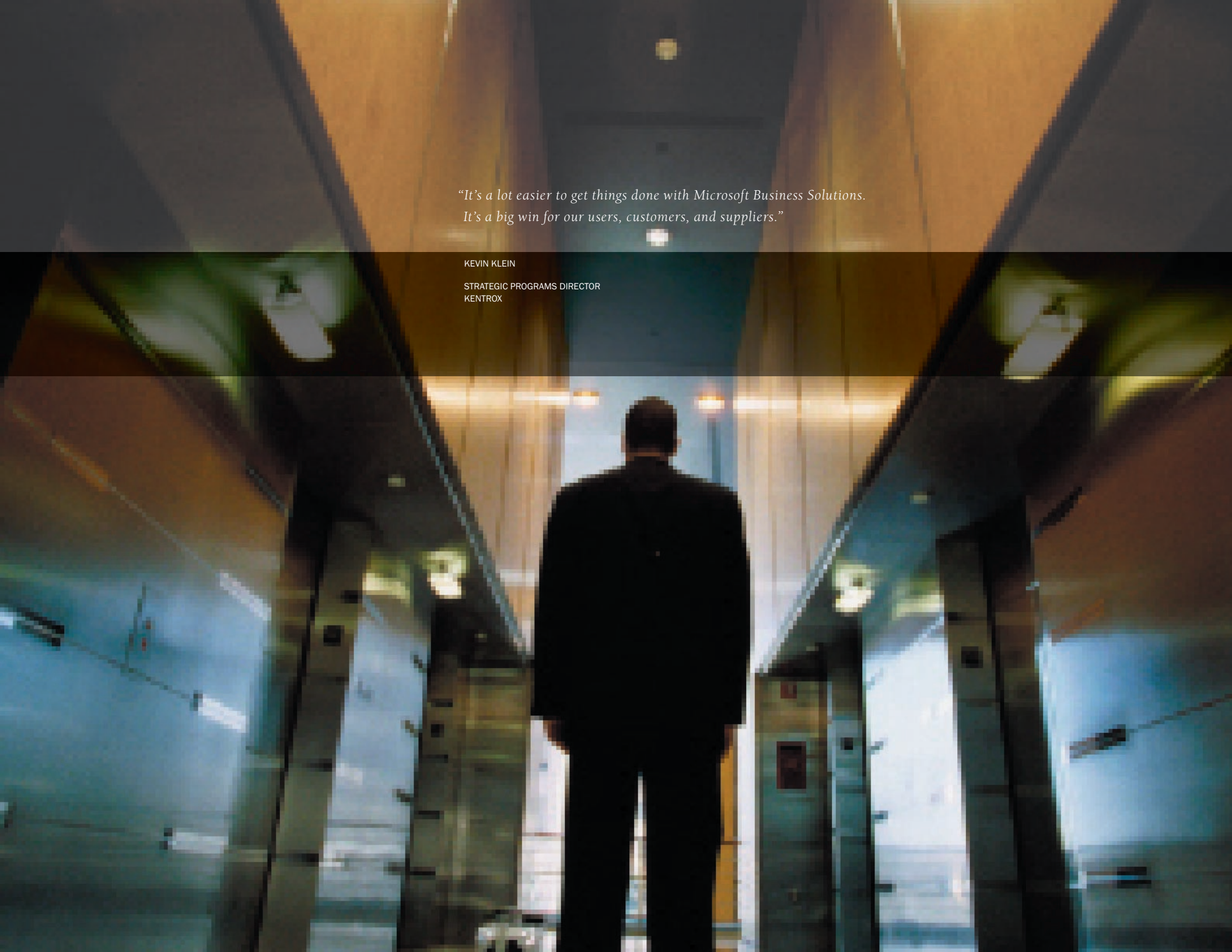


MICROSOFT BUSINESS SOLUTIONS - GREAT PLAINS

YOU KNOW WHERE YOU WANT TO TAKE

your business.

Microsoft
Business
Solutions



*“It’s a lot easier to get things done with Microsoft Business Solutions.
It’s a big win for our users, customers, and suppliers.”*

KEVIN KLEIN

STRATEGIC PROGRAMS DIRECTOR
KENTROX

Microsoft Business Solutions–Great Plains

A solid foundation
for building business
success.

PURSUE THAT **vision** with confidence.

CONFIDENCE. A Rock-Solid SOLUTION

[TAKE HOLD OF A FULLY-INTEGRATED BUSINESS MANAGEMENT SOLUTION—
AND THEN PURSUE YOUR BUSINESS VISION WITH CONFIDENCE.]

“The breadth of what Great Plains replaced is incredible, all without adding complexity, while still meeting global requirements. The speed of getting information to top executives, the saved time in training efforts, and the reduction of needed staff and support easily equate to an annual savings of more than \$1 million dollars (USD).”

RUSSELL KUTEMAN

VICE PRESIDENT OF FINANCE
SIX FLAGS

Designed for rapid time-to-benefit and low cost of ownership, Microsoft® Business Solutions–Great Plains® helps you unify business processes for increased productivity and efficiency; gain better visibility and control over decision-driving information; and help ensure your business is highly valued and well-regarded by customers and peers.

