



MICROSOFT BUSINESS SOLUTIONS—GREAT PLAINS

Realize your business vision  
**with confidence.**

**Microsoft<sup>®</sup>**  
**Business**  
**Solutions**

# Move forward, faster, w

"I rate Microsoft 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**

with one interconnected solution.

MICROSOFT BUSINESS SOLUTIONS—**GREAT PLAINS**





## Confidence.

**In a word, it's what you need to drive your business forward.** To know that the decisions you make are based on information you can trust. To know that your business management solution can deliver not just a one-hit return on investment, but also the staying power that will enable you to keep pace with changing business practices, new market opportunities, and the latest technologies.

Microsoft Business Solutions-Great Plains is designed to give you that confidence. Built on the highly scalable and affordable platform of Microsoft technologies, Great Plains offers you a fully mature financial, analytics, and business management system that unifies data and processes across your business, integrates easily with other solutions, and connects employees, customers, and suppliers regardless of time or location.

**And when you choose Microsoft Great Plains, you get the backing of a firm commitment to enduring quality.** You can count on rapid implementation, a quick return on your investment, and a low cost of ownership. Just as important, you can count on a solution that can take you into the next decade and support your business growth along the way. Microsoft Business Solutions pledges to continue enhancing and supporting your solution until at least 2013, and to provide you with the support and services that help you keep the focus on what's important—your business—without worrying about the systems that make it run.

**You know where you want to take your business.  
With Microsoft Great Plains, you can pursue that vision with confidence.**

“When Microsoft purchased Great Plains in April 2001, we saw a huge change in the product offering. The architecture opened up, the **support increased and the product was enhanced** in the later deliveries in such a way that it took into account market requirements . . . What we were after was **a comprehensive solution** in one language and that’s **what we got with Great Plains.** ”

Tamara Ayres

Systems Implementation Manager  
ComputerCorp

“With Microsoft Great Plains, we have taken an environment that was management by chaos and **moved to an orderly, organized, and streamlined business process** where everyone’s life is much simpler than it used to be.”

KEVIN LEHOULLIER

VICE PRESIDENT OF FINANCE  
ARTHUR SCHUMAN, INC.

**Microsoft Great Plains offers:**

**FINANCIAL MANAGEMENT**

General Ledger  
Account Level Security  
Analytical Accounting  
Multidimensional Analysis  
Fixed Asset Management  
Intercompany with Interfund Accounting  
Payables Management  
Receivables Management  
Bank Reconciliation  
Cash Flow Management  
Collections Management  
Customer/Vendor Consolidations  
eBanking  
eExpense Management  
Revenue/Expense Deferrals  
Refund Checks  
Multicurrency Management

**MANUFACTURING**

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

**DISTRIBUTION**

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

**HR MANAGEMENT**

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

**ANALYTICS**

Microsoft Business Solutions for Analytics–FRx® Professional  
Microsoft Business Solutions for Analytics–Forecaster  
Microsoft Business Solutions for Analytics–Enterprise Reporting  
Crystal Reports 10 Professional

**PROJECT ACCOUNTING**

Project Accounting

**E-COMMERCE**

eConnect  
eOrder

**FIELD SERVICE MANAGEMENT**

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

**FOUNDATION**

System Manager  
Report Writer  
Advanced Security  
Field Level Security  
Process Server

**MICROSOFT BUSINESS SOLUTIONS BUSINESS PORTAL**

Microsoft Business Portal  
HRM Self-Service Suite  
Key Performance Indicators  
Project Time and Expense  
Requisition Management  
Electronic Document Delivery

**CUSTOMIZATION AND INTEGRATION TOOLS**

eConnect  
Integration Manager  
Modifier with Visual Basic® for Applications  
Dexterity  
Software Development Kit (SDK)

“When **we did the analysis**, we thought it would take about a year and a half to two years to **reach a breakeven point** from the original costs for the rollout of (Microsoft Great Plains). We **actually found** that we were able to **meet our total cost return** within the **first quarter of using the software.**”

Jim Adank

Chief Information Officer  
DMS Health Group

## One Interconnected Solution

“The breadth of what Microsoft Business Solutions has replaced is incredible—all without adding complexity to our organization, while still meeting global requirements. These financial system efficiencies equate to expense savings of close to \$1 million per year.”

