

Microsoft Small Business Financials Customer FAQ – September 2008

Q: What is the status of Microsoft Small Business Financials (SBF)?

A: The Microsoft® Small Business Financials (SBF) product offering will be officially discontinued, along with product support and maintenance, on January 11th, 2011. Sales to new customers of SBF 9.0 will end on January 1st, 2009. At this time, Microsoft has no current plans to introduce a new product to replace SBF. However, existing SBF customers do have many options that ensure their investment is secure while providing them a strong roadmap with the Microsoft Dynamics business applications moving forward.

Q: What are my options as an existing SBF customer?

A: Small Business Financials customers have several options that will help ensure their current and future business needs are met:

1. Customers satisfied with their SBF solution can continue using Microsoft Small Business Financials 9.0, which is fully supported through January 11, 2011.
2. Customers can transition to the Business Essentials or Advanced Management edition of Microsoft Dynamics GP® for an incremental fee using their Small Business Financials Investment Protection Credit and the SBF "Step Up to Microsoft Dynamics® GP" offer, a significant license discount available to all SBF customers beginning September 29th, 2008 through June 26th, 2009. SBF customers should check with their local Microsoft Dynamics partner for more information and a detailed quote for the greatly reduced investment required to move to Microsoft Dynamics GP.
3. Customers can apply the Investment Protection Credit to a transition to the Business Essentials or Advanced Management edition of any *other* Microsoft Dynamics business management solution.

Note: Customers must have a current enhancement plan in order to apply their Investment Protection Credit to a transition to another Microsoft Dynamics solution. However, customers are not required to have a current enhancement plan in order to qualify for the SBF "Step up to Microsoft Dynamics® GP" offer.

Q: Are you encouraging customers to transition to Microsoft Dynamics GP?

A: Microsoft is not suggesting that existing customers satisfied with their current SBF solution should transition to *any* solution. However, for those customers interested in moving off of SBF, Microsoft Dynamics GP represents a significant value and opportunity. Today more than ever, growing small and mid-sized companies continue to find significant value in the Microsoft Dynamics GP solution. Because SBF and Microsoft Dynamics GP are based on the same codebase and development platform, these two products have continued to converge across many areas, specifically ease of use and deployment. Also, the Business Ready Licensing of Microsoft Dynamics GP offers significant value at an affordable per-user based price. Existing customers interested in moving off of SBF can take advantage of a number of key differentiators found in Microsoft Dynamics GP, including:

- Enhanced features and capabilities to support a growing business's needs, including project tracking, analytical accounting, advanced distribution and manufacturing, advanced payroll and human resources, risk management, eBanking, and much

more.

- The role-based user interface offers efficient customization capabilities that can help increase users' productivity.
- The flexible business intelligence tools that provide deep insight into business performance, while allowing customers to accurately forecast and plan their business.
- The superior integration with Microsoft Office applications and other Microsoft products and technologies help increase productivity and maximize customers' investment in Microsoft technologies.

Streamlined migration of SBF data to Microsoft Dynamics GP also helps customers maintain all of their detailed, historical data to get started quickly. Microsoft Dynamics GP is compatible with Microsoft SQL Server™ 2005 Express Edition, meaning existing SBF customers will have little-to-no extra hardware or software investment required to make the transition.

Q: What are the license & enhancement costs to upgrade to Microsoft Dynamics GP Business Essentials or Advanced Management?

A: Beginning September 29th, 2008, a *significant* discount will be made available to existing SBF customers for the license costs of Microsoft Dynamics GP. This SBF "Step Up to Microsoft Dynamics® GP" offer applies to both the Business Essentials and Advanced Management editions (limit 10 users), as well as select à la carte modules. This offer is available to customers who purchased Small Business Financials prior to August 1st, 2008. Customers who may have purchased after this date should contact their local Microsoft Dynamics partner for more information.

Customers should contact their local Microsoft Dynamics partner for a detailed quote to better understand the greatly reduced investment required to move to Microsoft Dynamics GP.

Q: What is the process to move my purchased license(s) to another Microsoft Dynamics solution?

A: Existing SBF customers who are current on their Enhancement Plan will receive a credit towards the purchase of licenses for Microsoft Dynamics solutions, equivalent to 100% of their Protected List Price for the SBF modules and users the customer has licensed. These customers will also receive full credit for any service plan, support and/or training value remaining on their current plan. The credit will be applied at the time an order for a different Microsoft Dynamics solution is placed through the Microsoft order operations center. Also, beginning September 29th, 2008, existing SBF customers will have access to a *significant* discount on the license costs of Microsoft Dynamics GP (including up to 10 users of the BE or AM editions, and select a la carte modules) through the SBF "Step Up to Microsoft Dynamics® GP" offer. Customers should check with their partner for a detailed quote on the greatly reduced investment required to purchase Microsoft Dynamics GP.

