



770 Spirit of St. Louis Blvd, Suite 100, Chesterfield, MO 63005
(636) 777-4110 turnkeytec.com
sales@turnkeytec.com

November 2008
Volume VIII
Issue 4

A Turnkey Update...

Microsoft Dynamics Convergence 2009

Registration begins for Convergence 2009 on December 3, 2008. Mark your calendars to join Turnkey Technologies & Microsoft in the Big Easy for Convergence 2009 New Orleans March 10 – 13! Network with a targeted group of business professionals and discover how you can get the most value from your Microsoft Dynamics solutions – and increase your business potential. Visit www.microsoft.com/Dynamics/convergence for more information or contact Turnkey at (636) 777-4110.

Inside This Issue

Microsoft Convergence	1
Customer Care	1
Client for Office	1
Discontinuation of Chat	2
MS Winter Support Hours	2
Promotions	3
President’s Letter	4

Announcing Business Ready Customer Care

Establishing a new standard for customer service, Microsoft launched its Business Ready Customer Care initiative for Microsoft Dynamics customers worldwide. The initiative protects customers’ technology investments, delivering increased road-map visibility, industry-leading product support and customer financing options.

With this initiative, Microsoft provides customers with:

- **Choice:** Microsoft is adding Extended Support for Microsoft Dynamics CRM, ERP and RMS products, extending the Microsoft Support Lifecycle policy beyond the five-year Mainstream Support phase previously available.
- **With the addition of Extended Support,** Microsoft Dynamics products will receive a minimum of 10 years of support from Microsoft. This step further aligns customer support for the Microsoft Dynamics line with the Microsoft Support Lifecycle policy, providing customers with more predictable support timelines and gives choice and flexibility over the decision of when to make the next technology move based on your customers’ business requirements. For those customers who may not choose to upgrade immediately, Extended Support provides the opportunity to continue to access support services on the version of the software they are using for at least 10 years after its initial release.
- **Influence:** Customers now have more options than ever before for providing feedback and influence for the direction of the product roadmap for the solution they’ve implemented.
- **Customers can use Microsoft Connect** to enter new feature requirements and product suggestions 24/7 and have ongoing dialogue with Microsoft Dynamics developers of their solutions. Customers can participate in the Microsoft Dynamics Finance Community, which provides the opportunity to learn from and collaborate with individuals who work in similar roles and industries in other organizations.
- **Visibility:** Microsoft is providing customers with greater visibility into the future development plans for the Microsoft Dynamics line by delivering product-specific statements of direction for Microsoft Dynamics AX, Microsoft Dynamics CRM, Microsoft Dynamics GP, Microsoft Dynamics NAV, Microsoft Dynamics RMS and Microsoft Dynamics SL.

These statements of direction, delivered 12-18 months in advance of the next version release, provide customers with increased visibility into the direction of each solution, allowing customers to more efficiently manage their infrastructure and undertake product and IT planning with greater foresight, based on knowledge of the product roadmap.

With 12 major product releases in 6 years over 5 product lines, we’ve demonstrated a commitment to deliver innovative functionality across all of their product lines and with the introduction of the Sure Step methodology, customers can be assured of easier and more predictable upgrades.

Client for Office Available Now for Existing Customers of Microsoft Dynamics

Effective October 1, 2008, Microsoft announces the availability of Microsoft Dynamics Client for Office for Existing Customers.

- Microsoft Dynamics Client for Microsoft Office and Microsoft Windows SharePoint Services and
 - Microsoft Dynamics Client for Microsoft Office and SharePoint Server
- will be available for existing Microsoft Dynamics AX, Microsoft Dynamics GP, Microsoft Dynamics NAV and Microsoft Dynamics SL Business Ready Licensing (BRL) customers.

Microsoft Dynamics Client for Microsoft Office is a package of self service applications built to work with the Microsoft Office system and other 3rd party applications designed to access Microsoft Dynamics. These applications combine role-based access to information and processes with the business insights and collaboration capabilities

Client for Office, continued from page 1

of Microsoft Windows SharePoint Services and Microsoft Office SharePoint Server.

