

Microsoft Dynamics CRM 2015

Pricing and Licensing Quick Reference Guide



Microsoft Dynamics CRM 2015: What's New?

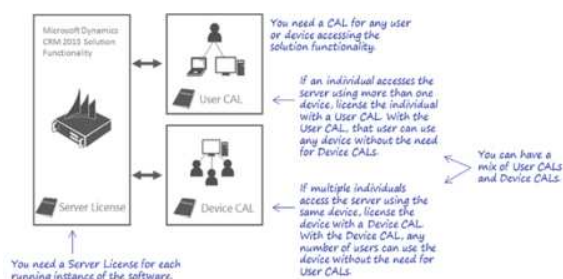
Major CRM Release: CRM 2015
Great new functionality at no extra charge for CRM on-premises SA customers.

New Capabilities for On-Premises Users
Access your servers with CRM Online licenses, CRM Pro CAL Software Assurance gets USD

Microsoft Dynamics CRM 2015 Licensing Basics

All Microsoft Dynamics CRM 2015 customers need to license:

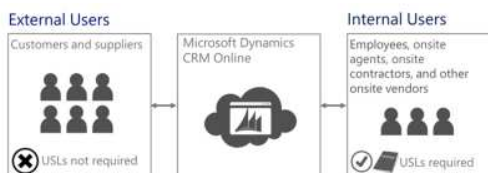
- Microsoft Dynamics CRM 2015 solution functionality running on the server(s), which is (are) licensed through the Microsoft Dynamics CRM Server 2015 server license(s)
- Access to the Microsoft Dynamics CRM 2015 solution functionality by users or devices, which is licensed through CALs.



Access by External Users

External users are users that are not either your or your affiliates' employees, or your or your affiliates' contractors or agents. Access by external (third party) users is included with the Server License; you do not need CALs for external users unless using Microsoft Dynamics CRM client applications and graphical user interface (GUI).

Note: Offsite vendors and agents are considered external users when their time is shared between multiple customer organizations (for example, IT support service vendors serving multiple customer organizations) and they are not in an employee-like relationship.



Dual Use Rights

Microsoft Dynamics CRM offers customers the option to deploy either in Microsoft's Cloud as CRM Online, in a private on-premises or partner-hosted cloud with Dynamics CRM 2015 Server, or simultaneously in both modes. With Dual Use Rights, CRM Online Users no longer need to acquire CALs to access CRM Server instances.

Users licensed with Microsoft Dynamics CRM Online USLs have use rights equivalent to a CAL for the purpose of accessing equivalent on premises workloads. Dynamics CRM Server instances must still be licensed normally, as must all related CALs and supporting servers (e.g., Windows Server and CALs).

Qualifying License:	CRM 2015 Server CAL Right:
CRM Online Enterprise	CRM 2015 Professional CAL
CRM Online Professional	CRM 2015 Professional CAL
CRM Online Basic	CRM 2015 Basic CAL

CRM Online Essential

CRM 2015 Essential CAL

Dual Use Rights are conveyed through Dynamics CRM 2015 Server's license, so Dual Use Rights may only be exercised with servers licensed with Dynamics CRM 2015 Server. However, customers may use downgrade rights to deploy a Dynamics CRM 2015 Server license with an earlier version of Dynamics CRM Server and use Dual Use rights to access it with CRM Online USL's.

License Mobility

License Mobility through Software Assurance gives Microsoft Volume Licensing customers the flexibility to deploy eligible server applications with active Software Assurance on Azure or partner-hosted infrastructure. The customer must purchase a user of device CAL covered by active Software Assurance to access this functionality. However, with this Software Assurance benefit, there is no need to purchase new licenses and no associated mobility fees so, you can easily deploy existing licenses on the Azure cloud platform or partner-hosted infrastructure.

Server Licenses

The Microsoft Dynamics CRM solution functionality is provided by the Microsoft Dynamics CRM Server 2015 software. Microsoft Dynamics CRM Server 2015 offers a rich feature set supporting multi-tenant deployments.

