



Microsoft Dynamics® AX

Statement of Direction

Product strategy and roadmap for Microsoft Dynamics AX

Date: November, 2009

www.microsoft.com/dynamics/ax

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INTRODUCTION



A Message from Kees Hertogh, Director, Microsoft Dynamics AX Product Management

Welcome to the Microsoft Dynamics AX Statement of Direction. This document contains information about our development plans through the year 2018 for Microsoft Dynamics AX. Whether you are a new or existing customer or partner, this information will help you plan your business and IT activities.

Our mission at Microsoft® is to enable people and businesses to realize their full potential. In 2001, Microsoft made an important commitment to the business applications category through the acquisitions of industry-leading enterprise resource planning (ERP) solutions, including Microsoft Dynamics AX. Since then we've built a global People-Ready business – based on empowering people across a broad spectrum of industries and geographies – with the right tools, information, and opportunities they need to succeed.

Today, as part of this global People-Ready business, the Microsoft Dynamics AX product community has grown to approximately 12,000 customers and over 2,000 partners across more than 40 countries. New customers and partners are joining every day. We believe this success is due, in large part, to three main factors:

1. The hard work and dedication of our valued partners
2. The ongoing commitment by Microsoft to protecting the investments of partners and customers by continuing to optimize Microsoft Dynamics AX for the market we are selling in
3. A partner-centric industry strategy and continued investments in industry-specific capabilities

Looking ahead, we will continue to maintain a sharp focus on these three factors by working to innovate, improve, and extend the product in the markets we serve today.

In addition, we plan to embrace Software-plus-Services in the ERP arena. We want to make Microsoft Dynamics AX fit hosted deployments even more and surround it with hosted services from Microsoft and partners that enhance their overall capability.

On behalf of the entire Microsoft Dynamics AX team, thank you for considering Microsoft Dynamics AX.

VISION – BUILDING FOR THE DYNAMIC BUSINESS

Change is a fundamental part of business today. And, people, processes, and ecosystems are the principle drivers in an organization's ability to transform change into opportunity, and opportunity into growth. Microsoft has a vision for organizations with agility to drive sustainable growth – whether growth means new business models, new markets, strategic alliances, growing market share, or reducing costs. This vision is the Dynamic Business.

The focus for R&D investment for Microsoft Dynamics AX will help to enable the Dynamic Business with a product that helps ensure three key elements:

- **Productive People** – Organizations excel when they empower their people to drive the business forward. At Microsoft, we believe that the key to helping businesses become more agile and productive in a global economy is to empower individual workers by giving them the tools that improve efficiency and enable them to focus on the highest-value work. We are determined to develop solutions designed for people.
- **Adaptable Business Processes** – We believe solutions should be built to support business processes in your organization and industry. This means delivering business process output to the right people and making it possible for people to influence the process proactively. It must be easy for companies to make changes to these business processes, workflows, policies, and services in order to respond quickly to rapidly changing customer demands, market conditions, or partner requirements.
- **A Connected Ecosystem** - The business ecosystem encompasses all the entities with a relationship to an organization at any point in time. Organizations need to realize a faster return on investment because relationships with business partners have become fleeting and more dynamic due to the shorter product life cycles and changing market needs. In order to build relationships that are profitable, organizations need to integrate business processes beyond company walls and be able to share information easily. We believe IT is vital to a successful and connected ecosystem, and strive to deliver solutions that meet these requirements.

Technology and Business Trends

Regardless of geography or industry, companies and organizations today face several key challenges that we believe will affect the requirements of their ERP system. These trends and challenges include:

- **Pressure from globalization and a dynamic economic environment** – Operating in a global business environment presents new, complex challenges that make it even more difficult to stay competitive. Lower-cost producers force many companies to find new ways to attract and keep customers; there are increased demands from global customers who want customized products and faster delivery, and interconnected supply networks means more distribution channels, production sites, and warehouse locations. Plus, companies expanding into new markets must deal with the increasing demands of global reporting and compliance requirements, and the speed of change. What's more, a dynamic or uncertain economic climate in one country can affect businesses in other countries from one day to the next. All these factors contribute to an increasingly complex and challenging business environment.
- **A changing workforce** – A new workforce is emerging and organizations need to prepare for the transition from the baby boomer worker to the next generation

workforce. In an age where skilled workers are more important than ever, organizations must create an environment that fits the needs of this next generation of workers. The new workforce is educated and familiar with state-of-the-art communication technologies like instant messaging and mobile phones. These new workers are used to advanced search capabilities, finding information, and transforming it into decisions. This new workforce is mobile and accustomed to working any place and at any time.

- **Changing regulations for compliance and environmental sustainability** – Companies are under enormous pressure to comply with a growing number, range, and complexity of regulatory requirements, and to adopt environmental sustainability initiatives within their businesses. In recent years, corporate scandals, due to poor internal controls, have led to new regulations (such as Sarbanes-Oxley) as well as greater regulatory scrutiny. In addition, the growing demands of doing business in a rapidly changing global environment, the need to provide relevant and timely information, and report accurately and regularly to authorities, partners, stakeholders, and shareholders, have created even more challenges for organizations – making compliance adoption more critical than ever.

