

Scale up & down, mix & match and choose a payment plan that suits you.



## What is the cost for CRM?

There are four different tiers of CRM licenses you can mix and match on: Enterprise, Professional, Basic and Essential. Speak to Cloud9 to ensure you get the appropriate licenses for your users and that you are compliant. The most popular of subscriptions plan is the Professional license (sales automation, marketing & service, plus admin rights, reporting & customisation) priced at £40.50 per user/month.

**Essential £9.40**

**Basic £18.70**

**Professional (MOST POPULAR) £40.50**

**Enterprise £77.90**

See page 2 to get a full breakdown of the variations of access rights between these license tier options

## Already have Office 365?

For existing Office 365 customers you can take advantage of the CRM Professional Add-On license SKU at a reduced price of £31.20 per user/month. To qualify for this pricing, users must have active subscriptions to either Office 365 Business Premium or Enterprise 3 plans.

## New to Office 365 and CRM? Let us help you find the right plan

We have great Exchange and SharePoint consultants to compliment our CRM expertise so whether it's Outlook integration you need, for activity management, SharePoint for document management or Yammer for social collaboration, we have the skills required to deploy CRM alongside Office 365 and find the right mix of licensing for your users.

## Free technical support with Cloud9 & Westcoast

As a Gold Certified Dynamics CRM Online Partner to Microsoft and partner to distributor Westcoast, we provide free technical support when you purchase your licenses and assign us as Partner of Record.

- Free technical support Working days 9am – 5pm
- 24/7 technical support at just –£10 per user/month

## Why Cloud9 Insight

- 2015 Presidents Club Award Recognition
- Gold Certified Dynamics and Silver Cloud Productivity Microsoft Partner
- Unmatched value, world-class customer service, retention & consistently high lead conversion
- Over 180 active CRM Online & Office 365 customers
- Go-to, credible partner for SMEs and Mid-Market Business in the UK
- Professional and energetic team culture, based in Brighton

	Enterprise	Professional	Basic	Essential
<b>Parature (Multi-Channel, Self-Service)</b>	●	X	X	X
<b>Unified Service Desk</b>	●	○	X	X
<b>Microsoft Social Engagement Professional</b>	●	● <sup>1</sup>	X	X
<b>Microsoft Social Engagement Enterprise</b>	●	X	X	X
<b>Create workflows, bulk data import and customisations across any entity</b>	●	●	X	X
<b>Run workflows<sup>2</sup></b>	●	●	○	○
<b>Knowledge Management</b>	●	●	○	○
<b>Opportunities, goals, contracts, quotes, orders, invoices, competitors</b>	●	●	○	X
<b>Sales campaigns, quick campaigns, marketing lists, price lists, product lists</b>	●	●	○	X
<b>Services, resources, work hours, facility, equipment, articles</b>	●	●	○	X
<b>System reports, system charts, system dashboards, CRM application data</b>	●	●	●	X
<b>User reports, dashboards and charts</b>	●	●	●	X
<b>Accounts, contacts, cases and leads</b>	●	●	●	X
<b>Custom entities</b>	●	●	● <sup>3</sup>	● <sup>3</sup>
<b>Activities, notes</b>	●	●	●	●
<b>Dual Use Rights for equivalent CRM CAL</b>	●	●	●	●

● Full Access Rights    ○ READ Only/Limited Access Rights    x No Access Rights

<sup>1</sup>Ten-seat minimum deployment of CRM Online Professional to qualify when purchasing through MOSP and Open.

<sup>2</sup>Creating, updating and deleting via workflows can only be performed against entities included in the use rights (i.e. update an opportunity requires Professional).

<sup>3</sup>Custom entities (either based on entities included in CRM or created by a customer or partner) may require a higher user license, depending on the required access. Customizations can only be performed against entities included in the use rights.

## Find the right plan for Office 365

Your use of Dynamics CRM can be a lot more sophisticated by leveraging some of the amazing integration benefits with Office 365. Quickly sync all activities in Outlook, file documents against key records with SharePoint, get real-time, insightful analytics with PowerBI and collaborate more effectively as a team with Yammer. See below a few of the key services found within the most popular productivity suite of enterprise applications:

 Instant messaging and Skype connectivity <sup>1</sup>	 File storage and sharing	 Team sites	 Advanced security	 Office Online	 Mobility
 Apps for Office and SharePoint	 Analytics tools	 Email and calendars	 Search and discovery	 Corporate social network	

The most suitable plan for small businesses is the Business Premium plan at £7.80 per user/month. To compare plans and explore the detail of the Office 365 productivity suite click [here](#).

## Additional costs...

The majority of customers find that just the single user licenses is sufficient. However, if you're looking for another production or non-production instance for testing or simply additional storage, see the costs provided below:

Production Instance	£342.10 per instance/month
Non-production Instance	£93.50 per/instance/month
Storage	£6.20 per GB/month