RUSSELL KUTEMAN

VICE PRESIDENT OF FINANCE  
SIX FLAGS

**Extend the reach of your organization** with one solution that gives you the power to manage your business the way you want. Microsoft Great Plains offers a modular design that lets you license only the functionality you need, then add modules that integrate instantly with your current solution as your needs change. From core business processes to Web-based delivery of applications, you have the assurance that operations and information are flowing smoothly across your organization—always current, always accurate.

Take connection a step further by leveraging a Microsoft platform that lets you integrate with other applications and data sources, regardless of platform or programming language, harness e-commerce capabilities that work seamlessly with your financial, supply chain management, and reporting processes, or build custom solutions that meet industry and business-specific needs.

And because Microsoft is dedicated to helping you make the most of the business productivity applications you already know and use, you get the full benefit of built-in connection between Microsoft Great Plains and the Microsoft Office System. From the start, everyone in your organization is equipped with a solution that lets them work faster and smarter to help you achieve your business objectives.

# Rokenbok Toy Company

While Rokenbok Toy Company's primary business is selling to independent toy retailers and chains, they are also looking to grow the direct sales component of their business. From the company's inception in 1997, Rokenbok has relied on Microsoft Great Plains as their financial software. As the company grew and moved toward increasing direct sales over the Web, they needed to continue to upgrade and expand their software solution to process additional online orders and handle credit card processing.

## CASE STUDY

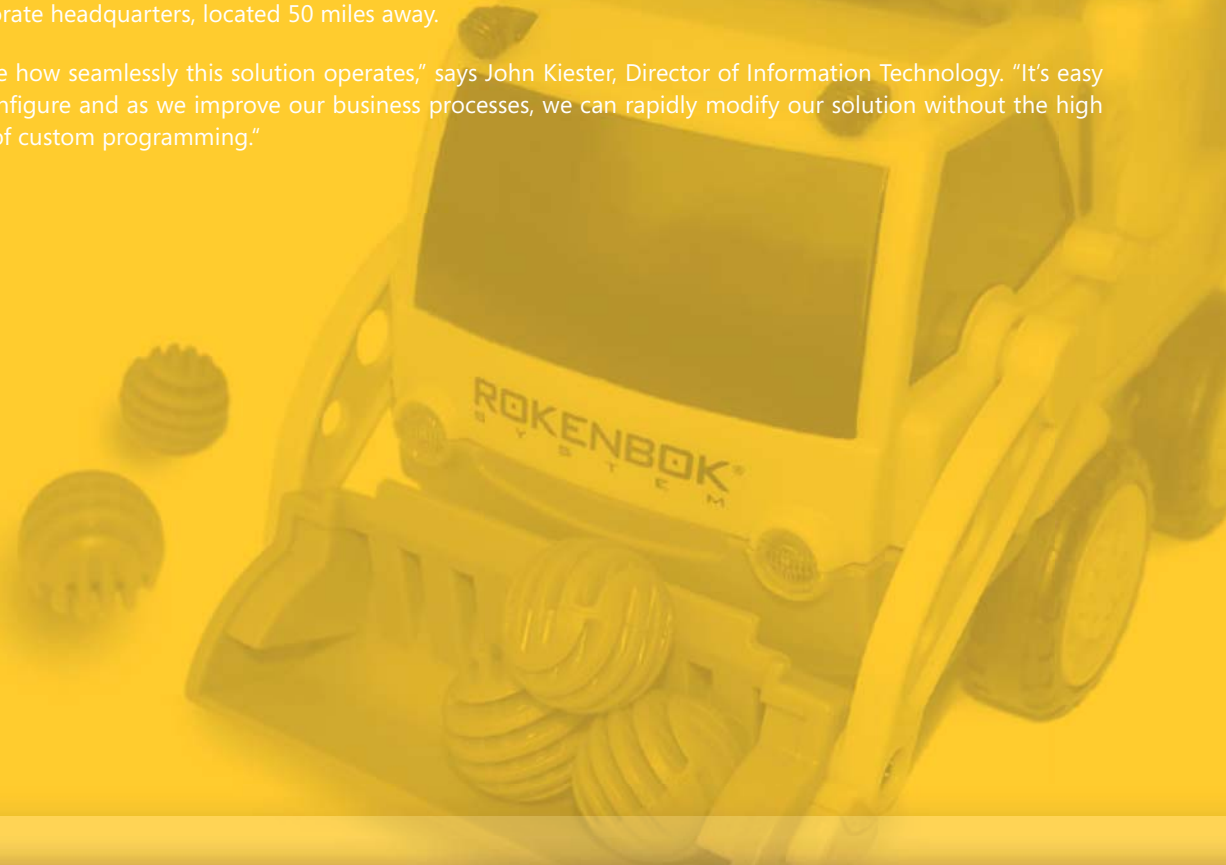
"Microsoft adeptly manages its technology and strategic partnerships to bring together all of the different enterprise-level technologies, including databases, commerce servers, and financials; as well as the tools for integrating these items . . . I truly appreciate the fact that Microsoft Business Solutions is bringing enterprise-level products down to a level that is both affordable and easily implemented, and I look to Microsoft to continue this trend. We have never regretted standardizing on Microsoft and Microsoft Great Plains products."