In addition, we see some key technologies that will impact and potentially benefit the deployment and operating costs of ERP applications in the short to medium-term:

- **Hardware Performance** – The continuous improvement of hardware performance, such as multi-core processors continues to raise the bar. As a result, business management software vendors must change the software to leverage these innovations so customers can realize maximum benefits.
- **Software Breakthroughs** – Software-as-a-Service, Web 2.0, RFID, 64-bit operating systems are software technologies that offer opportunities to organizations and will have an impact on today's business solutions.
- **Virtualization** – While hardware is becoming a commodity, the ability to separate hardware from software offers organizations the opportunity to optimize the utilization of hardware. Virtualization software enables organizations to improve hardware utilization, reduce server administration costs, and enable business agility by responding quickly to the needs of new servers.

How Microsoft Dynamics Benefits Organizations

The Microsoft Dynamics line of products, including Microsoft Dynamics AX, works like and with other Microsoft products that most employees are already familiar with, such as Microsoft Office. Designed with a focus on the roles people play throughout a company, Microsoft Dynamics delivers an individualized, RoleTailored user experience. This helps employees to figure out the most important things to do next, and arms them with the best knowledge to approach that task. We believe this is the unique value that the RoleTailored user experience provides customers.

We can break down "works like and with" into four primary areas or benefits to business owners, their staff, and ultimately, their business.

Familiar to Your People

A Microsoft Dynamics implementation helps to support and enhance the work that employees do, and the way they do it. By building on software familiarity they already have, the teams and individuals in a business can be more productive to accomplish their personal and organizational goals.

Fits Your Systems

Microsoft Dynamics works the way most current technology works, and fits easily and seamlessly into existing systems by helping organizations maximize their technology investment. It also offers the opportunity to take advantage of other Microsoft product innovations, including Microsoft SQL Server® and Microsoft Windows®.

Fuels Business Productivity

Automating business processes is the backbone of Microsoft Dynamics. From financial and accounting processes to supply chain and manufacturing to sales and marketing - automating business processes helps your people concentrate more on productive tasks and less on repetitive busywork. This also helps to reduce the cost and complexity of doing business.

Enables Confident Decision Making

An organization needs to be able to respond quickly to changing conditions. It is people who actually have to respond to these changes, make informed decisions, and set the business apart from other organizations. Microsoft Dynamics provides access to critical data that can be easily analyzed using familiar tools such as Microsoft Office Excel®.

What is Microsoft Dynamics AX?

Microsoft Dynamics AX is a comprehensive business management solution for mid-market organizations and divisions or larger enterprises. We recognize that Microsoft Dynamics AX may fit well in customer organizations outside of this definition and we acknowledge that the mid-sized market segment is defined differently from country to country and from geography to geography. Additionally, Microsoft Dynamics AX can accommodate larger enterprise organizations looking for a two-tiered ERP strategy to serve the needs for their different division and/or subsidiaries globally.

Microsoft Dynamics AX helps organizations manage business processes in domains such as Finance, Supply Chain Management, Production, Project Management and Accounting, Sales and Marketing, Human Resources Management, Service Management, Compliance, Business Intelligence (BI), and Collaboration.

Microsoft Dynamics AX is built to make it easy to do business across multiple locations and countries/regions by consolidating and standardizing processes, providing visibility into processes, and help in simplifying compliance.

Two-tiered ERP strategy ("Hub and Spokes")

Global enterprise organizations are increasingly considering a two-tiered ERP strategy to serve the diverse ERP need across their different divisions and subsidiaries. A two-tiered ERP strategy allows global enterprises to combine the benefits of a single enterprise ERP as central financial, providing centralized financial insights as the back bone for the enterprise, while utilizing a more cost-efficient and agile ERP application to serve the unique need of the different division and subsidiaries. Due to its global nature ([supporting 38 legislation and 42 languages](#)), the extensible Microsoft Service oriented architecture and its increasing ability to service different industry requirements in one common ERP platform, Microsoft Dynamics AX is ideally suited to provide these standards for global enterprise organization.

The Microsoft People-Ready Approach – Putting People First

People are at the heart of every organization—they bring the creativity, passion, hard work, and thought leadership that ultimately propel a business forward. The Microsoft People-Ready business is based on empowering people with the right tools, information, and opportunities they need to succeed. Microsoft Dynamics AX 2009 represents the latest expression of Microsoft’s long-term strategy to raise usability to a higher standard to enable the People-Ready Business. User Experience researchers and designers at Microsoft conducted extensive research into the requirements that customers have for business management solutions. The detail-oriented approach includes three practices: Research, the Microsoft Dynamics Customer Model, and RoleTailored Design.

Research and Development Methodologies

The Microsoft Dynamics User Experience approach is based primarily on research. By using a variety of different research methods, Microsoft Dynamics User Experience researchers and designers continue to move up the usability pyramid - from delivering what is needed, to providing it in an easily usable format, and finally, to delivering something desirable that people actually enjoy using.

