

Delight your users with Microsoft Dynamics CRM 2013

Hello %%CustomerFirstName%%,

In a world where people are always connected and the social era has given each individual a powerful voice, delivering differentiated and compelling customer experiences is more important than ever. Your CRM system can play a critical role. That is why we are excited to announce the next release of Microsoft Dynamics CRM is coming this fall. Get ready to delight your users!

Microsoft Dynamics CRM 2013 offers:

- **Reimagined experience:** Cleaner, faster, and more intuitive with no pop ups or flipping from one application to the next.
- **Process Agility:** Agile process guidance so you can respond to rapidly changing business needs.
- **CRM on the go:** New Windows 8 and iPad mobile applications make your sales team smarter no matter where they are by delivering a seamless experience across the web and devices.
- **Social in context:** Collaborate across boundaries with the powerful capabilities of Yammer embedded within Microsoft Dynamics CRM.

For more details, you can download the recently published [Microsoft Dynamics CRM Release Preview Guide](#).

Other key aspects of the upgrade to consider:

- Release availability: General availability is scheduled for fall 2013. [Learn More](#)
- Support lifecycle: With the release of Microsoft Dynamics CRM 2013, Microsoft Dynamics CRM will discontinue support for some legacy products such as Windows XP, Internet Explorer 7.0, and Microsoft Office 2003. [Learn more](#)

We are excited for you to explore the opportunities Microsoft Dynamics CRM 2013 will open up for your business, and we are committed to your success. Please feel free to reach out to your Partner or your Microsoft Account team if you have any questions. You can also visit the [Get Ready](#) page for more resources.

Sincerely,
The Microsoft Dynamics CRM Team

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Five Easy Steps to Prepare for the Upgrade

1. Bookmark the [Release Information page](#) to stay updated on the upcoming release.
2. Ensure your organization meets the required [client & custom code](#) requirements.
3. Plan for testing the new release before you update your production environment.
4. Plan for internal user awareness and training.
5. Engage your partner and your Microsoft team to take advantage of all the exciting functionalities of the new release.

Make sure your organization meets the prescribed client and customization requirements

Organization name: %%CustomerOrgName%%

We recently announced the release of Microsoft Dynamics CRM 2013. This new version will provide many evolutionary changes that will delight your users and empower them to be more agile than ever before. To take advantage of the exciting new features, you will need to ensure your solution meets the prescribed client and customization requirements.

As you start preparing for the upgrade, please pay close attention to the following:

Client Requirements

With the release of Microsoft Dynamics CRM 2013, support for some legacy products will be discontinued, such as:

- Windows XP to run either Microsoft Dynamics CRM for Outlook or the web application
- Microsoft Office 2003

To avoid disruption, we recommend you identify users in your organization who are running these legacy technologies and take immediate action to upgrade them to supported versions. [Learn more](#)

Customizations

There are certain customizations that will not be supported and will not work in the new release of Microsoft Dynamics CRM. These include customizations that involve:

- Legacy CRM 4.0 objects and functions
- JavaScript code that modifies the Document Object Model (DOM)
- Client-side extensions that use 2007 endpoint

To assist with the detection of these customizations, we have made the Custom Code Validation tool available to you. Please make sure to install and run this tool to help identify and address any issues. [Get the tool](#)

In addition, to learn more about the new release and to take advantage of its features, visit the [Get Ready](#) page on the [CRM Customer Center](#).

We are committed to your success and look forward to providing timely, ongoing information to help you get ready for the new release. In the meantime, if you have questions, please feel free to reach out to your partner or your Microsoft Account team.

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It's here! Microsoft Dynamics CRM 2013

Organization name: %%CustomerOrgName%%

We now have the much anticipated release of Microsoft Dynamics CRM 2013, a power-packed release with many evolutionary changes that will delight your users:

- ✓ **Redesigned user experience**
- ✓ **Process agility**
- ✓ **CRM on the go**
- ✓ **Social in context**
- ✓ **And more**

You can see more detail about these changes in the [Microsoft Dynamics CRM Release Preview Guide](#). We also invite you to watch the [Microsoft Dynamics CRM 2013 Global Premiere Event](#) to see the new version in action.

As we've mentioned with [previous communications](#), there are many additional resources that will help you better understand the new features and better prepare your organization for Microsoft Dynamics CRM 2013. We encourage you to bookmark and frequently visit the [Get Ready](#) page to see the latest resources available to assist you.

Finally, be sure that your organization meets the required [client & custom code](#) requirements for this new release. If you need additional assistance, please contact [Technical Product Support for Microsoft Dynamics CRM](#).

Thank you for your continuing support of Microsoft Dynamics CRM.

Sincerely,
The Microsoft Dynamics CRM Team

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Microsoft Dynamics CRM brings flexible pricing options

Organization name: %%CustomerOrgName%%

As seen in [previous communications](#), the Microsoft Dynamics CRM 2013 release is bringing exciting new features that will allow you to deliver differentiated, compelling, and personalized experiences to your customers. This new release also showcases our new flexible **licensing and pricing options** that will bring additional value directly to you.

New Licensing Options

Microsoft Dynamics CRM 2013 offers three licenses for your on-premises deployments. The multi-tiered licensing model offers a variety of benefits, including:

- **Flexibility** Customers can mix and match various types of user licenses within a deployment to accommodate the specific needs of their businesses.
- **High value.** Customers can choose from highly competitive licensing offerings to optimize the Total Cost of Ownership.
- **Easy-to-Understand.** Customers can obtain licenses based on the functionality that users require (rather than on how users access the application).
- **Parity.** Equivalency in the licensing use rights of online and on-premises licenses makes it easier for customers to compare and decide what works best for them.

The multi-tiered licensing structure is the following:

- **Professional** – The most comprehensive license designed for users who are engaged in end-to-end customer relationship management scenarios. Licensed users can access full sales, service, and marketing capabilities within Microsoft Dynamics CRM. This license is highly recommended for CRM and extended CRM scenarios.
- **Basic** – Designed primarily for business analysts and others who require only reporting capabilities, as well as for entry-level users who simply need to manage accounts, contacts, leads, and cases (or custom applications based on these).
- **Essential** – Best suited for users who need to follow activities (or custom applications based on these).

Please click [here](#) to see a more detailed view of how your current software maps to these new licenses.

On top of this flexibility, we have included additional benefits designed to amplify your use of Microsoft Dynamics CRM 2013.

Mobile access

As previously announced, one of the exciting new features of the release is that you and your users will be able to access customer information on a variety of devices to match the way business is done today. And we will now offer that access to Microsoft Dynamics CRM through our mobile application with **no additional license fee**.

New Software Assurance Benefits

Effective October 1, 2013, Microsoft Dynamics CRM added a new benefit to Software Assurance—Implementing Microsoft Dynamics CRM (SSDPS)—a Planning Services engagement to help qualified partners work with Microsoft Dynamics CRM customers to create custom implementation plans. For more details, click to [Learn More](#).

For more information on Microsoft Dynamics CRM 2013, we encourage you to bookmark and frequently visit our [Get Ready page](#). If you need additional assistance, please contact [Technical Product Support for Microsoft Dynamics CRM](#).

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