Built using the latest Microsoft technologies, Great Plains can meet your unique and changing business needs with rich reporting and analysis capabilities, customizable transaction flow, and the flexibility, security features, and control needed to maximize operational efficiency. Great Plains also provides the catalyst your business needs to fully embrace the Internet with applications for self-service, business intelligence, and e-commerce that reduce overhead and provide new revenue opportunities.

Just as important, Great Plains can provide you with peace of mind. You can start with what you need, and then easily add components, integrate with other solutions, or extend capabilities as your needs change. You can count on rapid implementation, a quick return on your investment, and a low cost of ownership. And at all times, you can count on the award-winning service and support provided by a vast network of trusted Microsoft Business Solutions Partners and independent software vendors (ISVs).

“I rate Microsoft Business Solutions–
Great Plains a 10, absolutely.
With its out-of-the-box functionality I
feel as if I have a tier-one enterprise
system.”

Ari Kaplan

Controller

Enfrastructure

A WIDE SPECTRUM OF integrated APPLICATIONS

Microsoft Business Solutions–Great Plains offers:

FINANCIAL MANAGEMENT

- General Ledger
- FRx® Desktop
- Account Level Security
- Cash Flow
- Collections Management
- Fixed Asset Management
- Intercompany
- Multicurrency Management
- Multidimensional Analysis
- Receivables Management
- Revenue Expense Deferrals
- Bank Reconciliation
- eBanking
- Payables Management
- Customer/Vendor Consolidations
- Refund Checks
- Expense Management

SUPPLY CHAIN MANAGEMENT

- Advanced Distribution
- Advanced Picking
- Available to Promise
- Inventory Control
- Extended Pricing
- Bill of Materials
- Landed Cost
- Purchase Order Processing/Receiving
- eRequisition
- PO Generator
- Invoicing
- Sales Order Processing w/Advanced Invoicing

MANUFACTURING

- Materials Requirement Planning
- Sales Forecasting
- Capacity Requirements Planning
- Master Production Scheduling
- Sales Configurator
- Manufacturing Order Processing
- Manufacturing Bill of Materials
- Engineering Change Management
- Quality Assurance
- Job Costing

HR MANAGEMENT

- Human Resources (US & Canada)
- Payroll (US & Canada)
- Direct Deposit (US & Canada)
- Payroll Connect (US)
- Federal Magnetic Media (US)
- eEmployee (US)
- eTimesheets (US & Canada)

ANALYTICS

- Crystal Reports® 9.0 Professional
- Enterprise Reporting
- Forecaster
- FRx® Professional

PROJECT MANAGEMENT

- Project Accounting
- PS Time and Expense

ECOMMERCE

- eCommerce
- eOrder
- eCommerce Toolkit

FIELD SERVICE


- Service Call Management
- eService Calls
- ManagerAssist
- Preventive Maintenance
- Contract Administration
- TechAssist
- eTech
- Returns Management
- eReturns
- Depot Management

FOUNDATION

- Advanced Security
- Field Level Security
- Process Server
- Report Writer
- System Manager
- Microsoft Business Solutions Portal Manager

CUSTOMIZATION AND INTEGRATION TOOLS

- eConnect
- Integration Manager
- Modifier with Visual Basic® for Applications
- Dexterity
- Integration Assistant for Microsoft Excel
- Continuum for Visual Basic and Delphi
- Software Development Kit (SDK)



“Bringing Microsoft in was like a one-stop shop for us. They were able to provide one solution, one database, that everybody could share—that’s 13 divisions on 1 centralized database, with no additional staff, and the staff I have is already well-versed in Microsoft products, so the learning curve is very low.”

MATTHEW MULLINS

CHIEF KNOWLEDGE OFFICER
GIBSON GUITAR

TRUST. FINANCIAL **management** THAT PROVIDES THE CONTROL YOU NEED

What you need to sleep at night—the knowledge that your business's financials are connected, up-to-date, and accurate.

“The fact that 3 people now handle accounting for a 500-person company is, I think, a good indication of how efficiently we are operating.”

RICK BRENNER
CONTROLLER
STRINE PRINTING

Manage the heart of your business safely and efficiently, with flexible tools and automated transaction processing that saves time and simplifies the way you handle your money, whether coming in or going out. You'll get the answers you need with comprehensive reports and easy-to-use inquiry tools that facilitate rapid, accurate analysis of your business operations. Just as important, you'll be able to safely connect information and processes from across your business—reducing administrative costs, increasing productivity, and improving control over your bottom line.

TAKE CONTROL with intelligent General Ledger accounting and analysis capabilities that make your finances work for you—from processing transactions to balancing books, performing multi-dimensional analysis to maintaining audit control—now and into the future.

UNLOCK THE POWER OF FINANCIAL INFORMATION with multiple reporting and business intelligence tools that enable managers and employees to access, analyze, and view the exact data needed to make smart financial decisions.

IMPROVE CASH FLOW with clear, customizable information views that keep you up-to-date on amounts due and owed, and automated processes that help ensure you collect payments in a timely manner.

STREAMLINE ALL OF YOUR BANK-RELATED ACTIVITY with integrated capabilities, automated reconciliation, and powerful electronic banking capabilities.