JOHN KIESTER

DIRECTOR OF INFORMATION TECHNOLOGY  
ROKENBOK TOYS

Working with their Microsoft reselling partner and independent software vendors, Rokenbok implemented a "pure Microsoft solution"—building on Microsoft Commerce Server 2000, Microsoft SQL Server™ 2000, and Microsoft Great Plains—that integrated seamlessly with a middleware application that allows order information to be communicated between Rokenbok's e-commerce store and Microsoft Great Plains in real time. All systems are running the Microsoft Windows® Server operating system and have a high-speed data connection between Rokenbok's front office, which is housed at a remote data center, and the back office, which resides at the corporate headquarters, located 50 miles away.

"I love how seamlessly this solution operates," says John Kiester, Director of Information Technology. "It's easy to configure and as we improve our business processes, we can rapidly modify our solution without the high cost of custom programming."





“What we want is to get to the point where all our systems speak very well to each other. Microsoft is helping us to move in that direction.”

DAVE ROOT  
CHIEF FINANCIAL OFFICER  
EAGLE'S FLIGHT

## Financial Management that Brings It All Together

**The backbone of your business,** Microsoft Great Plains financials sharply reduce time and effort for key accounting tasks, provide easy access and rich analysis of integrated, updated information, and connect smoothly with operations across your entire business.

**Manage your financials in the way that best suits your business** with unlimited budget tracking, flexible period or month end closing processes, definable multi-currency management—that's just the start. Expansive capabilities embrace all the financial activity that moves through your business—from general ledger to inter-company postings, purchasing to project management, expense management to electronic banking.

**Count on one version of the truth** at all times. Whether you're drilling down for detail on invoices or purchase orders, evaluating revenues from your e-commerce site, managing payroll, or processing multi-currency transactions, you'll have the power of automatic information updates and seamless integration across your Great Plains solution. A broad range of reporting and business intelligence tools provide the deep visibility into accurate, current information that's key to effective decision making—ranging from at-a-glance views for key performance indicators to cross-company reports from Microsoft FRx.

**Automate financial processes to work in concert with your entire business solution** to unleash efficiency, reduce costs, and improve accuracy. Your inventory will be put to the most strategic use and replenished efficiently. Accountants know who's paying on time and who's in arrears. Banking tasks incorporate transactions from across all areas of your business. Project costs and materials synchronize smoothly with accounting and purchasing processes.

“I think one of the biggest advantages to our organization has been the **decentralized workload**—especially in the budgeting area. Now **managers feel like they are more in control** of their own budgets and each one can be held accountable for the results. Overall, the Microsoft Great Plains solution has **enabled us to improve productivity and accuracy** while helping to increase the sense of ownership and responsibility by **providing more control.**”

Margie Melby

Administrative Director and Controller  
Facey Medical Foundation



## Operations Working at Peak Efficiency

**Unify processes across your business,** meet demanding supply-chain and project management requirements, and serve customers according to their needs.

