Microsoft Dynamics CRM Online

Power your business productivity in the cloud

In today's competitive global market, businesses need technology that enables flexibility and cost-effectively adds value to their organization. Internet-based hosted services provide a way to meet these objectives. They deliver feature-rich productivity tools to users while helping to relieve the burden of managing and maintaining business systems—freeing up IT departments to focus on initiatives that deliver true competitive advantage.

With Microsoft Dynamics® CRM Online, organizations benefit from the same capabilities as the on-premises version of Microsoft Dynamics CRM, minus lengthy deployments and time-consuming maintenance. Available in 41 languages and 40 markets worldwide, the solution is designed to help organizations achieve their business objectives both locally and on a global scale. And with Microsoft Dynamics CRM Online, service performance and reliability are a priority. A 99.9 percent financially-backed service level agreement is included with every subscription.

THE MICROSOFT DYNAMICS CRM ONLINE DIFFERENCE: POWER OF PRODUCTIVITY AND CONVENIENCE OF CLOUD

Microsoft Dynamics CRM Online equips business professionals with access to customer information through a familiar Microsoft® Outlook® experience to help ensure rapid user adoption and fast results through a customer relationship management (CRM) solution that offers the following capabilities:

- **Marketing**—flexible segmentation tools, simplified campaign management capabilities, intuitive response tracking, and insightful analytics.
- **Sales**—full lead to cash visibility, lead and opportunity tracking, streamlined approvals, and real-time sales forecasts.
- **Customer Service**—tools that simplify case management, streamline escalations, improve knowledge sharing, and enable more effective account management.
- **Extended CRM**—a flexible framework that helps organizations create custom business applications and industry solutions.

Microsoft Dynamics CRM is recognized as a market leader by many third-party experts and analyst firms such as Gartner and Forrester. As an online service, the solution also delivers the additional benefits of:

- **Rapid time to value**—deploy solutions quickly and add users at a moment's notice.
- **Quality of service**—guaranteed uptime backed by a 99.9 percent service level agreement and online and phone support.
- **Cost predictability**—pay-as-you-go pricing that allows you to change capital expenditures into predictable operating expenses.
- **Management simplicity**—ongoing application monitoring and maintenance, and software upgrades.
- **Flexibility**—scale the number of users up or down, or change deployment type based on your needs.

"We need a tool that will change to fit us, and not one that we have to fit into. Microsoft Dynamics CRM [Online] does that for us. It's flexible and migrating is easy. It doesn't come any simpler than this."

VICKIE FLORES
VP of Information Services
Magma Design Automation

"With Microsoft Dynamics CRM Online, we can see everything across any time. From a visibility and transparency standpoint, that's huge."

KAREN WATTS
CEO
Corefino Services LLC

"Because Microsoft Dynamics CRM Online supports 41 languages, our people all over the globe can fill in required information in their own language and capture customer information."

COERT RASENBERG
CRM Manager
Scotts Professional

Microsoft Dynamics CRM

Reliable CRM at an affordable price

At U.S. $44 per user per month, Microsoft Dynamics CRM Online is a competitively-priced productivity tool. The solution is managed by deeply skilled network operations personnel in Microsoft data centers worldwide, having achieved SAS 70 attestation and ISO 27001 certification.

Microsoft Dynamics CRM Online also helps you derive value from other Microsoft Online Services such as our Microsoft Office 365 suite, featuring Microsoft Office Professional Plus, Microsoft Exchange Online, Microsoft SharePoint® Online, and Microsoft Lync™ Online.

WHAT'S INCLUDED

With Microsoft Dynamics CRM Online, organizations get a full-featured CRM application designed to improve marketing effectiveness, boost sales, and enrich customer service interactions.

The Microsoft Dynamics CRM Online service also includes:

Microsoft Dynamic CRM Online	
Application Components	
Workflows	200
Custom Entities	300
Storage	5 GB*
User Access	Online & offline
Mobility Support	Included
Application Administration	
Unlimited Application Troubleshooting	Included
Patch Installations	Included
Version Upgrades	Included
Data Migration Tools	Included
Monitoring	
Proactive Response to Alerts	Included
Port and Network Device Monitoring	Included
Proactive Hardware Failure Monitoring	Included
System Software Monitoring	Included
Application Server Monitoring	Included
Database Monitoring	Included
Backup and Recovery	Included
Security	Included
Service Level Agreement	Included 99.9% financially-backed**
Professional Support Plan	Included

*   Additional storage may be purchased for a fee.

** Service credit of 25% of the monthly per user fee for <99.9%
     Service credit of 50% of the monthly per user fee for <99%
     Service credit of 100% of the monthly per user fee for <95%

GET STARTED TODAY

Try Microsoft Dynamics CRM today:
   http://crm.dynamics.com

Explore the Microsoft Dynamics CRM Marketplace:
   http://www.microsoft.com/dynamics/marketplace

"Microsoft Dynamics CRM Online is cloud-based, which is important to us because it enables us to more easily support sales staff who don't always work from the office."

> JOHN CARTER
> General Manager
> Gemco Trades

"Microsoft Dynamics CRM Online has allowed us to empower our employees to find information that wasn't available before without involving IT. We can analyze customer interactions like never before!"

> BOB SCHAFBUCH
> VP of Integrated Application
> Integrated DNA Technologies

"Instead of managing a growing portfolio of separate, unconnected applications, we can take advantage of a common framework to quickly build new, tightly integrated solutions."

> JOHN ROMANS
> CEO
> BioMedix