The Microsoft Dynamics Customer Model

Microsoft Dynamics User Experience researchers and designers distilled voluminous research results into a framework called the Customer Model—a representation of the people within a typical organization, the departments within which they work, and the actual work that they do. Part of the design strategy to enhance productivity in Microsoft Dynamics AX is based on the Microsoft Dynamics Customer Model.

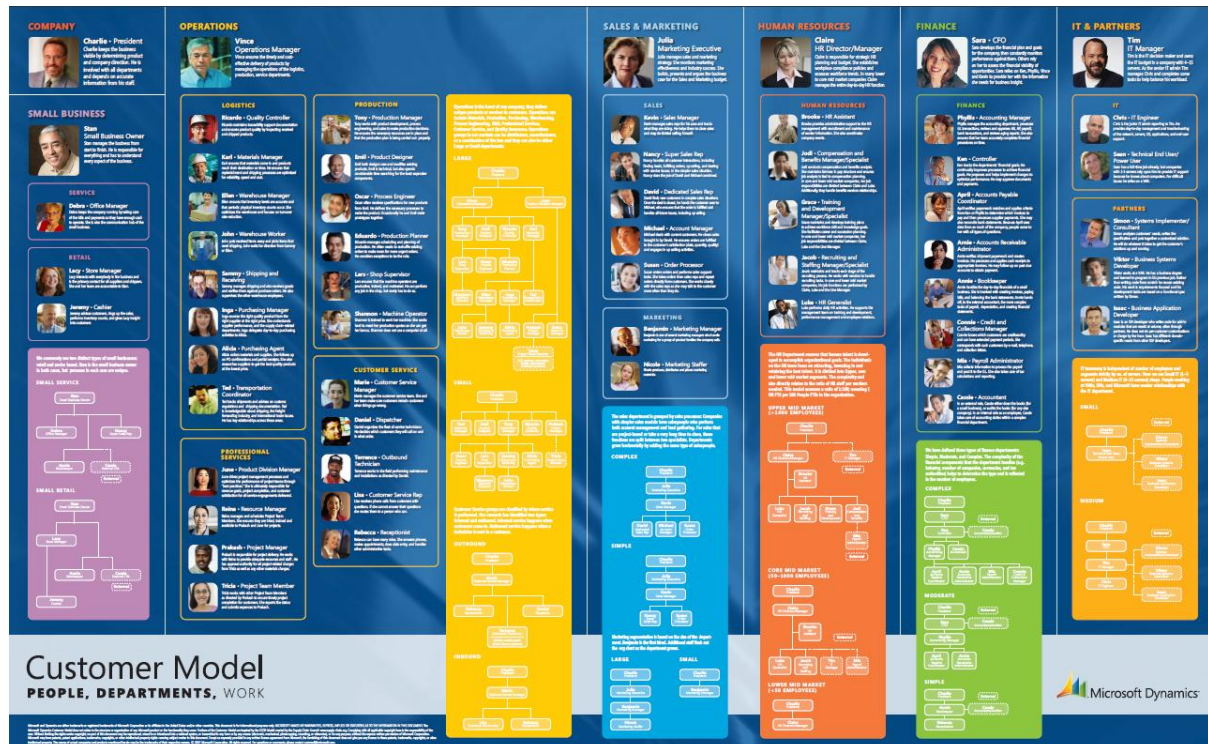


Figure 1: The Microsoft Dynamics Customer Model describes how people in departments do work within and across organizations. The findings are based on interviews with over 1000 people.

RoleTailored Design

RoleTailored design enables people to cut through the clutter, delivering just the information they need, where and when they need it. It offers perspective by providing an overview of the work ahead, so that organizations can plan and prioritize efforts. RoleTailored design is a key component of improving user productivity in Microsoft Dynamics AX.

Solutions Built for Change

Today organizations must be able to keep up with changes in the market place. Business applications should not be a threshold for change. Whether change is expansion into new markets or new partnerships with strategic vendors, redesigning business processes is unavoidable. For instance, imagine the impact on business processes and supporting business applications when an organization changes its focus from business-to-customer (B2C) to business-to-business (B2B). Customer relations will change from many to a few, the relationship will be more intense and require electronic exchange of information, and production control will be likely to be make-to-order instead of make-to-stock.

Adaptable Business Processes

We believe we need to deliver software that is able to change. Therefore, we will continue to evolve the application architecture to enable Microsoft Dynamics AX to take advantage of the advancements in application development technology provided by the Microsoft® .NET Framework. Microsoft Dynamics AX has had a long history of enabling businesses to customize and adapt their business processes to enable change. Establishing this foundation on the .NET Framework sets the stage for taking advantage of the ways that business processes will be modeled and composed in the future with technology initiatives like SQL Server Modeling tools (formerly known as "[Oslo](#)"). Business analysts will be more involved in the process of changing the application by reassembling activities in workflows, independent of where the workflows will run and how the user will interact with those processes.

"I think one of the biggest trends in application development that I talked about... is modeling, and we're making a big investment in that. We have what's been code named Oslo, and talked a little bit about it on our Web sites and our blogs, which is this model-driven development platform. It's actually taking the kind of models that you're seeing arising in specific domains, like software management in System Center, or your data design over in SQL, or your process activities over in BizTalk and saying, we need to take all these domains and be able to put them into one model space. In fact, we need to let people create their own domains that aren't just isolated, but that exist in this one modeling space. And that's what Oslo is about."