**Harness your distribution process.** Streamline your pack/ship/invoice cycle with cradle-to-grave visibility and workflow processes that adapt quickly to changing schedules and requirements. Give customers the flexible pricing and order fulfillment that builds loyalty, and build extended purchasing agreements that let you negotiate better prices with suppliers. And by connecting inventory control, purchasing, and sales order processing with your demand planning process, you can help reduce 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—by managing manufacturing requirements and quality control with ease and accuracy. Forecasting and planning tools pinpoint capacity and put materials and shop-floor resources to the best use. Flexible bills of materials and manufacturing orders help you implement changes quickly, while compatible manufacturing and distribution processes enable you to meet tight schedules and budgets on time, without waste.

**Give customers what they want—fast, effective service.** With easy and accurate access to a vast array of information, you can build the personalized customer relationships that ultimately drive profitability. Field service technicians arrive at 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 and manufacturing network lets you make delivery promises and keep them. And with the ability to tailor production cycles, pricing, and order fulfillment with an eye to overall profitability, you'll know that your operations can meet and beat the competition.

# Service Thread Manufacturing

Service Thread Manufacturing sought a business management solution that would provide the framework of information required for rapid response to customer inquiries on new product design, along with tools that could facilitate on-going program development and faster delivery of product solutions. With the help of Microsoft Great Plains, Service Thread is able to concentrate internal efforts on improvement rather than maintenance of systems, helping the company to realize the vast potential of their people, processes and equipment. Along with a 92 percent return on investment in the first year, the benefits reaped included:

“To grow a healthy textile company in today’s difficult economic times, you’ve got to be a leader and differentiate your company by relying on the most advanced technology solutions available to drive your business. Microsoft Business Solutions has helped us do so.”

JAY TODD  
CHIEF FINANCIAL OFFICER  
SERVICE THREAD MANUFACTURING

**Improved Inventory Control** — Microsoft Business Solutions has allowed Service Thread to implement a real-time, perpetual inventory, rapid access to customer inquiries, and production forecasting tools that make it possible to maintain inventory levels, improve manufacturing efficiency and customer delivery—with a cost savings of \$32,000 annually.

**Improved Order Accuracy** — The simplified order entry process has eliminated errors and decreased the time required to enter an order and respond to a customer to less than one minute. Improved data accuracy on orders has resulted in an 80 percent decrease in shipping errors, saving the company \$250,000.

**Increased Sales and Decreased Lead-Time** — Sales to new businesses increased by 12.5 percent in the most recent year. According to Service Thread, the ability to service and expand their customer base would have been impossible without the support of Microsoft Business Solutions. Inventory turnover increased by 40 percent. Prior to implementing Microsoft Great Plains, the average lead-time for filling customer orders was two weeks. Following implementation, the average lead-time has been cut to two days.

**Increased Cash Flow** — Improved analysis of financial data has produced tighter cash management, resulting in an increase in cash flows of \$600,000 in the past year for Service Thread. This increased cash availability has allowed a 25 percent expansion of the physical plant facilities without relying on outside financing.



“Installation for Microsoft Forecaster was a very easy, very direct process. Once set up, I managed to roll out the application to 15 active users after only a 30-45 minute individual orientation with each user. When I did a review session for the group this year, I allotted three hours for the training. By the end of two hours, we had covered everything the end users needed and answered all their questions.”

BRUCE BORQUIST

TREASURER  
INTERNATIONAL MINISTRIES

## Insight: a complete view of your business

**Microsoft 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.

### Do more than access information—make sense of it

- Monitor all operations, revenues and spending, and sales trends with built-in drill-down, inquiry, and reporting capabilities.
- View reports and information from any location, at any time—via the Web, intranets, and network and offline formats.
- Proactively manage business conditions with real-time alerts, SmartList inquiry capabilities, and a cradle-to-grave view of manufacturing and distribution processes.
- Define and deliver personalized views of key performance metrics that enable decision makers to quickly assess current conditions and drill down to underlying causes.

