

Microsoft® Small Business Manager

Foundation Services

Your investment in Microsoft® Small Business Manager is backed by the award-winning support and training resources of the Foundation Services Program, offered to you by Microsoft Business Solutions and your local reselling partner.

The Foundation Services Program includes 24/7 access to CustomerSource, a secure Web site designed to enhance productivity.

Find technical solutions, download product updates, and connect with other customers.

Register for Web Seminars and other industry-related events quickly and easily.

The screenshot shows the CustomerSource website interface. The left sidebar contains a navigation menu with the following items: general..., News & Announcements, Great Plains Products, Industry Solutions, Demos & Evaluations, Downloads & Updates, Buying & Implementing, Support & Enhancement (with sub-items: Enhancement Program, Premier Services, Support Information, eSupport), Training (with sub-items: General Information, Classroom Training and Registration, Online Training, Training Materials), Events, and Discussions. The main content area features a large banner for 'Simplify Your Multiple Projects with One Solution' with a 'Learn more about Project Series' link. Below this is a 'News and Press Releases' section with several articles, including 'Need a Little Privacy?', 'Microsoft Great Plains Customer Communications: Evolving to Meet Your Needs', 'Introducing a New e-Business Solution - Bank One Card Solutions', and 'Solomon 2.5x Support ends June 30, 2002'. A right sidebar titled 'Events' lists upcoming events such as 'What IT Gains Keep You Up At Night?' and 'The Microsoft Great Plains Customer Briefing Canada'.

Stay informed about new product solutions and Microsoft Business Solution news.

Use flexible services

The ability to choose between two service programs means you'll receive support and training tailored to your business needs.

Get answers quickly

Access to skilled engineers and comprehensive online services ensures accurate, efficient resolution to your support issues.

Use Web resources

A Web site called CustomerSource offers 24-hour access to knowledgebase articles, automated technical solutions, and many other resources.

Ensure fast return on investment

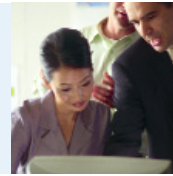
Get started fast and learn efficiently, with CD-based and online training that includes step-by-step tutorials, simulations, progress tracking and a direct link to an online mentor.

Receive free updates

Your annual support plan ensures that you receive the latest version of your software at no extra charge.

Whether you enroll in the Foundation Services-Preferred Program or the Foundation Services-Basic Program, resources include expert, on-hands assistance, online support and training resources, and software updates.

Microsoft®



Features List: The Foundation Services Program

Online services

- Included in both service programs, our comprehensive online services allow you access to CustomerSource, a secure Web site designed to enhance business productivity. Find technical solutions, stay informed on the latest Microsoft Business Solutions news, and connect with other customers. Because it's Internet-based, it's available on *your* schedule.

Product releases

- Receive all major upgrades, minor updates and payroll tax changes (when you own the U.S. Payroll Series) at no extra charge.

Technical support

- Recognized as one of the most responsive and innovative support teams in the industry, our support engineers deliver reliable, quality answers to your questions to help you get back to work fast.

The Foundation Services-Basic Program includes three electronic or telephone support incidents from the Microsoft Business Solutions award-winning technical support team.

The Foundation Services-Preferred Program includes 12 support incidents with a three-hour guaranteed response time.

Training

- Get the most from Small Business Manager, beginning with training from Microsoft Business Solutions, available when you want it, the way you want it.

The Foundation Services-Basic program includes one online training session each year, designed to give you an introduction to your new Microsoft Business Solution and show you what's new with the latest release.

The Foundation Services-Preferred program includes the Small Business Manager Training CD. In subsequent years, you receive access to a special library of online training.

To sign up for a free 60-day trial of Small Business Manager, visit
www.microsoft.com/smallbusinessmanager