Bill Gates, Chairman, Microsoft

For example Microsoft Dynamics AX 2009 has taken advantage of two important .NET libraries—the Windows Workflow Foundation (WF) and the Windows Communication Foundation (WCF)—to build a foundation for a new paradigm of applications development called Service oriented architecture. Service oriented architecture (SOA) provides methods for applications development where systems organize functionality around business processes and package these as services. Using the Windows Communication Foundation, Microsoft Dynamics AX 2009 can expose services for other applications to consume functionality. Microsoft took this concept one step further by also providing the ability for Microsoft Dynamics AX 2009 to consume services exposed from other applications, either on-premise or in the cloud. The Windows Workflow Foundation provides an environment for defining, executing, and managing workflows.

These development frameworks provide foundations for building model-driven applications. For example, workflow service provides an abstraction for the developer to collect rules for how a task is carried out and who does it. Collections of tasks form a business process. The workflow tasks and services need to interact with data stored by the business application. The model of that data also provides a foundation for enabling the business process to model the organizational structures needed for business process for any scale of simple or complex organization.

Logical Data Structures

With Microsoft Dynamics AX 2009, we also started an evolution toward modeling data structures that enable more logical organizational models. Multisite concepts were introduced to enable the modeling of advanced internal supply chains. Financials features like Shared Services functionality also leverage enhancements for more complex intercompany relationships. The setup of trading partners like customers and suppliers, and any contact data, now takes advantage of a common global address book, which stores relationships between people and organizations.

Microsoft will continue to evolve the organizational model to simplify the deployment of the business application by providing a more generic model of organizational concepts like legal entity, business units, operational units, and geographical regions, and allow companies to configure the business application for the way they do business.

Industry Strategy

With Microsoft Dynamics AX, our objective is to provide an integrated ERP solution that fits the unique needs for a large community of medium-sized organizations; however, the requirements of each organization are different, based on requirements specific to their “vertical”, and unique company needs.

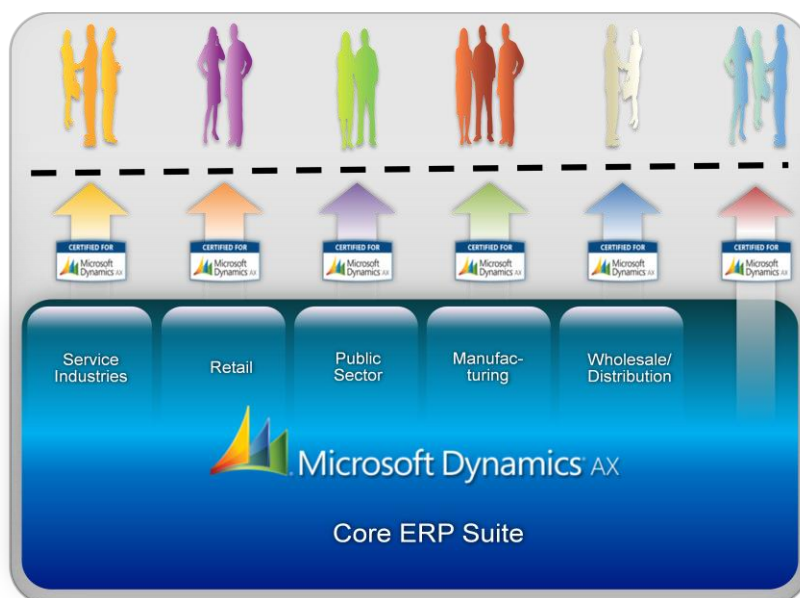


Figure 2: Industry Strategy for Microsoft Dynamics AX 2009

Our industry strategy is to improve the industry fit by including key industry capabilities in Microsoft Dynamics AX that are common across multiple verticals within an industry. This will enable the Microsoft partner ecosystem, consisting of Independent Software

Vendors (ISVs), Value-Added Resellers (VARs) and System Integrators, to provide repeatable solutions that meet the specific needs for customers across different verticals in a more efficient way.

Microsoft is committed to deliver a roadmap for the following industries:

- Manufacturing
- Wholesales/Distribution
- Retail
- Service Industries: Professional services, Architecture, Engineering and construction, and Media and entertainment
- Public Sector (for the first time in Microsoft Dynamics AX '6')

Microsoft offers partners a specific ISV program to support ISVs who provide solutions¹ in the market place and give our customers a way to find high-quality solutions.

Certified for Microsoft Dynamics supports a designation for solutions that have been qualified, refined, and tested by the market, and found to repeatedly add value to customers. Solutions that qualify for this designation have undergone a formal software quality test, and they are also supported by at least ten customer references.

[Read more about Certified for Microsoft Dynamics.](#)

Microsoft Technology – An Investment in the Future

Microsoft Dynamics AX can help organizations and partners utilize their investments in Microsoft technology. Our strategy is to continue to look for services and functionality provided by the .NET Framework, Windows, Microsoft SQL Server, and Microsoft Office instead of developing new, proprietary functionality to enhance the capabilities in Microsoft Dynamics AX.

