

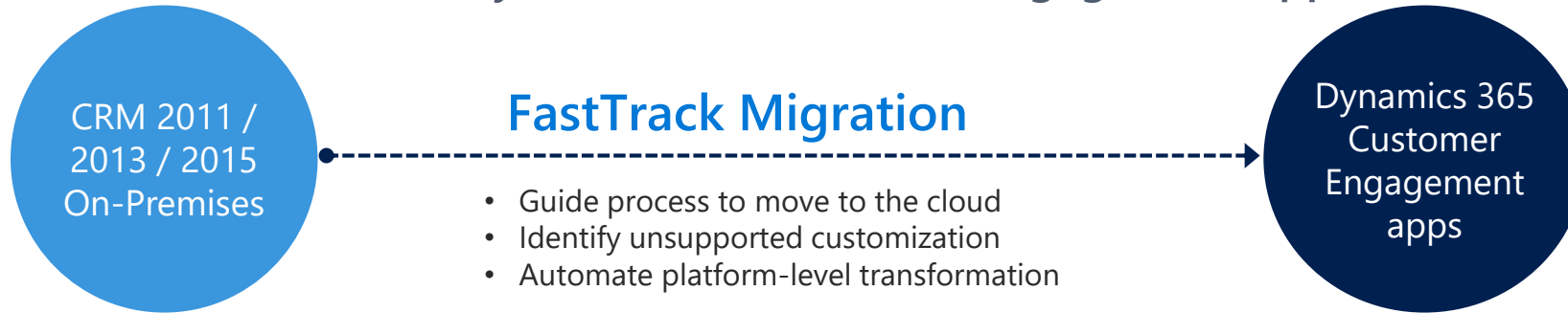
Migration from Dynamics CRM On-Premises to Dynamics 365

Offered by Microsoft FastTrack
for Dynamics 365



FastTrack migration service

CRM 2011/2013/2015 to Dynamics 365 Customer Engagement apps



Migration Tool

Will cover

- Database migration (does not support SQL 2014 and above)
- Managed solution migration
- Audit log migration
- User and personal setting migration
- Validate the CRM database for unsupported changes

Will not cover

- CRM upgrade issues; upgrade is a multi-step process
- Selective data migration
- Fixing any flagged security or upgrade issues
- 3rd-party integration (reconfiguration)

FastTrack Migration Service

Will cover

- Provide assistance for end-to-end migration
- Guide project team to remove roadblocks
- Enable migration and post completion steps
- Assist in go-live activities
- Support driving user adoption post go-live

Will not cover

- Perform prerequisite activities
- Resolve the issues found throughout the process
- Perform all migration, go-live and post go-live activities
- Acquire Azure subscription and Dynamics 365 licenses for migration purpose



Migration Services

Migrate your on-premises CRM to Dynamics 365 customer engagement apps using the latest migration tool and with the guidance and best practices offered by FastTrack engineering team through Migration Services

For customers with 250+ seats

Eligibility

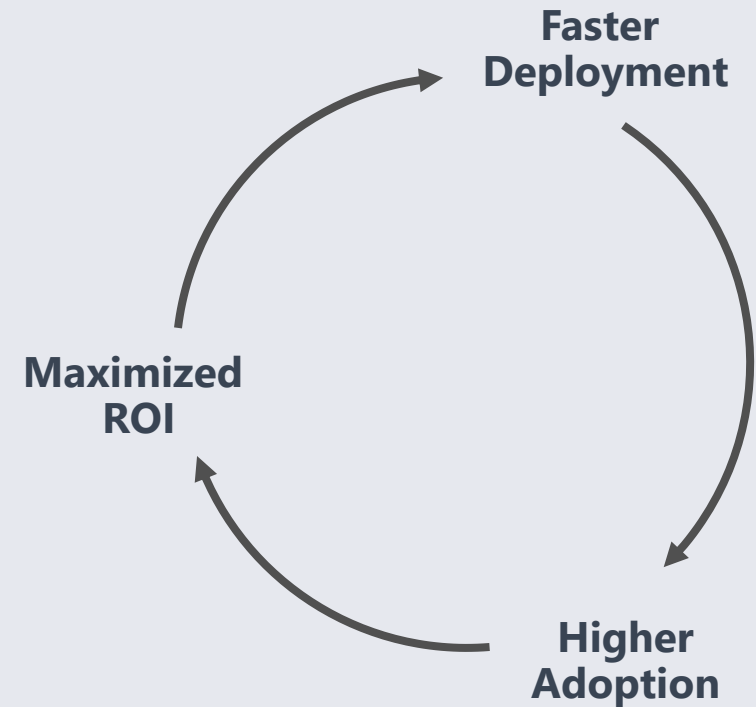
Enterprise Edition	App and Plan	Seats	FastTrack Service and Content			
			Technical Talks	Workshops	Regular Touchpoints	Dedicated FastTrack Engineering Resources
Customer Engagement	<ul style="list-style-type: none"> Dynamics 365 for Sales Dynamics 365 for Field Service Dynamics 365 for Customer Services Dynamics 365 for Project Service Automation Dynamics 365 Customer Engagement Plan Dynamics 365 Unified Operations Plan with the plan to implement Customer Engagement apps 	250 or more combined eligible app and/or plan user SLs	All included	All included	All included	Included

Microsoft FastTrack for Dynamics 365

Onboarding and adoption assistance

Dynamics 365 for Sales, Customer Service, Field Service, Project Service Automation Service, and Finance and Operations, Enterprise edition

- For all eligible customers
- Technical talks, workshops, and regular touchpoints
- Direct Microsoft engineering engagement
- Delivered remotely by time zone-based engineers in the Americas, EMEA, and APAC



FastTrack.microsoft.com/Dynamics

What you can expect from FastTrack for Dynamics 365

FastTrack benefits include...

- Implementation guidance, including tools and processes
- Onboarding, adoption, and migration guidance and assistance
- Architectural and technical guidance
- Customized workshops to review project milestones
- Technical talks on best practices for technical subjects
- Product roadmap and related feedback loop

Customers and partners own...

- Overall program and project management
- Implementation activities, including design, development, etc.
- Data migration, security roles setup, and user trainings
- Application setup, configuration, and customization
- Product assistance and user support
- Communications and trainings to drive service adoption



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