MASTER MULTINATIONAL, MULTI-SITE OPERATIONS and manage transactions with fluctuating exchange rates using intercompany and multicurrency capabilities.

EMPOWER EMPLOYEES AND REDUCE COSTS with Web-based expense reporting capabilities that streamline expense management processes, eliminate paper receipts, and enable employees to create and submit reports any time, from any location.

MANAGE RECEIVABLES AND PAYABLES with up-to-the minute information about vendors and customers and effort-saving automation of tasks that provides a great return on investment.

ASSURANCE MEANS THAT ALL THE **details** ARE IN PLACE

“We can’t afford to be down. And we haven’t missed a beat. If we had gone with another solution it would have taken years to get up and running. Our General Ledger, Accounts Payable and Accounts Receivable rolled out like clockwork. That’s the way it should be.”

TOM TOTON

VICE PRESIDENT OF FINANCE AND TREASURER
CARDINAL FREIGHT CARRIERS.

STAY CURRENT, INFORMED, AND CONNECTED

Whether you’re drilling down for details on invoices and purchase orders, evaluating spending and revenue, or reassessing budget goals, you’ll have the power of automatic information updates and seamless integration across your Great Plains solution. At all times, your entire system will reflect current, accurate financial data. One-time entry reduces administrative burdens and helps ensure that books are balanced, budgets updated, and assets managed with minimal effort.

MAINTAIN TIGHT FISCAL CONTROL

Get easy access to the information buried in your financial system with detailed and summary inquiry information, comprehensive reporting, and automated transaction tracking. Find and analyze the exact information you need through General Ledger’s seamless integration with other Great Plains applications such as Receivables or Payables Management, Invoicing, Sales Order Processing, and FRx Professional.

WORK THE WAY YOU WANT

Track and analyze your financials in the way that best suits your business—not someone else’s—with tools and accounting structures that you design yourself to serve your needs. For example, you can easily create default budget templates complete with accounts, descriptions, and default amounts in Microsoft Excel, and then export and import budgets to and from Excel through an interactive wizard.

INSIGHT. A COMPLETE **view** OF YOUR BUSINESS

Microsoft Business Solutions–Great Plains delivers analytics and reporting capabilities designed for real people, so that decision makers and employees have the power to see exactly what’s happening with your business—not just the big picture, but the critical details that determine profitability and performance.

“Because we can drill down and see the details, we have successfully gained insight into key issues such as where we are most profitable and where we should focus our business.”

MIKE CLOUTIER

CHIEF TECHNOLOGY OFFICER
PEET’S COFFEE & TEA

EMPOWER EMPLOYEES TO GET THE INFORMATION THEY NEED TO MAKE FAST, SMART DECISIONS

- Do more than access information—make sense of it. Built-in drill-down, inquiry, and reporting capabilities turn information into a powerful tool for improving supply chain management processes, analyzing customer trends, keeping informed about project costs, and more.
- View reports and information from any location, at any time—via the Web, intranets, and in network and offline formats.
- Keep information at your fingertips with an online audit trail, SmartList inquiry capabilities, and custom links to key Internet services such as e-mail or Web sites.
- Provide role-based access to information, processes, and applications from a single Web-based portal, delivering the right information to the right people and reducing requests for custom reports and simple business facts.

LEVERAGE TOOLS YOU AND YOUR EMPLOYEES ALREADY KNOW AND USE

- Easily share query and budgeting data with Microsoft Excel and Microsoft Word and manipulate data in graphical form using a variety of OLAP analysis tools.
- Stop chasing down information and juggling applications. With Microsoft Office XP Smart Tags, you can drill back instantly to customer, employee, vendor or product information contained in Great Plains applications.
- Create, display, and save favorite views of data from across your business using the Great Plains SmartList, and then easily export data to Word or Excel for use in mass mailings or for further analysis.

MOLD REPORTING PROCESSES TO FIT YOUR BUSINESS

- Save valuable time by generating and customizing reports in different formats for multiple audiences, and create compelling views of data with Crystal Reports 9.0 Professional.
- Meet demanding group reporting and consolidation needs by automating and tailoring data collection, consolidation, and reporting processes to reflect your business practices, using Enterprise Reporting.
- Involve your entire organization in budgeting and planning by scheduling and distributing enterprise-wide reports via the Web using FRx Professional and Microsoft Business Solutions for Analytics-Forecaster.