Examples of this include the work that was carried out in Microsoft Dynamics AX 4.0 to utilize Active Directory[®] to provide logon authentication for the business application. This enables organizations to centralize their administration of user accounts and password management with their internal network eliminating the need to administer passwords in different locations and reducing support costs.

Other examples include using the BI capabilities of Microsoft SQL Server. Since the release of Microsoft SQL Server 2005 Reporting Services, we have looked for ways to utilize this technology for developing transactional business reporting. Using these improved business intelligence tools enables organizations to make the most of the reporting technology that they will have invested in when they acquired Microsoft Dynamics AX or another business application. We continue to develop around the Microsoft SQL Server Analysis Services capabilities to provide OLAP cube storage and processing.

With these developments, organizations can optimize their investment in Microsoft Office Excel and Microsoft Office SharePoint[®] Server to put analytics tools into the hands of a broader range of end-users, whether users of Microsoft Dynamics AX or not.

¹ These solutions can be found on [Solution Finder](#), which is a tool for customers to find industry-specific add-ons and solutions

The Microsoft Dynamics AX portal technology is based on SharePoint technology, and combines and complements the basic SharePoint capabilities with specific ERP capabilities.

Microsoft continues to look to hardware advances and ways to leverage the processing capabilities in the server computers that organizations can purchase today or may already have. The migration to 64-bit computing and multi-core began a number of years ago and Microsoft Dynamics AX enables organizations to run in a 64-bit environment to leverage the processing and storage capabilities of these new machines. We did work in Microsoft Dynamics AX 2009 to help organizations leverage multi-core machine for scaling out the Microsoft Dynamics AX object server to help support the growth of providing tools to all employees in the organization.

Enabling Developers and ISVs to Build on Our Industry Foundation

Microsoft Dynamics AX architecture and technology have been state-of-the art in ERP. The architecture and tools provided by Microsoft Dynamics AX allow the customer to adapt the business application to their needs.

With the ever-expanding foundation of industry functionality that is incorporated in Microsoft Dynamics AX, we will continue to enable ISVs to take the application to the next level of vertical functionality.

Enabling developers has always been a key focus area for Microsoft and that tradition continues with Microsoft Dynamics AX. Developers help realize customer aspirations. Microsoft has a wealth of developer tools in Microsoft Visual Studio® and the .NET Framework. We will expand the concepts and simplicity that exist in the Microsoft Dynamics AX tools and bring them to Visual Studio to increase the number of developers who are already familiar with these tools. Examples of these tools can be seen in the integration work we did with Reporting Tools in Visual Studio to bridge the gap between what the standard tool provided and what was needed to develop reporting for business applications.

Tools are an important part of Microsoft Dynamics AX, but we believe the true value of Microsoft Dynamics AX can be found in the rich, tried-and-true foundation of functionality that has already been deployed in thousands of customer implementations around the world. Microsoft Dynamics AX provides a rich data model for business applications across industries. It is a fully transactional system built on the foundation of Microsoft operating systems and servers.

The added advantage for developers is the leverage they have with the underlying frameworks and sub-systems in Microsoft Dynamics AX. Rich data modeling concepts, security and access control, a workflow framework built on Windows Workflow, integration built on Windows Communication Foundation, a single application database with Windows and Web User Interface (UI) frameworks, a modern UI consistent with Microsoft Office – all add to the package that developers can build on.

Developers can leverage the class system repository to treat existing functionality as a black box. For example, posting a sales invoices doesn't require the developer to know the ledger posting because the sales posting class system will handle the ledger postings. The developer has the right level of abstraction from the database, and also the generic application functionality that makes up an ERP package.

Overall, Microsoft Dynamics AX is a complete environment for developers and ISVs. From tools to frameworks, Microsoft Dynamics AX will help developers and ISVs bring solutions to market that fulfill the unique needs of customers across a broad range of industries and vertical markets.

A Development Philosophy Based on Gradual Change

Our development philosophy is to advance Microsoft Dynamics AX improvements, enhancements, and innovations in a gradual way to limit major disruptions to our customers' businesses. Customers can start small and slowly add new users and functionality as their needs change and business grows. Our new releases will include important innovations to help organizations meet future challenges and tools to help customers upgrade without too many obstacles. In fact, one of our focuses in the next release will be to further enhance the upgrade tools so that organizations can benefit from innovation in a controlled way.

With Business Ready Customer Care (see section [Customer Support and Maintenance Policies](#)), we're announcing Extended Support for Microsoft Dynamics AX, which helps our customers to control the timing of when they move to the next release of their product in accordance with their business plans. In the latest release, the possibility of a skip-level upgrade, from Microsoft Dynamics AX 3.0 to Microsoft Dynamics AX 2009, is supported.

Business Ready Licensing is designed to help organizations grow their business management solution to meet the changing needs of the business. The pricing model supports growth in terms of more people and users, new business processes and functionality, or new sites and countries.

Software plus Services Outlook and Strategy

More than ever, companies need to take a strategic approach to managing IT. Our vision is to create integrated business processes and seamless end-user experiences across a company's software assets, whether they are managed on site or in the cloud.