### Leverage the Microsoft Office tools your employees already know and use

- Share budgeting and query data with Microsoft Excel and Microsoft Word and manipulate data in graphical formats using OLAP tools.
- Keep working in Microsoft Office applications, with the ability to drill back instantly to customer, employee, vendor, and product information contained in Microsoft Great Plains.
- Create, display, and save data views from across your business using Smart List inquiries, and then easily export inquiries to Word or Excel for use in mass mailings or for further analysis.

### Tailor reporting processes to fit your business

- Easily create, update, and modify all the reports and forms your business uses with Microsoft Great Plains Report Writer, as well as use flexible scheduling and delivery options to publish reports.
- Build customizable financial reports with Microsoft FRx, including personalized packages that consolidate Microsoft Office documents, Microsoft FRx Reports, Crystal Reports, and other formats into a single file for delivery to decision-makers.
- Meet demanding group reporting needs by tailoring data collection and reporting processes with Microsoft Enterprise Reporting, and deploy flexible budgeting processes business-wide with Microsoft Forecaster.

“Microsoft Great Plains has given us our weekends back. We are **saving at least 60 hours per month** by eliminating the countless hours expended on report consolidation, printing, and distribution, which means **not only a cost savings** to our company, but also a **better work environment** for employees.”

Joe von Bose

Corporate Manager of Accounting Operations  
Six Flags

## Employees Equipped to Do Their Best

**With Microsoft Great Plains,** your employees reap the benefits of an integrated, easy-to-use solution that's designed to help real people work at full potential.

**Offer freedom from time-consuming processes.** End-to-end, users have access to the information and processes they need with list-based navigation, look-up windows, drill-back and inquiry tools, and custom links to applications and Web sites. By eliminating duplicate data entry and automating key processes, you'll free employees and management to focus on strategic initiatives—serving customers more effectively, planning and executing on production cycles more efficiently, and more.

**Open the flow of information across your business.** With Web-based delivery of applications and information through Microsoft Business Portal, you can equip everyone in your organization with anytime, anywhere access to critical data and business processes. By opening the flow of useful business information to your employees, you'll reduce the stream of requests for custom reports and calls for simple business facts, freeing your IT, accounting, and support resources to drive your business forward. And by allowing employees and management to take tasks online—such as accessing reports, collaborating on projects via team sites, submitting purchase requisitions and project time and expense reports—you enable them to accomplish more, wherever they are.

**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 and benefits information, streamline the hiring process, and ensure that employees are treated consistently. Online self-service capabilities let employees submit timesheets and update personal information themselves, and provide management with the access to multi-level direct report information that helps them plan more effectively and make critical staffing decisions.

“I had been involved in another business solution implementation which was very difficult for personnel to understand. The Microsoft Business Solutions system is a night-and-day difference from my previous experience. Our people have grasped it quickly. This means greater productivity, greater workforce satisfaction, and high retention of valuable personnel. It benefits the company greatly at that important level.”

BRETT L. SCOTT

CHIEF FINANCIAL OFFICER  
IRVINE BIOMEDICAL, INC.

# Malibu Boats

Malibu Boats, one of the world's leading high-performance ski boat manufacturers, was already using Microsoft Great Plains and wanted a Web-based portal that would give employees a single-entry point to the company's rich back-office information. Malibu Boats found a solution with Microsoft Business Portal that offered the following benefits:

## CASE STUDY

"When you have a dealer or a customer on the phone, inquiring about an order they placed, 2 clicks versus 15 clicks is not only more efficient for us, it's also simply better customer service."

RICK RANK

IT MANAGER  
MALIBU BOATS

**Instant Access to Customer Information** — Microsoft Business Portal provides employees with a single point of entry to the information they need to provide the superior level of service customers have come to expect from Malibu Boats. Now, by using a query, many common information requests can be answered almost instantly. Customer service representatives simply open an Internet Explorer page and, right away, create the query that will provide customers with answers to their questions, such as the status of an order.

