Q. What is happening to the pricing and packaging of Client for Microsoft® Office and SharePoint® Server (also known as “DCO for MOSS”)?

DCO for MOSS was a soft-packaged combination of a DCO user license and a MOSS CAL. For Dynamics GP 2010, we are separating these two components for simplicity. MOSS CALs may be acquired for a fraction of the previous price (see price list by Pricing Region), while DCO licenses start at \$195, the total of which is similar to our former DCO for MOSS price of \$395 in the U.S. The DCO for MOSS item will be removed from the Price List for Dynamics GP 2010.

## Q. What happens to Existing Customers' DCO for MOSS licenses in Dynamics GP 2010?

Existing Customers who have DCO for MOSS licenses will receive one Dynamics Client for Office license and one Microsoft SharePoint Server CAL. The two components will show separated on their Dynamics GP 2010 license, so that they can more easily understand what they have licensed, and acquire more licenses in the same manner on Dynamics GP 2010.

## Q. What is happening to Business Portal and why?

Business Portal is being removed from the AM user and from AME (AM a la carte) and moving into the DCO user license. This move helps simplify the light user offering, and provides BP customers with access to all the portal functionality, BI capabilities and access rights available through DCO. DCO is also being made available in Business Essentials (BE) a la carte so BE customers can now take advantage of BP through the value being delivered via DCO.

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If a person is accessing information through the Dynamics GP 2010 full access client including Office Excel, SQL Reporting Services report, or dashboards, a DCO license is not necessary. It is necessary if that person is not using a full access user.

## **Q. What if a customer currently has licenses for Business Portal?**

As of general availability for Dynamics GP 2010, BRL customers that are currently licensed for Business Portal will receive one DCO user for every separately licensed Business Portal user. Their system list price (SLP) used to calculate enhancement will remain unchanged because of our Protected List Price (PLP) policy. One DCO user will also be provided for the Business Portal included in each AM full access user licensed prior to the general availability for Dynamics GP 2010.

## **Q. Can customers take advantage of the trade in of Business Portal for DCO?**

Yes. This announcement is several months in advance of general availability for Dynamics GP 2010. Prior to general availability, Existing or New AM, Professional (PRO) or Standard (STD) Edition Customers may wish to acquire substantial quantities of the less expensive BP User licenses now, knowing that they will have a trade-in towards the DCO User in Dynamics GP 2010. This is a great one-time opportunity for customers to extend the reach of Dynamics *insight, productivity and collaboration* throughout their organization by licensing as many BP Users as they want and securing their trade-in rights to the highly valuable DCO user at a low cost today.

## **Q. Why is the price of a Business Portal License going up so dramatically?**

To encourage BP licenses before the Dynamics GP 2010 launch, to encourage License Model Transitions soon, to match the price of the DCO User into which BP Users can be converted, and to be fair to new BRL customers in the future, the price of a BP user license will increase to the same price as the first DCO User under BRL.

## **Q. As an existing customer who previously acquired an Unlimited BP User license, how many DCO Users do I get when moving up to DCO (usually through a License Model Transition)?**

Nine thousand, nine hundred and ninety nine (9,999).

## **Q: Now that DCO is available to BE Edition customers, and DCO contains the project Time and Expense capability, does that mean that BE customers can use it with Project Accounting?**

No. Project Accounting is not available on the BE Edition. While Time and Expense is in DCO, a packaging choice to ensure it is where it belongs for AM Edition customers, we are not moving Project Accounting to the BE package. Project Time and Expense capabilities in DCO will only work for AM Edition customers who separately license Project Accounting.

## **Q. Also we want to confirm that clients must be using Office 2010 to use the DCO license – can you confirm that?**

No, it is not dependant on Office 2010. Only SharePoint 2010 is required for the External List functionality.

## **Q. If a company is Module Based Licensing – will they have to use Office 2010 after May 1 in order to use business portal?**

No, they can continue to use Office 2007.