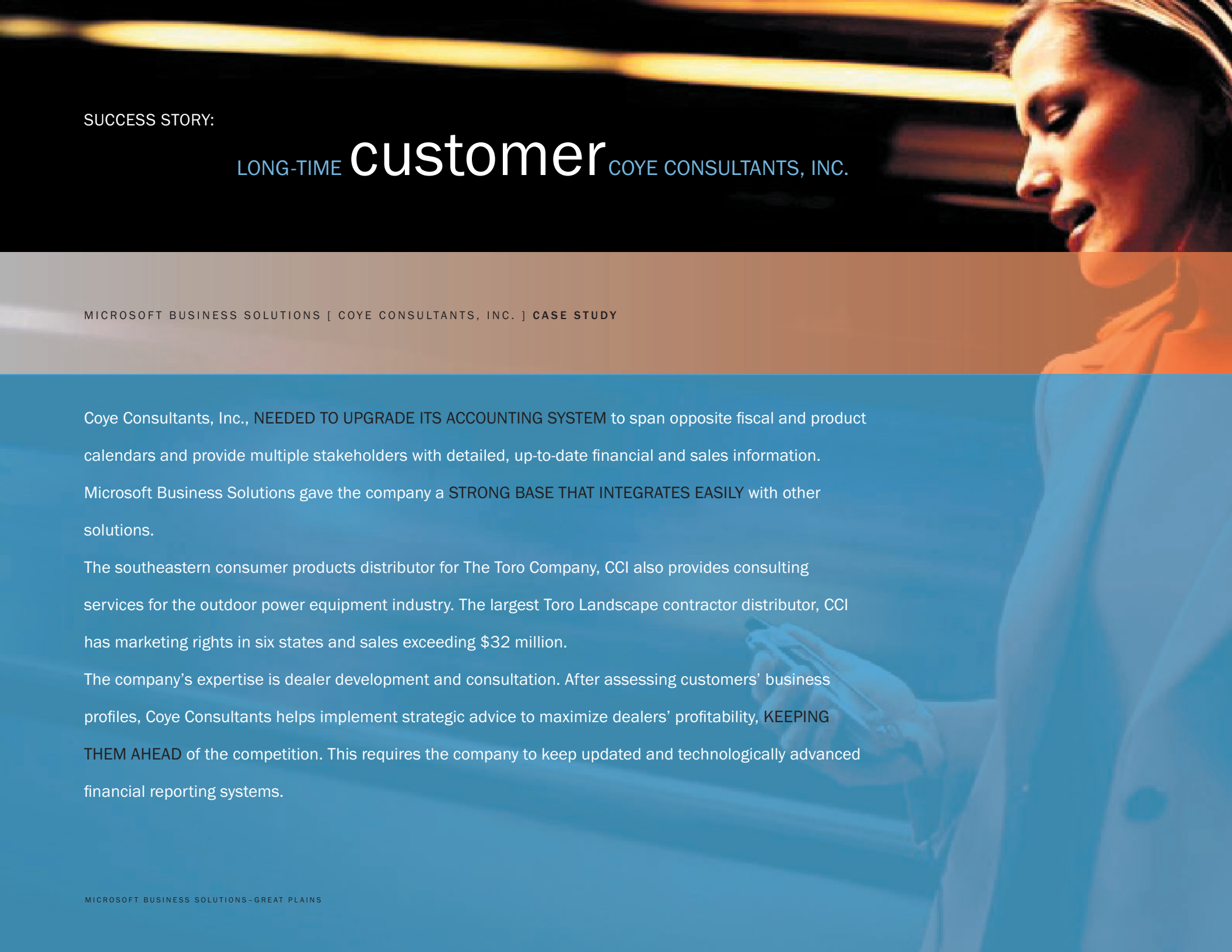
STAY A **step ahead** OF YOUR COMPETITORS—

KNOW WHERE YOU ARE, AND WHERE YOU WANT TO GO

*“The reports for West Acres went from
4 hours to produce to 4 minutes.
It’s unbelievable.”*

PAT GABRIEL
CONTROLLER
WEST ACRES

- **FRX PROFESSIONAL** Gain immediate control of the financial reporting process with multiple company consolidations, multiple currency translations, and the ability to drill down from Web-based financial statements back into the Great Plains General Ledger. Easy to learn and use, FRx Professional lets employees with appropriate rights create and distribute comprehensive, highly customizable financial management reports across the organization.
- **FORECASTER** To be truly effective, your budgeting process needs to be fast, easy, and collaborative. Armed with Forecaster, you can use the Web to collaborate with managers in the next office or around the world, compare budgets to actuals in real-time, and gain control over expenses by integrating budget information throughout Great Plains.
- **CRYSTAL REPORTS 9.0 PROFESSIONAL** Transform your Great Plains Data into presentation-quality information, creating customized, compelling reports that contain exactly the information you want to see and share. Import data from multiple sources and use a wealth of features to create and publish reports to nearly all standard formats, including XML, PDF, ODBC, and many others.
- **REPORT WRITER** Built into Great Plains, Report Writer lets you easily create, update, and modify all the reports and forms your organization uses, as well as use flexible scheduling options to publish reports as your business needs dictate, in a variety of file formats including HTML and PDF.
- **ENTERPRISE REPORTING** Master complex, distributed reporting requirements with a solution designed to give you flexible control of consolidations, financial reporting, budgeting, and analysis across your organization. With Enterprise Reporting, you can automate data collection from virtually any financial system, interpret data using a rich set of analysis tools—including Microsoft Excel and the OLAP cube designer—and remotely process or schedule report packages for distribution in a variety of formats.



SUCCESS STORY:

LONG-TIME **customer** COYE CONSULTANTS, INC.

MICROSOFT BUSINESS SOLUTIONS [COYE CONSULTANTS, INC.] CASE STUDY

Coye Consultants, Inc., NEEDED TO UPGRADE ITS ACCOUNTING SYSTEM to span opposite fiscal and product calendars and provide multiple stakeholders with detailed, up-to-date financial and sales information. Microsoft Business Solutions gave the company a STRONG BASE THAT INTEGRATES EASILY with other solutions.