**The Right Information Delivered to the Right People** — With role-based user accounts that define the level of information each user needs, Microsoft Business Portal provides employees with convenient entry to appropriate data without having to go through Microsoft Great Plains. Now, even employees who do not use Great Plains directly can access critical information in the back office—information essential for their jobs. Malibu Boats employees also will be able to access a document library containing technical articles and boat specification information important to customer service and other departments across the company.

**Quick Insight into Business Performance** — Malibu Boats is creating Key Performance Indicators (KPIs) as part of their Microsoft Business Portal solution. For each of the teams—Purchasing, Customer Service, and IT—KPIs will help provide insight into current performance. The President and the Chief Financial Officer will have dashboard views of key financial information right at their fingertips and complete with red/yellow/green alerts to notify them of conditions that demand further attention.

**Rapid Time to Benefit** — In three days, Malibu Boats had Microsoft Business Portal up and running. Out-of-the box integration with Microsoft Great Plains and Microsoft Office System programs and applications greatly simplified the implementation process, and a familiar Internet Explorer environment required minimal training efforts.

With Microsoft Business Portal, Malibu Boats is extending its competitive edge in the marketplace, continuing to use the same passion, focus, and attention to excellence that has sustained them at the top of its industry throughout the years.



## A Total Solution from a Company You Can Count On

**Built on Microsoft technologies** designed to work now and into the future, Microsoft Great Plains protects business value and provides an integrated environment that can be extended across systems and platforms.

### Microsoft Windows Server

The Microsoft Windows Server Operating System is the foundation of Microsoft Great Plains—delivering reliability, security, and scalability, along with efficient management, ease of use, and support for the latest advances in networking and server hardware. Windows Server operating systems incorporate the benefits of Microsoft .NET to connect information, people, systems, and devices. In addition, with Windows Server 2003, you can take advantage of the Internet to bring products and services to market and extend your networks to partners and customers.

### Windows SharePoint Services

As part of Windows Server 2003, Windows SharePoint Services helps users easily share information, collaborate on documents, and collect team knowledge over the Internet or your corporate network. Microsoft Business Solutions Business Portal is built on Windows SharePoint Services, enabling you to deploy a role-based framework for delivering business information and processes throughout your organization via Web browser.

### Microsoft SQL Server 2000

Microsoft SQL Server 2000 enables you to make full use of existing software and hardware investments to achieve great business value. Through rich data analysis and tight integration with Microsoft Great Plains, SQL Server 2000 delivers critical, timely business information tailored to specific needs. A comprehensive data management platform includes extensive management and development tools, a powerful extraction, transformation, and loading (ETL) tool, business intelligence and analysis services, and new capabilities such as Notification Services.

“Our front office, back office, operating systems, e-mail tools—and just about everything else—are all Microsoft products. That integration under the Microsoft umbrella ensures they’re going to work together and help us improve efficiency, which is going to be a great advantage for us going forward.”

CLARK COX

REGIONAL SALES MANAGER  
BASTIAN MATERIAL HANDLING LLC

## Integration with the Microsoft Office System

### Microsoft Business Solutions Applications

By integrating Microsoft Great Plains with other Microsoft Business Solutions applications—including Microsoft CRM, Microsoft Retail Management System, and Microsoft Business Network—you can create a business management system that lets you connect front-end sales and service processes with financials, build a community of trading partners that looks and acts like one entity, and centralize accounting and retail management operations.

**By combining** the world's most widely used productivity applications and Microsoft Great Plains, you can speed access to business information, strengthen reporting capabilities, and foster teamwork and collaboration.

- **Share query and budgeting data with Microsoft Excel**, with the ability to make full use of Excel-based reporting and budgeting capabilities.
- **Highlight your financials in vivid detail** with the ability to transform Microsoft Great Plains information into Microsoft Excel pivot tables and charts with a single click.
- **Drive business information into users' hands more quickly**—and eliminate the need to juggle applications—by allowing them to locate and access Microsoft Great Plains data while working within Microsoft Office.
- **Easily populate Microsoft Word form letters and other documents** with up-to-date customer and vendor information, using simple step-by-step instructions.
- **Reduce paper-based processes** by delivering online self-service applications for time and expenses, requisitions, and online queries, and enable managers to complete common tasks quickly by sending e-mail alerts when items are ready for approval.
- **Increase efficiency for sales and service calls** with one-click access to street maps and directions with Microsoft MapPoint.