Functionality	Microsoft Dynamics GP
Portal	Business Portal User: HRM Self Service Suite
Microsoft Dynamics Snap	Not available
Business Intelligence: Microsoft FRx	FRx Webport and DrillDown Viewer
Access to Microsoft Dynamics via the Microsoft Office system	Included

The second edition, Microsoft Dynamics Client for Microsoft Office and SharePoint Server, includes all of the features listed above, as well a license to Microsoft Office SharePoint Server 2007, and the Standard and Enterprise additive Office SharePoint Server CALs. Office SharePoint Server is an integrated suite of server capabilities that can help improve organizational effectiveness by providing comprehensive content management, search, business process management, information-sharing capabilities and business insights. When used with Microsoft Dynamics, this can deliver the following capabilities:

- Connect the workflow engine in Office SharePoint Server with your business management solution to create tasks for your employees, such as document approval and send out forms or documents automatically based on the completion of pre-defined steps.
- Provide employees RoleTailored access to up-to-date information using the Report Center within Office SharePoint Server. Executives can use the dashboard features to review KPI's based on real-time business management data and drill into spreadsheets for more detailed business performance.
- Perform a unified search of all information on customers, vendors or internal processes using the Office SharePoint Server search engine, whether the information is stored within the business management solution or generated by Microsoft Office system applications.

Microsoft Dynamics Services Announcing Discontinuation of Chat

Effective December 1, 2008, Microsoft Dynamics Services and Support will discontinue offering chat as a customer-initiated method for support incidents.

Today, chat incidents are created in eSupport just like regular eSupport incidents, except customers can select chat as a response method and be joined by an engineer in a chat session to work on the incident. If not answered by an engineer in 5 minutes it turns into a regular eSupport incident and is handled via email, the same as all other eSupport incidents. The ability to initiate online chat is currently an option for customers on the Business Ready Advantage plus, Deluxe Standard, Deluxe Plus and Software Assurance – Select and Enterprise Agreement plans. This option will be removed December 1, 2008.

North America Support Hours Revised for Fall/Winter 2008

Microsoft Dynamics Support business hours are:

- Monday – Wednesday & Friday 8am – 8pm Central time
- Thursday, 10am – 8pm Central time

Exceptions:

- The Developer (Tools) and Small Business Financials (SBF) support team's regular business hours are:
- Monday – Wednesday & Friday 8am – 5pm Central time
- Thursday, 10am – 5pm Central time

The support hours for Microsoft Dynamics teams will be affected on the following dates due to holidays.

Thursday, November 27	Closed
Friday, November 28	8am – 5pm Central time
Friday, December 12	8am – 11:30am Central time Emergency Support from 11:30am – 8pm Central time
Wednesday, December 24	8am – 2pm Central time
Thursday, December 25	Closed
Thursday, January 1	Closed

Turnkey Microsoft Dynamics GP User Group Meeting: December 2, 2008 1-4:30pm
To register visit www.clicktoattend.com and use event code ??????????

Microsoft Dynamics Promotions:

Sage Promo H1 FY09

June 30, 2008 through December 19, 2008

Sage Software users may take 25% off each Microsoft Dynamics GP Advanced Management or Business Essentials user purchased. Minimum purchase of 2 users, including the "Foundation Pack".

Right Size Promotion H1 FY09

June 30, 2008 through December 19, 2008

New customers purchasing Microsoft Dynamics GP Advanced Management can receive 1 free user with the purchase of 6 users or 2 free users with the purchase of 11 users.

BOM and eBanking on BE: A Microsoft Dynamics GP Promotion for H1 FY09

August 4, 2008 through December 19, 2008

New Microsoft Dynamics GP Business Essentials customers can receive Bill of Materials and eBanking modules. The promotion is comprised of free BOM and eBanking modules to install on the server for use by all licensed users with the purchase of 4 or more BE user licenses.

LMT Sales Offer for Microsoft Dynamics GP

June 30, 2008 through December 19, 2008

Microsoft Dynamics GP customers currently on Module Based Licensing can transition to Business Ready Licensing and receive up to a 25% discount on the License Model Transition fee.

Renewal Loyalty Offer for Microsoft Dynamics GP

Now through December 19, 2008

Customers with 3 years or more in tenure and currently on a service plan can avail themselves of a \$500 loyalty coupon that can be applied to any license purchase at the time of renewal. Minimum purchase of \$2,500 is required.

Microsoft Dynamics Customer Reward Sales Offer

October 1, 2008 through December 19, 2008

Receive a 10% discount on purchases of additional modules/granules for existing GP customers who purchased modules/granules between January 1, 2008 and June 26, 2008.

Microsoft Dynamics Customer Roadshow Attendee Sales Offer

September 29, 2008 through December 19, 2008

Microsoft Dynamics GP customers who attend one of the Microsoft Dynamics Customer Roadshow Events are eligible to receive a special promotional discount. Receive a \$1,000 discount for ever \$5,000 spent on additional licenses.