The southeastern consumer products distributor for The Toro Company, CCI also provides consulting services for the outdoor power equipment industry. The largest Toro Landscape contractor distributor, CCI has marketing rights in six states and sales exceeding \$32 million.

The company's expertise is dealer development and consultation. After assessing customers' business profiles, Coye Consultants helps implement strategic advice to maximize dealers' profitability, KEEPING THEM AHEAD of the competition. This requires the company to keep updated and technologically advanced financial reporting systems.



MOVING AHEAD WITH MICROSOFT BUSINESS SOLUTIONS

Coye Consultants shares a long and rich history with Microsoft Business Solutions. They selected Great Plains Accounting in 1990, and in 1994 migrated to Microsoft Business Solutions—Great Plains. They recently upgraded their system to run on Microsoft SQL Server™. By leveraging the strong integration capabilities of Microsoft Business Solutions, the company can also use extended business solutions that enhance delivery of innovative products, services, and solutions.

REAPING THE BENEFITS

Using Microsoft Business Solutions allows CCI to provide a constant stream of detailed, timely information to both internal resources and product dealers. Updated information and analysis processes include:

- **MANAGING REPORTS FOR FISCAL AND PRODUCT CYCLES:** CCI ends its fiscal year on 12/31, while Toro works off a fiscal calendar ending 10/31 and a product calendar ending 7/31. CCI is constantly being asked for information on customers and products for different periods. This type of reporting would be costly and time-consuming without the power, flexibility, and integration capacities of Microsoft Business Solutions Financials and Analytics series.
- **RUNNING DETAILED MONTHLY FINANCIALS:** Microsoft Business Solutions Analytics gives CCI the drill-down tools and flexibility needed to prepare monthly financials with multiple levels of detail. Management can access and control information, reduce report turnaround time, and provide the detail needed to eliminate questions.
- **PROVIDING MOBILE ACCESS TO INFORMATION:** CCI maximized their Microsoft SQL Server database by developing a script that connects their intranet with inventory. This allows field personnel and management to view inventory status through mobile devices, bringing information to their people and customers at any time, from any location.

EXTENDING THE SOLUTION

Because Microsoft Business Solutions Customization Tools include powerful integration capabilities, CCI continues to build its system using selected solution developer providers. For example, Webhouse by Professional Advantage, in conjunction with the Analytics series, allows the company to generate detailed product and market analyses at a minimal cost. AnyView and the Commission module by Accountable Software help management build incentives for sales teams, and offer the team remote access to their individual sales and customer information through a Windows®-based Internet Explorer-type lookup. Ebridge EDI software allows CCI to transmit daily invoices to Toro and Transamerica, automating a previously time-consuming and costly task.

These solutions all extend the value of their business management software. By working with Microsoft Business Solutions, CCI continually improves its business processes and lives up to its mission statement: to continually surpass even the highest expectations of customers, vendors, and business partners by providing innovative products, services, and solutions.

STEADY AS SHE GOES: operational EFFICIENCY

Turn insights into profitable action with Microsoft Business Solutions–Great Plains. You'll be able to unify processes across your business, meet demanding manufacturing and distribution requirements, and serve customers according to their needs. Your focus will be on making the most of your resources and pursuing the course you've charted for your success, rather than on the systems that run your business.

MAKE TECHNOLOGY WORK FOR YOU

Unleash efficiency and effectiveness by automating your financial, distribution, and purchasing functions to work in concert with your entire business solution. Seamless integration and shared databases all work toward reducing costs, improving accuracy, and increasing profitability. Your inventory will be put to the most strategic use and replenished efficiently. Accountants will know who's paying on time and who's in arrears. Banking tasks can seamlessly incorporate transactions from across all areas of your business.

HARNESS THE SUPPLY CHAIN MANAGEMENT PROCESS

Streamline your pack/ship/invoice cycle with powerful distribution capabilities that let you tailor workflow processes to meet your specific needs. Give customers the fast answers, firm delivery promises, and flexible pricing and order fulfillment that keeps them coming back. And by connecting inventory control, purchasing, and sales order processing capabilities with your distribution process, you can help reduce your costs, improve cash flow, and ensure that you have the right stock at the right time to meet customer demand.

TAKE CONTROL OF YOUR PRODUCTION CYCLE

Keep your eye on what's important—your products and your customers. If you're a manufacturer, effective forecasting and planning tools will let you pinpoint capacity and prevent you from producing either too much or too little. You'll help improve your entire manufacturing process and cut costs through automated planning, production scheduling, quality control, and order processing. And with compatible distribution functionality, you can meet the most demanding requirements on time without waste.

“Our online success would have been impossible without eCommerce and the Microsoft .NET platform. With a single architecture we are able to integrate disparate inventory systems, create inter- and intra-enterprise transactions and power four Web-based stores. Being able to create a multi-faced commerce system using a single platform drastically decreases the cost of deployment which in turn has a dramatic impact on our profitability.”

PAUL DIETRICH

VICE PRESIDENT AND CHIEF TECHNOLOGY OFFICER
ICS CONSOLIDATED

UNLOCK BUSINESS POTENTIAL AND ENHANCE PRODUCTIVITY

Deliver role-based, immediate access to Great Plains applications and information from a single Web-based portal—Microsoft Business Solutions Business Portal. Out-of-the box integration with Great Plains provides employees, suppliers, and other business partners with appropriate access to customer data, inventory queries, purchasing reports, and other information and processes.

