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TECHNOLOGY MANAGEMENT
CONCEPTS

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Global English site, plus 32 local sites in 22 languages:

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Microsoft Dynamics CustomerSource

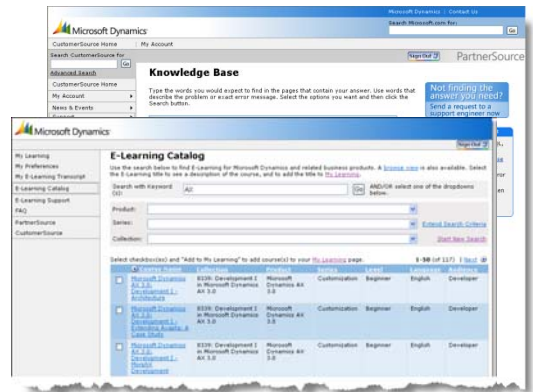
Microsoft Dynamics® CustomerSource is a valuable connection to your relationship with Microsoft® and an efficient way of accessing information you can use at your convenience 24 hours a day.

As one of the benefits of being on a service plan for Microsoft Dynamics, CustomerSource empowers you with tools and information that can help you increase efficiency and productivity.

- Through self-help resources, such as Knowledge Base and technical documentation, CustomerSource can help you reduce support costs.
- Around-the-clock access to training provides you opportunities to learn at your convenience.
- Newsgroups offer a unique opportunity for you to share hard-won tips, to get answers to tough questions, or to broaden your understanding of your business management software.

CustomerSource can save you time by providing a one-stop resource for quick and easy access to information that helps you maintain and expand your business management solution.

Connected. Empowered. Productive. CustomerSource.



BENEFITS

Enables you to be more knowledgeable about your solution and the Microsoft Dynamics strategy and roadmap.

Enhance your productivity and enables self-sufficiency by providing anytime access to online support tools and training.

Enables you to manage your account.

FEATURES

- **Products and Services:** Get the latest information about your Microsoft Dynamics solution and the maintenance and support plans to keep your solution up to speed.
- **Newsgroups:** Participate in an online forum to exchange ideas and solutions with other customers.
- **Product Suggestions:** Submit a suggestion for a new feature and reinforce other people's suggestions through public newsgroups.
- **Industry Solutions:** Search for information about third-party software products.
- **Customer Services Guide:** Read about the policies of your service plan, such as investment protection and the support life cycle.
- **News and Events:** Read articles about business issues from industry experiences, view news affecting your business and solution with information on special offers, new products and press releases. Plan to attend an upcoming seminar, conference, or webcast to interact with your peers and improve your business success with Microsoft Dynamics.

- **Documentation:** Download installation guides, setup guides, user guides, system requirements, technical white papers, and updated help files.
- **Searchable Microsoft Dynamics Knowledge Base:** Find answers to the most common technical questions, including troubleshooting steps, solutions to common problems, and how-to articles.
- **Product Roadmaps:** Receive regularly published product roadmaps and information about ongoing innovation through major version releases.
- **Certification:** View classroom training schedules, access online training, read information about certification options and how to take exams, view lists of training materials, and find a Microsoft Certified Partner for Learning.
- **Training:** Receive the new benefits of unlimited access to online training, including E-Learning for Microsoft Dynamics, online training on specific topic areas; training materials or a desktop reference; learning plans, a training roadmap that outlines every training and certification option available for each module.

- **My Account:** Update your company information and personal profile, retrieve registration keys, view information about your registered products and track your service plan expiration date.
- **My Benefits:** Review information on how to access service plan benefits online.
- **My Partner:** View information about your partner, update your industry profile information, and select your country and language preferences. Access the online community to interact at local, regional, and worldwide events.

Take the Next Step!

Learn how to start using CustomerSource by reading step-by-step instructions at <http://www.microsoft.com/dynamics/customersource.mspx>. For additional assistance, you can email itmbssup@microsoft.com.

CSFSEN0409

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Technology Management Concepts is a boutique Professional Services organization that delivers and supports Microsoft Dynamics Solutions, Microsoft Dynamics GP (formerly Great Plains) and Microsoft Dynamics CRM, tailored to your unique business needs, with an emphasis on your industries best practices.

We help our customers strategically leverage their IT investment in Microsoft Dynamics GP (Great Plains) and Microsoft Dynamics CRM to become more productive, efficient and competitive. Our goal is to help companies derive long term business value from their software investments. TMC shares Microsoft's commitment to long lasting relationships. For over 25 years, we have been providing personalized services, from the beginning stages of business process review, to implementation, training and ongoing support.

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