Retail Ready Offer

September 29, 2008 through March 20, 2009

Microsoft is offering up to a 25% discount off of the standard list prices for AM user licenses for purchase of between 11 & 75 user licenses. This offer applies only to new customers in the Retail Industry, SIC 5200-5999. BRL GP AM only.

Human Resources and Payroll Sales Offer for Microsoft Dynamics GP

June 30, 2008 through December 19, 2008

For Microsoft Dynamics GP customers licensed under Module Based Licensing Professional Edition or Business Ready Licensing:

Receive up to 20% off on Human Resources and Payroll modules purchases over \$5,000

For Microsoft Dynamics GP customers licensed under Module Based Licensing Standard Edition:

Receive up to 20% off on Human Resources and Payroll modules purchases over \$3,000

As an additional benefit, Microsoft Dynamics GP customers licensed under Module Based Licensing or Business Ready Licensing can receive up to a 20% discount on a PTO manager module purchase. Call Turnkey for included modules.

Lapsed Customer Reenrollment Offer

September 29, 2008 through December 19, 2008

Reenrolling customer receive 15% off reenrollment fees, \$250 off any license purchase between \$5000-10000, \$500 off on any license purchase over \$10,000.

Manufacturing Makeover Offer

September 29, 2008 through March 20, 2009

This offer is for manufacturers either looking for a new or replacement solution. This offer provides a 25% discount off of the standard list price for each user about 11 users (discount applies to the users 12 and higher). Must be in SIC code range 2011-3999.

Gain A Real adVantage Sales Offer

September 29, 2009 through March 20, 2009

Microsoft is offering up to 25% discount off of standard list prices of GP users when a customer purchases between 11 & 75 user licenses. This offer is valid for new customers wishing to move from an Epicor solution or who are currently considering an Epicor solution and have received a binding quote from Epicor. Only applies to AM, not BE.

Microsoft Dynamics Distribution Sales Offer

October 1, 2008 through March 20, 2009

Receive a 5% discount on selected distribution modules/granules when the total purchase price is under \$4,999.99. Receive a 10% discount on selected distribution modules/granules when the total purchase price is \$5,000-\$9,999.99. Receive a 15% discount on selected distribution modules/granules when the total purchase price is over \$10,000. Call Turnkey for included modules.

Outgrown QuickBooks Trade-In Offer

September 29, 2008 through March 20, 2009

The promotion is comprised of an escalating trade-in value based on MS Dynamics product edition and number of users purchased that can be applied to the purchase of MS Dynamics user licenses. Purchase a minimum of 2 BRL BE or AM user licenses and receive trade in value up to the following:

Trade in Values	2-5 Users	6-10 Users	11-25 Users
BE	\$400	\$450	\$500
AM	\$750	\$850	\$1,000

Need Support? Email
consulting@turnkeytec.com

From the Presidents Desk...

Is 'community' a necessity in business?

I believe we find various examples of 'community' within business, and that those businesses with a stronger community, have greater success through customer and employee acquisition and retention, and greater worker satisfaction and productivity.

A community is defined as a group of individuals that share something in common (geography, economics, beliefs, interests, etc). The most common types of communities that people identify with are the neighborhood, town, a church, school, etc.

How many of your employees think of your work place as a community? The answer depends on how closely your workers feel connected. Many organizations focus on programs and activities that provide company workers the chance to improve the community feeling. The once a year Christmas party, and company picnic are great example of activities that can strengthen the workplace community. Is it enough?

Turnkey is focused on the continuous growth and service of our local Dynamics GP user community. We are holding our next Dynamics GP user group on December 2nd. By offering this event four (4) times per year, we provide a local opportunity for our customers to gather, discuss and share ideas. We additionally generate and distribute a newsletter to our users in an effort to stay connected.

Microsoft is focused on their larger global Microsoft Dynamics GP community. Microsoft offers an annual customer conference, Convergence being held March 2009 in New Orleans. This is the ultimate opportunity to gather and share ideas with thousands of GP users. Microsoft also provides a variety of new eCommunity options via their CustomerSource portal.

Turnkey is committed to growing our community of Dynamics GP users. We believe that having a community with industry peers sharing a common software application along with situations where users can gather assurances and confidence from the others who have chosen the same path is a tremendous value proposition.

Join the Turnkey community locally and join us in New Orleans to be part of the larger Microsoft community. Better community in business is better business.



770 Spirit of St. Louis Blvd
Suite 100
Chesterfield, MO 63005

PRE-SORT STD
AUTO
U.S. POSTAGE
PAID
ST. LOUIS, MO
PERMIT NO. 51542

Customer Name
Street Address
City, ST ZIP Code