

# Microsoft Dynamics 365 Support Plans

Get the support options that make sense for your changing business. Take advantage of competitive, tiered support for different cost scenarios, options for partner involvement, and other elements tailored to your needs. Microsoft Dynamics 365 support is the clear choice across a shifting market segment. For a detailed description of Microsoft Dynamics 365 Support benefits visit the service plan [page](#).

| Level  | Subscription   | Professional Direct  | Unified Core  | Unified Advanced  | Unified Performance   |
|--|--|--|---|---|---|
| Self-Select Your Plan                          | Small business operating a simple environment, sandboxing, or using a full-service partner | Medium/large business operating a 24/7 production environment requiring access to experts for advisory and escalation services | Enterprise support with affordable access to problem resolution and account team services | Enterprise support with a balance of reactive and preventive support to ensure continuity | Personalized enterprise support to maximize business outcomes |
| Microsoft Product Coverage                     | Dynamics 365 Only  | Dynamics 365 Only  | All Microsoft Products  | All Microsoft Products  | All Microsoft Products  |
| Community Forums                               | x  | x  | x   | x   | x   |
| Service Dashboard                              | x  | x  | x   | x   | x   |
| Web & Phone Incident Submission                | x  | x  | x   | x   | x   |
| Access to Self-help Portals                    | Dynamics Portals   | Dynamics Portals   | Unified Services Hub  | Unified Services Hub  | Unified Services Hub  |
| As-needed Break/Fix Incidents                  | x  | x  | x   | x   | x   |
| Support  | 24x7 for Severity A cases  | 24x7 for Severity A cases  | 24x7 for Severity A cases   | 24x7 for Severity A cases   | 24x7 for Severity A cases                                     |
| Fastest Response Time (For critical incidents) | <1 hour  | <1 hour<br>With priority routing   | <1 hour   | <1 hour   | <30 minute<br>Priority routing to experienced specialists     |
| Crisis Management                              |  | x  | x   | x   | x   |
| Lifecycle Services                             | x  | x  | x   | x   | x   |
| As-needed Online Training                      | x  | x  | x   | x   | x   |
| Technical Account Manager                      |  | Pooled   | Pooled  | Assigned  | Assigned  |
| Priority Handling                              |  | x  | x   | x   | x   |
| Escalation Management                          |  | x  | x   | x   | x   |
| Ask the Expert Webinars                        |  | x  | x   | x   | x   |
| Advisory Support                               |  | x  | x   | x   | x   |
| Monthly Service Reviews                        |  | x  | x   | x   | x   |
| Proactive Services                             |  | Dynamics App Consults  | On-demand Assessments   | Limited Catalog   | Full Catalog  |
| On-demand Workshops                            |  |  | x   | x   | x   |
| Cloud Success Plan                             |  |  |   | x   | x   |
| Remote Diagnostics & Reporting                 |  |  |   | x   | x   |
| Onsite Services                                |  |  |   | x   | x   |
| Enhanced Solutions                             |  |  |   | Limited Catalog   | Full Catalog  |
| Support Technology Advisor Service             |  |  |   |   | x   |
| Cost   | Included   | \$9/user/month;<br>min \$180/month   | Starts at ~\$24K / year<br>based on licensing spend                                       | Starts at ~\$70K / year<br>based on licensing spend                                       | Starts at ~\$180K / year<br>based on licensing spend          |

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