Q: What is the process to migrate my existing SBF data to another Microsoft Dynamics solution?

A: Customers transitioning to Microsoft Dynamics GP can work with their Microsoft Partner to easily maintain their existing detailed, historical data through the SBF partner migration tool, allowing them to get up and running quickly with all of their data intact. Also, MBS Professional Services offers a one-day turnaround (subject to availability) SBF to Dynamics

GP migration service for \$1,000, which includes the migration of up to three companies from SBF 9.0 to Microsoft Dynamics GP 10.0. Contact MBS Professional Services at mbsprosv@microsoft.com or 888-875-9071 for more details.

Customers moving to any other Microsoft Dynamics solution should work with their Partner and/or MBS Professional Services for help in migrating their data from SBF to a Microsoft Dynamics product other than Microsoft Dynamics GP.

Q: What should I do if I do not want to move to another Microsoft Dynamics solution?

A: Customers not transitioning to another Microsoft Dynamics solution can remain on SBF 9.0, which will be supported and maintained with tax updates and hot fixes through 1/11/2011 as a part of the Microsoft Life Cycle Support policy. Beyond this date, you may experience tax or regulatory compliance issues; however, the option to transition to another Microsoft Dynamics solution would still apply. However, after June 26th, 2009, the non-discounted license fees for Microsoft Dynamics GP would apply.

Q: If I do not move to another Microsoft Dynamics solution will I continue to receive value from the SBF enhancement plan enrollment?

A: Yes, customers enrolled in a Microsoft Small Business Financials Enhancement Plan will continue to receive enhancement benefits including access to online training, technical support, tax updates and hot fixes through 1/1/2011. Customers who remain current on an Enhancement Plan will also be able to transition to any Microsoft Dynamics solution and receive full credit for their original SBF investment with the Investment Protection Credit program.

Q: Why is support ending for SBF 9.0 on 1/11/2011?

A: The Microsoft Life Cycle Support policy as of the SBF 9.0 release provided mainstream support for all releases for five years from the date of initial release. This was communicated to partners and customers as early as March, 2007 in the SBF Statement of Direction and the Microsoft Support Lifecycle page available here: <http://support.microsoft.com/lifecycle/?p1=6892>.

Q: Will the ISV solutions I use with SBF work with Microsoft Dynamics GP?

A: Because Microsoft Dynamics GP and SBF were built from the same codebase and development platform, minimal effort may be required to transition ISV solutions to be compatible with Microsoft Dynamics GP. Customers should check with their Partner and/or the ISV(s) to find out if their applications are compatible with Microsoft Dynamics GP before upgrading.

Q: Is Microsoft Small Business Financials 9.0 compatible with Windows® Vista?

A: Yes. Microsoft Small Business Financials 9.0 is compatible with Microsoft SQL Server 2000 Desktop Engine (MSDE) SP3, Microsoft SQL Server 2000, and Microsoft SQL Server 2005 Express edition. Running Small Business Financials 9.0 in a Windows Vista environment requires the use of the Microsoft SQL Express for Windows Vista database which is native to the Windows Vista operating system. Existing customers moving to Windows Vista will need to migrate their MSDE data to the new Microsoft SQL Server 2005 Express database. Contact MBS Technical Support for more information. Database upgrade resources include:

Upgrading from MSDE 2000 to Microsoft SQL Server 2005 Express

Edition <http://www.microsoft.com/sql/editions/express/upgrade.msp>

Microsoft SQL Server 2005 Express Edition Home Page

<http://www.microsoft.com/sql/editions/express/default.msp>

Microsoft SQL Server 2005 Express Edition Readme

<http://support.microsoft.com/kb/910229>

PartnerSource Hot Topic - Updating MSDE 2000 to Microsoft SQL Server Express 2005

https://mbs.microsoft.com/partnersource/resources/support/selfsupport/hottopics/greatplains/hot_topic_sql_express_2005.htm?printpage=false

CustomerSource Hot Topic - Updating MSDE 2000 to Microsoft SQL Server Express 2005

https://mbs.microsoft.com/customersource/support/knowledgebase/hottopics/hot_topic_sql_express_2005.htm?printpage=false

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