“With the help of Microsoft Business Solutions, we can actually go in and pull information out for human resources, for merchandising, for marketing, and slice and dice that information in Excel or Word or any other Microsoft product. We're trying to help our users help themselves.”

FRANK GUMIENNY

DIRECTOR OF FINANCE  
PHILADELPHIA EAGLES

## The Power to Keep Pace with Change

“Standardizing on Microsoft technologies enabled our IT department to build a platform with the technological capabilities to support our corporate goals. Now, we control an IT environment that’s more secure and customizable.”

NATE CLUETT

DIRECTOR OF INFORMATION TECHNOLOGY  
WINEBID.COM

## Microsoft Great Plains offers a standardized,

scalable platform and industry-standard tools that enable partners and developers to customize your solution efficiently and cost-effectively, integrate with other applications and data sources, and build custom solutions that meet the needs of your industry and your individual business practices.

- **Powered by Microsoft SQL Server 2000**, Microsoft Great Plains is scalable from a single desktop PC to a cluster of multi-processor servers. Microsoft SQL Server can handle virtually unlimited storage and up to thousands of concurrent users, but at the same time is easy to implement and can be tailored quickly to meet specific needs. And as part of the Microsoft .NET suite of applications, Microsoft SQL Server takes full advantage of XML for moving data across platforms.
- **With access to the Modifier** with Microsoft Visual Basic® for Applications, developers can work with the most widely used customization environment in the software industry to quickly adapt Microsoft Great Plains information views, add or modify business logic, customize forms and reports, or extend integrations with Microsoft Office applications.
- **Easily integrate data from virtually any database** or desktop application into Great Plains. You can also implement a solution that incorporates your existing Web sites, Web services, and applications—even if they’re built on non-Microsoft platforms. Using Microsoft eConnect, developers can build an integration package that leverages industry-standard technologies—including Microsoft BizTalk® Server, SQL Server, Visual Basic, SOAP, COM, and XML—to permit all those applications and data sources to interact with Great Plains.
- **Match your industry-specific needs** with tailored industry applications. Whether you are in a construction, healthcare, non-profit, legal or other business with industry-specific business practices, a vast network of independent software vendors can provide you with solutions that integrate seamlessly with Microsoft Great Plains.

“By **leveraging eConnect** technology. . .we are able to provide businesses with a solution that is **seamlessly integrated** with Microsoft Great Plains. This helps companies to **optimize business operations and increase their bottom line.**

**Donte Kim,**

**President  
Nodus Technologies**



## Award-Winning Services and Support

**Stay focused on your business,** rather than on your software systems, with award-winning support and training from Microsoft Business Solutions and personalized services from your local Microsoft Certified Partner. Enhancement Programs provide you with the latest upgrades and new releases, along with the assurance that you can move to the future Microsoft Business Solutions application suite, an end-to-end business solution built on a single global code base, without re-purchasing functionality that you already license.

In addition, Total Solution Financing from Microsoft Capital Corporation makes it possible for you to acquire an end-to-end business management solution now, at a price you can afford. It allows businesses to finance a total solution delivered by a Microsoft Certified Partner—including the software, reseller partner services, ISV solutions, and hardware.

“Microsoft really listens to you. There have been times when I’ve submitted support requests by e-mail and they’ve called back almost immediately and said, ‘Can you elaborate on this for us?’ That’s led to some half-hour conversations with them about what we’d like to see in the product. They’ve been very responsive, and I know they’re listening to us.”

BILL BREITENBACH

INFORMATION SYSTEMS MANAGER  
BASTIAN MATERIAL HANDLING LLC

"This was a major investment for us: we understood the **importance of choosing the right technology** and the right implementation partner. Microsoft Business Solutions and our resellers **came through with flying colors.** The automated technology has allowed us to **expand our distribution channels** and grow our business. What's more, it has given us a **decided edge over our competitors.**"

Nick Chunias

Chief Executive Officer  
MuscleMaster.com