TAP INTO THE GLOBAL MARKETPLACE—E-COMMERCE

When you align your business practices with the Internet, you open new sales channels, provide better customer service, further streamline your operations, and deliver accurate information any time, from any location. With Microsoft Business Solutions—Great Plains, you can build customized e-commerce storefronts that reach new and existing customers via the Web, whether they're across town or another continent. Whether you're opening your first storefront, or planning your entire business model around the Internet, Great Plains has the Microsoft-based technologies and the expertise to help you reach your goals.



POTENTIAL: YOUR EMPLOYEES **equipped** TO DO THEIR BEST

“I knew there had to be a better way to turn applicant information into employee information and Microsoft Business Solutions has made that a reality.”

PAUL PFOTENHAUER

CONTROLLER
HEAVENLY VALLEY SKI RESORT

Equip the people who make your business run with the tools and the information they need. With Microsoft Business Solutions–Great Plains, your employees can make the most of their abilities, with an integrated, easy-to-use solution that’s designed to help real people work at top potential.

TAKE CARE OF YOUR MOST IMPORTANT ASSET

Attract and retain top talent with Human Resource Management capabilities that let you manage and track detailed employee information, streamline the hiring process, and ensure that employees are treated consistently. Comprehensive Payroll functionality can help you save time, comply with government requirements, and reduce costs and hassles for your payroll staff. Plus, you’ll provide better service, with convenient options like Direct Deposit and online self-service that lets employees view and update their own information.

GIVE EMPLOYEES A SOLUTION THEY WANT TO USE

With Great Plains, employees can navigate easily through tasks—often performing multiple transactions from within a single window, using a spreadsheet-style interface. End-to-end, they’ll work with an integrated solution that gives them access to the information they need with lookup windows, drill-back, custom links, and more—without juggling back and forth between applications or re-entering data.

OFFER FREEDOM FROM TIME-CONSUMING PROCESSES

By eliminating duplicate tasks such as data entry and automating key processes, you’ll free employees from error-prone, time-consuming work to focus on strategic objectives—serving customers more effectively, planning and executing projects and production cycles more efficiently, and more.

SAVE EMPLOYEES TIME AND ENERGY TO DEVOTE TO MORE PRODUCTIVE TASKS

By allowing employees to take many routine tasks online—such as filling out timesheets, completing expense reports, and even filing receipts—you enable them to accomplish more, wherever they are. And by delivering Web-browser access to applications and information through Microsoft Business Portal, you’ll accelerate productivity across your business and free your IT, accounting, and support resources to help drive your business forward.

DELIVER CUSTOMER service

THAT REFLECTS YOUR INTEGRITY

When your business processes run smoothly and the right people have access to the right information, you can deliver quality service to the people who really determine your success—your customers.

GIVE YOUR CUSTOMERS FIRST-CLASS SERVICE

With easy and accurate access to a vast array of information, your business can provide your customers with the service they deserve. Field service technicians can be dispatched to the right jobs at the right time. Employees can find out instantly how many times a customer has ordered a product. A complete view of your distribution network lets you make promises to customers that you can keep. And with a suite of Web-based tools, you can even let customers resolve service issues and check order or repair status themselves.

PROVIDE CUSTOMERS WITH HIGH-QUALITY ITEMS AND FLEXIBLE PRICING

High-level and detailed management of your manufacturing and distribution through Great Plains allows you to cut your costs while still making a profit. By combining improved quality assurance controls, detailed customer information, and flexible extended pricing, you can meet specific customer needs and keep pace with competitive markets.

BUILD STRONGER RELATIONSHIPS WITH YOUR CUSTOMERS

With personalized customer information that's easily accessible when working with your customers, you can build lasting, profitable relationships. Greater access to information speeds inquiries and helps reduce errors, so that you can provide customers with what they need and want—fast, efficient service. And with the ability to tailor workflow, item codes, and inventory pick lists, you'll know that your operations are designed to meet specific customer requirements with ease.

“Great Plains helped our business to consolidate our islands of information, enabling us to deliver a higher level of customer service and work more efficiently.”

LOUIE LARGO

DIRECTOR OF OPERATIONS AND TECHNOLOGY
PACIFICO'S BEAUTY PRODUCTS

CONNECTION. Sharing THE RIGHT INFORMATION AND PROCESSES WITH THE RIGHT PEOPLE

Collaborate. Share. Connect. You know those words as part of today's business environment. By integrating with Microsoft applications and services, you can extend the reach of the information, applications, and processes you use every day to the employees, customers, and trading partners you want to reach.

- **MICROSOFT BUSINESS SOLUTIONS CRM**

Microsoft CRM helps mid-market companies increase sales success, deliver superior customer service, and make informed business decisions. Built for low total cost of ownership, it's accessible from Microsoft Outlook® and the Web, integrates with other systems, and adapts and scales to meet changing needs. Integration with Great Plains includes key data mapping for accounts, contacts, product catalog, orders, and price lists.