Before you run any instance of the Microsoft Dynamics CRM Server 2015 software under a Server License, you must assign that license to one of your servers. That server is the licensed server for that particular license.

Microsoft Dynamics CRM Server 2015

Multi-tenant deployment
No licensing based scalability limit

Microsoft Dynamics Workgroup Server 2015

Specialty server
Includes and supports 3 users only

Workgroup Server is ONLY available in Volume Licensing Programs

If you already have a Microsoft Dynamics Workgroup Server license and need to license more than 3 users, you need to step-up to Microsoft Dynamics CRM Server 2015 via the step-up license.

CALs

Microsoft Dynamics CRM Online offers three levels of CALs—Essential, Basic, and Professional—each of which grants an increasingly wider spectrum of use rights. This licensing flexibility enables customers to license the solution based on how their users use Dynamics CRM functionality, and mix-and-match these licenses within a deployment.

The following table provides a summary of the use rights associated with each of the three CAL levels:

	Professional	Basic	Essential
Unified Service Desk	●	×	×
Create workflows, bulk data import and customizations across any entity	●	×	×
Run workflows ¹	●	○	○
Opportunities, goals, contracts, quotes, orders, invoices, competitors	●	○	×
Sales campaigns, quick campaigns, marketing lists, price lists, product lists	●	○	×
Services, resources, facility, equipment, articles, SLAs, contracts, entitlements	●	○	×
System reports, system charts, system dashboards, CRM application data	●	○	×
User reports, dashboards and charts	●	●	×
Accounts, contacts, cases and leads	●	●	×
Custom entities	●	● ²	● ²
Activities, notes	●	●	●

Notes:

© 2015 Microsoft Corporation. All rights reserved. This document is for informational purposes only. MICROSOFT MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DOCUMENT. This information is provided to help guide your authorized use of products you license; it is not your agreement. Your use of products licensed under your volume license agreement is governed by the terms and conditions of that agreement. In the case of any conflict between this information and your agreement, the terms and conditions of your agreement control. Prices for licenses acquired through Microsoft resellers are determined by the reseller.

1. Creating, updating, and deleting via workflows can only be performed against the entities included in the use rights (i.e. update an opportunity requires Professional)
2. Custom entities (either based on entities included in CRM or created by a customer or partner) may require a higher CAL or USL, depending on the required access. Customizations can only be performed against entities included in the use rights

Stepping Up to a Higher Level CAL

Microsoft Dynamics CRM 2015 enables step-up from a lower level CAL to higher level CAL using Additive CALs. The following Additive CALs are available.

- **Basic Use Additive CAL** – Used to step-up an existing Essential CAL to Basic CAL. Basic Use Additive CALs may never exceed the total number of Essential CALs in an environment or organization, and a user can never have a Limited Use Additive CAL without also having an ESS CAL.
- **Professional Use Additive CAL** – Used to step-up an existing Basic CAL to Professional CAL. Professional Use Additive CALs may never exceed the total number of Basic CALs in an environment or organization, and a user can never have a Professional Use Additive CAL without also having a Basic CAL.



Availability

Microsoft Dynamics CRM Online licenses are available through the following Microsoft [Volume Licensing](#) programs:

- **Enterprise Agreement** – The Microsoft Enterprise Agreement (EA) is the best licensing program for commercial and government organizations that want to standardize IT across the enterprise yet retain the flexibility to choose from on-premises and cloud services. The EA includes attractive volume pricing, the flexibility to transition to cloud services at your own pace, and simplified license management through a single company-wide agreement. [Learn more.](#)
 - **Enterprise Subscription Agreement** – An option under the Enterprise Agreement that provides lower initial cost based on a three-year subscription, the ability to increase or decrease subscription counts on an annual basis, and non-perpetual licenses that end with your subscription term. [Learn more.](#)
 - **Select Plus*** - Select Plus is a way to make transactional purchases and offers many additional benefits, including the ability to manage assets and centralized reporting. [Learn more.](#)
- * On a rolling basis, Select Plus will be replaced by Microsoft Products and Services Agreement (MPSA), which will offer a simpler and more flexible agreement. Retirement of Select Plus will occur in phases:
- **Microsoft Products and Services Agreement (MPSA)** – Microsoft Products and Services Agreement is a single agreement for your Online Services, software, and Software Assurance purchases across your organization. It can save time and money by combining purchase points for the best price level and reducing the administrative overhead associated with managing multiple agreements. [Learn more.](#)
 - **Open License** - Open License is a good choice if you are a corporate, academic, charitable, or government organization that wants to pay as you go. You must have a minimum initial purchase of five software licenses for an Open License agreement, but you can obtain additional

licensed products through Open License in any quantity at any time during the two-year agreement term. [Learn more.](#)

- **Open Value** – Open Value is the recommended program if you have a small to midsize organization with five or more desktop PCs and want to simplify license management, manage software costs, and get better control over your investment. It also includes Software Assurance, providing access to valuable benefits such as training, deployment planning, software upgrades, and product support help you boost the productivity of your entire organization. [Learn more.](#)
- **Open Value Subscription** – Open Value Subscription provides the lowest up-front costs of the Open Program options with the flexibility to reduce the total licensing costs in years when the desktop PC count declines. This option gives your organization the rights to run the software throughout your organization only during the term of the agreement with Microsoft. You also have the ability to add the single platform option to an Open Value Subscription agreement. [Learn more.](#)
- **Enrollment for Education Solutions** – The Enrollment for Education Solutions (EES) is available to both primary/secondary and higher education institutions and offers the simplicity of counting people instead of PCs/devices and the flexibility to add additional products in any quantity as needed. [Learn more.](#)
- **School Enrollment** – The School Enrollment is for primary/secondary schools and preschools and offers the simplicity of licensing all products organization-wide where you can order any product for a quantity that matches the annual count of your organization's PCs/devices. [Learn more.](#)
- **ISV Royalty** - The Microsoft ISV Royalty Licensing Program is a worldwide software licensing program that offers Independent Software Vendors (ISVs) a convenient way to license Microsoft products and integrate them into a software business application. [Learn more.](#)
- **SPLA** - The Microsoft Services Provider License Agreement (SPLA) is for services providers and independent software vendors (ISVs) to license the latest Microsoft software to provide software services and hosted applications to customers. [Learn more.](#)

Organizations not purchasing through one of the above programs can purchase licenses through the [Microsoft Online Subscription Program \(MOSP\)](#) that offers a standard term of 12 months with monthly billing.

Dynamics CRM Product Offerings

	Campus and School Agreement (CSA)	Enterprise Agreement (EA) & Enterprise Subscription Agreement (ESA)	Enrollment for Education Solutions (EES)	Microsoft Products and Services Agreement (MPSA)	Open License (OL)	Open Minimum (OM)	Open Value (OV) & Open Value Subscription (OVS)	Select & Select Plus	Server Cloud Enrollment (SCE)	ISV Royalty
Microsoft Dynamics CRM Server 2015	A	A				OF	P		A	
Microsoft Dynamics CRM Workgroup Server 2015 (SaaS)		A				OF	P		A	

Program and Distribution Type Key:

A = Additional Product P = Non-Org Wide in Open Value
OF = Available in Open License & Open Value Only

For more information

View the complete [Microsoft Dynamics CRM 2015 Pricing and Licensing Guide](#)
 Visit the Microsoft Dynamics CRM website: <http://crm.dynamics.com>
 For more detail about Promotions: <http://www.microsoft.com/en-us/dynamics/crm-purchase-online.aspx>
 Read the CRM Connection blog: <https://community.dynamics.com/crm/b/crmconnection/default.aspx>