With Microsoft Dynamics AX, we will continue to embrace the Software plus Services model to help our customers enhance existing business processes via services and offer them choices in how they use, buy, deploy, and manage their business processes. We envision some of these services to be built by Microsoft, while others might be built by partners. Because services for Microsoft Dynamics are offered through Microsoft Dynamics Online, customers will be able to easily consume incremental services from a single, trusted source.

Microsoft Dynamics Online

There is an ongoing shift in the way companies operate today. They are increasingly connecting to the Web to conduct business. More specifically, they are turning to the Web to attract new customers, sell their products online, collect and remit payments, and complete other business processes, such as payroll. The Microsoft Dynamics Online Services combined with Microsoft Dynamics AX will seamlessly enable these scenarios.

The software-plus-services approach from Microsoft combines the best aspects of client software, on-premise servers, and services delivered over the Internet. Microsoft Dynamics business management software takes advantage of this blended approach to provide customers with flexibility and choice in how they use, buy, deploy, and manage their business processes.

Microsoft offers several hosted services for Microsoft Dynamics AX users. Simplicity is a key design principle for these services, and customers can expect them to offer excellent value. Microsoft-hosted services are managed by Microsoft experts in outstanding data centers, alleviating IT departments from having to worry about behind-the-scenes tasks

or hiring outside specialists. The services are extremely simple to deploy, enabling people to concentrate on running their business. These offerings help customers incrementally move to a model where particular business processes are supported by online services.

Hosted service offerings for Microsoft Dynamics include:

Payment Services

Microsoft Dynamics Online Payment Services integrates with a variety of payment types, enabling customers to accept payment, record the payment process milestones, and handle returns from within the Microsoft Dynamics interface. The service works with leading payment processing services including FDC and Paypal (for all major credit cards).

Commerce Services

The seamless integration of Microsoft Dynamics and Dynamics Online Commerce services allows customers to easily sell products online through established marketplaces like eBay and online store fronts. Catalogs and listings are centrally managed in Microsoft Dynamics with easy-to-use interfaces, and all orders resulting from the online sales flow seamlessly back in to Microsoft Dynamics for processing.

Future Services

Software plus services offerings that we are planning to release in the future are:

- Multi Channel Commerce Service to enable trade via established Business-to-business (B2B) or Business-to-consumer (B2C) Marketplaces, dedicated e-Commerce sites, or by using the built in shopping cart functionality.
- Site Services to enable our customers to dynamically generate customer and partner facing Web sites with the ability to capture data straight into Microsoft Dynamics AX (e.g. prospect information from a marketing campaign, or customer information for product registration).

In addition we're planning services in the future that will utilize the Windows Azure™² platform investments. These services will be focused (but not limited to) on enabling our customers to easily connect their business process to the business process of their customers, partners and vendors.

Better Enabling Partner Hosted Microsoft Dynamics AX

Today, customers and partners are already hosting Microsoft Dynamics AX. And there are many reasons why a customer might consider having Microsoft Dynamics AX 2009 hosted.

For the context of this document, "hosted" means to deploy the application in a data center that is external to a customer's IT infrastructure. These situations could be:

² The Windows Azure platform offers an intuitive, reliable and powerful platform for the creation of Web applications and services. For more information on Windows Azure please visit www.microsoft.com/windowsazure

- Unmanaged data center services or co-location: This is where a customer contracts with a data center provider, for example a telecommunications company or a dedicated data center service company, for rack space. The data center provider will simply provide the data center space and a network connection to the facility and physical site maintenance. This means that the IT department of a company will be the one that places the servers into the data center and will remotely manage these machines.
- Managed data center services: This is where the customer will contract with a data center provider to provide rack space for service and provide some server and operational management of the machines. The IT department of a company will still manage the application and software installed on the machines or some hybrid of this depending on what is negotiated between the two companies.
- Application Services Providers: In this situation, a specific application or service is provided by the data center company. There could be a negotiation between the two partners on the degree of management that is shared between a company's IT department and the company providing the application in the data center.

A company will assess its skills and needs, depending on the state of their business. There are advantages and disadvantages to hosting. With Microsoft Dynamics AX 2009, a customer has the power to choose the right application and service level for their business. A customer can also leverage combinations of in-house mixed with hosted applications, depending on their circumstances.

That choice extends to the licensing models, too. Today, we offer Microsoft Dynamics AX under the traditional perpetual licensing models and under the Service Provider Licensing Agreement (SPLA). Partners can use this to offer customers a subscription-based access to the business application.

We will continue to enhance the features and technical capabilities in Microsoft Dynamics AX that help partners and customers who are hosting Microsoft Dynamics AX in remote data centers.

Customer-Centric Process to Build New Solutions

Customer needs are at the center of our development activities. And, to ensure these needs are met, R&D teams use a variety of best practices and carefully designed processes to develop a high quality product that meets the needs of our customers. This includes extensive customer research, an early adoption program, review of design and feature specifications, and test automation.

But it doesn't end here – Microsoft encourages an ongoing dialogue with customers and partners via online communities, customer and partner boards, and various programs.