- **MICROSOFT RETAIL MANAGEMENT SYSTEM**

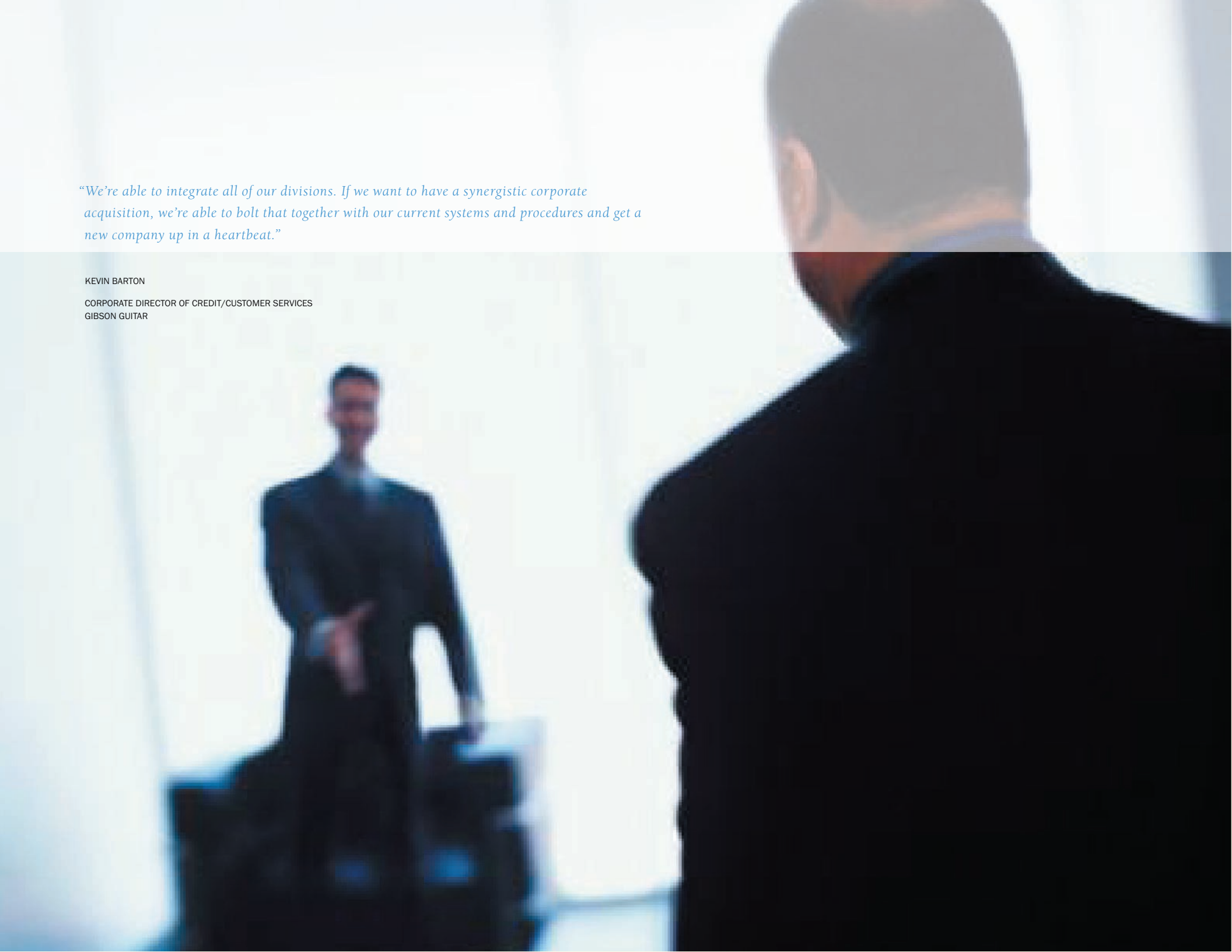
Designed specifically for independent merchants, Microsoft Retail Management System (MRMS) helps independent merchants serve customers effectively, manage business processes, and keep pace with any size competitor. MRMS will provide integration with Great Plains General Ledger and Purchasing.

- **WINDOWS® SHAREPOINT™ SERVICES FOR MICROSOFT WINDOWS SERVER 2003**

Share information, collaborate on documents, and collect team knowledge over the Internet or your corporate network. With the release of Windows SharePoint Services, key business indicators can be easily viewed from your Great Plains data, with pre-defined templates for analyzing sales, inventory, and earnings information.

- **MICROSOFT BUSINESS NETWORK**

Work more effectively with trading partners with the Microsoft Business Solutions Business Network. Improve the visibility of operations and key information, speed business transactions across companies, and leverage a platform for collaboration that allows multiple companies to look and act like one virtual entity. Microsoft Business Network extends Great Plains by fully integrating with customer and inventory master records as well as sales order processing.



“We’re able to integrate all of our divisions. If we want to have a synergistic corporate acquisition, we’re able to bolt that together with our current systems and procedures and get a new company up in a heartbeat.”

KEVIN BARTON

CORPORATE DIRECTOR OF CREDIT/CUSTOMER SERVICES
GIBSON GUITAR

SECURITY. BUILDING ON A **strong** FOUNDATION

With Microsoft Business Solutions–Great Plains, you can rest assured that your choice is stable, durable, and built for growth. Years of experience building reliable business solutions combined with scalable database technology give you the foundation you need to make your solution work for you today, tomorrow, and into the future.

“The combination of Microsoft Business Solutions and the Integration Manager module in particular have reduced costs and significantly improved our decision-making. Our people in the theatres and at headquarters save time by eliminating the need for manual data entry and manipulation. We now are able to provide information on box office and concession receipts the next morning rather than several days later which means that they can respond more quickly to market demand. Best of all, we can move forward with confidence on our expansion plans with the knowledge that our administrative costs should remain relatively constant as we add additional theatres.”

KELLY FELTS

ACCOUNT MANAGER
CONSOLIDATED THEATRES

RELIABLE DATABASE TECHNOLOGY

Powered by Microsoft SQL Server, Great Plains is scalable from a single desktop PC to a cluster of multi-processor servers. SQL Server has a proven track record that can handle databases greater than a terabyte in size, with thousands of concurrent users, but at the same time is easy to implement and can be tailored quickly to meet changing needs.

COMPLETE AND SEAMLESS INTEGRATION

With Great Plains, integrating your business solution with other applications or sources of data is simpler than ever before. Built on the latest Microsoft technology, Great Plains lets you import business data from a wide range of data sources, as well as carry out integrations quickly and cost-effectively. With eConnect, you can leverage industry-standard technologies such as COM, SOAP, and XML to integrate data into your solution from non-Microsoft platforms as well. And as part of the .NET suite of technologies, Microsoft SQL Server is designed to take the fullest advantage of XML for moving data across systems, regardless of platform or programming language.

POWERFUL SECURITY FEATURES

Your vital business information is protected with Great Plains. Microsoft SQL Server's integrated backup and restore system means you don't have to worry about your data storage. Advanced Security simplifies processes for configuring and managing user security, reducing IT administration while maintaining high levels of protection for your business system.

KEEP PACE WITH CHANGE.

No two companies are alike. Yours may need more timely data. Or be spread across multiple locations, or need multicurrency or multi-language capabilities. Great Plains can be tailored to match those needs. All solutions are highly customizable, and dozens of industry-specific solutions are readily available. With Microsoft Business Solutions, you not only have complete customization and integration control, you also have the backing of one of the most well-known and reliable names in the industry, as well as access to a vast network of independent software vendors (ISVs) that can give you any additional support you need and tailor Great Plains to your specific requirements.

Great Plains also provides a suite of powerful industry-standard tools and technologies familiar to millions of developers. With these tools, data and processes can easily be shared with other applications, and functionality can be added or changed using Microsoft Visual Basic for Applications, all without changing a single line of financial system code. From the ground up, Great Plains is designed to be adaptable to your needs.

“We chose Microsoft Business Solutions over other options because we knew the software would be continually improved and upgraded, providing us with a long-term information infrastructure solution.”

Jim King

*Controller
Chirbardun*

EXPERIENCE award-winning

TRAINING AND TECHNICAL SUPPORT

Recognized as one of the most responsive and innovative service teams in the industry, Microsoft Business Solutions backs your investment in Great Plains by working with your local reselling partner to offer remarkable training and support services.

GREAT PLAINS SERVICE PLAN DETAILS

Regardless of which support plan you choose, you'll receive software updates and 24/7 access to CustomerSource, a Web site designed to enhance your productivity. If you enroll in Foundation Services, Unlimited 1-Hour Support, or Premier Services, you'll receive expert technical support to help keep your business running smoothly, as well as access to online training to ensure you get up to speed quickly and continue to find new and better ways to use Great Plains.

	Enhancement Program	Foundation Services Program	Unlimited 1-hour Support	Premier Services
Free Product Releases				
All major upgrades and minor updates	✓	✓	✓	✓
Payroll tax tables and updates	✓	✓	✓	✓
Convenient Online Services				
Access to CustomerSource, a Web site for technical solutions and productivity support	✓	✓	✓	✓
Technical Support				
Support included in service plan		✓ 6 incidents	✓ Unlimited Support	✓ Available with 100 incidents or Unlimited Support
Guaranteed response time	Same-day response time if you purchase Per-incident Support	✓ 3-hour response time	✓ 1-hour response time	✓ Available with 1-hour or ½ hour response time
Priority status on service request				✓
Technical Account Manager and technical team dedicated to knowing your business				✓
Educational Benefits				
Access to online training		✓	✓	✓
Orientation Training on CD-ROM		✓	✓	✓
Regularly-scheduled Online Interact sessions with support professionals		✓	✓	✓

Existing customers can find additional information about their service plan at www.greatplains.com/customersource.

Microsoft Business Solutions, which includes the businesses of Great Plains®, Microsoft bCentral™ and Navision a/s, offers a wide range of business applications designed to help small and midmarket businesses become more connected with customers, employees, partners, and suppliers. Microsoft Business Solutions' applications automate end-to-end business processes across financials, distribution, project accounting, electronic commerce, human resources and payroll, manufacturing, supply chain management, business intelligence, sales and marketing management, and customer service and support.

More information about Microsoft Business Solutions can be found at
<http://www.microsoft.com/BusinessSolutions>

Microsoft
Business
Solutions

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