MICROSOFT DYNAMICS AX ROADMAP

Microsoft is committed to a release cycle of approximately 24 – 36 months for delivering major releases to help customers adopt and benefit from innovation at a reasonable pace. The Microsoft Dynamics AX Roadmap illustrated below covers our current product plans through the year 2018.

In the following sections, you will find detailed information about our current release, planned functionality for Microsoft Dynamics AX '6', which is planned to be released in CY 2011, and our vision for future releases.

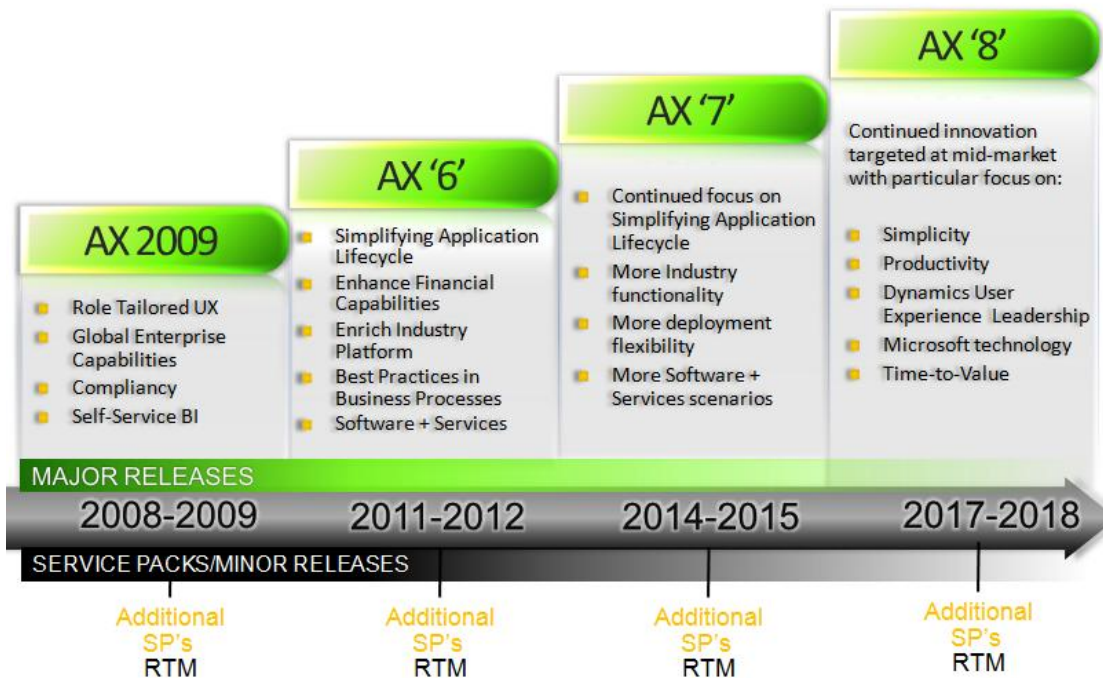


Figure 3 shows the Microsoft Dynamics AX product release timeline. Please note that all of the dates listed in this calendar timeline are speculative and do not constitute a promise to deliver any given piece of technology at a given time.

We have released Service Pack 1 for Microsoft Dynamics AX 2009 and several targeted releases. These include Project Time, the Environmental Dashboard, Lean Manufacturing, process manufacturing, and professional services capabilities. For details on these releases, including the additional enhancements to support IT Operational Efficiency please, refer to the [Appendix section](#) of this document.

Additional releases are planned for Microsoft Dynamics AX to support our industry and Software plus Services strategy and IT Operational efficiency. These targeted releases are:

Intelligent Data Management Framework

The Intelligent Data Management Framework will help organizations optimize the database and reduce data storage costs. The first release of this framework offers organizations the ability to analyze data storage on tables and indexes. The tool also helps in removing redundant, historical data. This release is only available in U.S.-English, only supports Microsoft SQL Server databases, and is currently available as a beta version. The Intelligent Data Management Framework is planned to be available in Q1 of CY2010, with additional functionality that includes the ability to archive redundant, historical data. The framework will support the following releases:

- Microsoft Business Solutions–Axapta® 3.0 (latest service pack)
- Microsoft Dynamics AX 4 (latest service pack) and
- Microsoft Dynamics AX 2009 (latest service pack) on Microsoft SQL Server 2005 and 2008

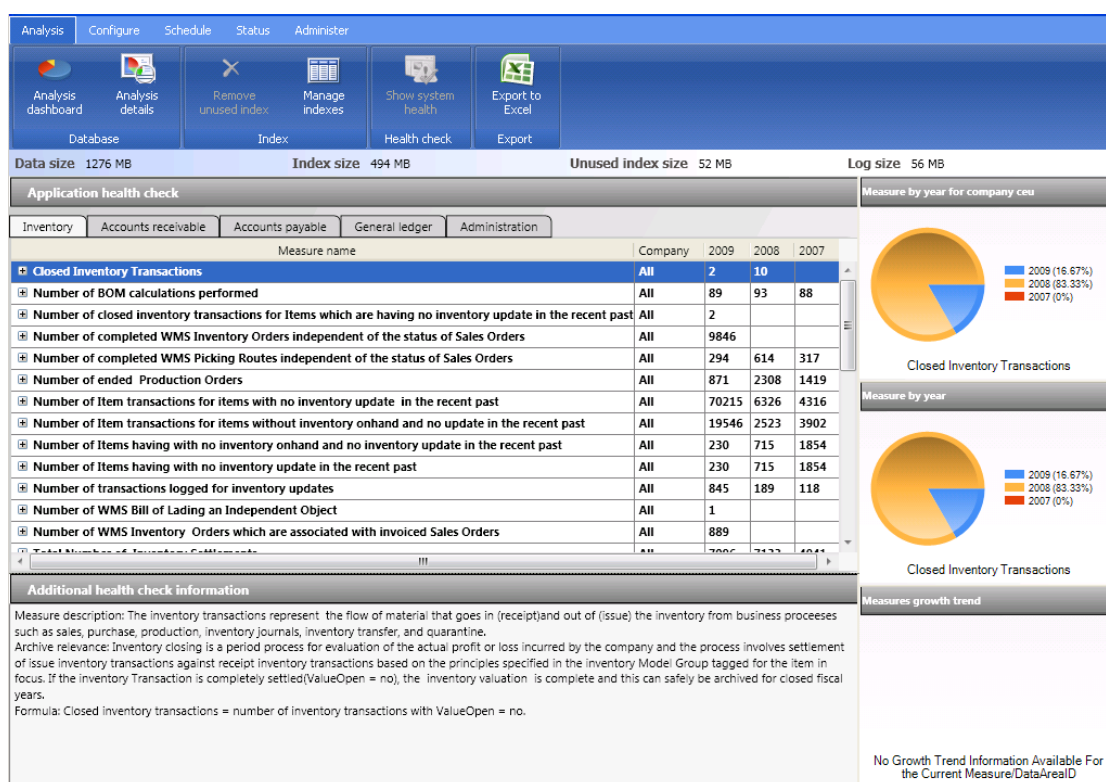


Figure 5: The Intelligent Data Management Framework will help organizations optimize their database and reduce data storage costs

Connect

Access the resources you need to maximize the effectiveness of your Microsoft Dynamics solution and increase profitability – right from the Microsoft Dynamics AX Role Center. Connect helps to ensure that the investment you've made in the product and in the Business Ready Enhancement Plan has the strongest possible value for you and your organization. It helps you to adopt a new standard based on best practices and market trends. You can develop employee skills to increase both efficiency and job satisfaction. Moreover, the self-service capabilities accessed allow you training velocity, reduced downtime and support costs, and collaboration with peers in your role or industry.

Resources that may be accessed from within Connect include: CustomerSource, Microsoft Dynamics Community, News & Events, Support (Knowledge Base, Hot Topics), Training (eLearning, Classroom Training), Certification, and Training Materials.

This service is planned for release in Q3 of CY 2010 for Microsoft Dynamics AX 2009 and with the release of Microsoft Dynamics AX 6.

The screenshot displays the Microsoft Dynamics AX Role Center interface. The 'Connect' section is highlighted, showing RSS feeds for Microsoft Dynamics AX Community Non-technical Blogs. Below this, there are sections for 'Customer KPIs' and 'Production KPIs', each with a table of indicators, values, goals, and status. A 'Business Overview' table is also visible, showing various financial indicators like Total Receivables, Total Payables, and Defect Ratio. The interface includes a navigation pane on the left with options like 'Home', 'General ledger', 'Cost accounting', 'Bank', 'CRM', 'Accounts receivable', 'Accounts payable', 'Inventory management', and 'Master planning'. The bottom of the screen shows the Windows taskbar with the time 10:22 AM and system tray icons.

Indicator	Value	Goal	Status	Trend
New Opportunities	0	0	Green	Up
Opportunity Quote Revenue	\$633,901.29	\$399,600	Green	Up

Indicator	Value	Goal	Status	Trend
Production Efficiency	500	0	Red	Down
Production Cost	\$97.84	\$0	Red	Down

Indicator	Periods	Current	Previous	Change
Total Receivables	m vs. m-1	\$0	\$0	0.00 %
Total Payables	m vs. m-1	\$0	\$0	0.00 %
Defect Ratio	m vs. m-1	0	0	0.00 %
Average delayed days requested	m vs. m-1	0	0	0.00 %
Win Loss Percentage	m vs. m-1	0	0	0.00 %
Total discount	m vs. m-1	\$0	\$0	0.00 %

Figure 6: Connect will help customers access services and tools, as well as the Microsoft Dynamics Community, directly from the Role Center.

Microsoft Dynamics AX Industry Solutions Building a Strong Industry Foundation

As we continue our commitment to work with our partner ecosystem in building a strong portfolio of proven end-to-end vertical solutions, Microsoft Dynamics AX includes industry capabilities for five focus industries.

These focus industries are:

- Manufacturing
- Wholesale/Distribution
- Retail
- Service Industries: Professional services, Architecture, Engineering and Construction, and Media and Entertainment
- Public Sector (with Microsoft Dynamics AX '6')

As part of our industry strategy Microsoft recently acquired four industry solutions for professional services, manufacturing, and retail. These acquisitions are profoundly accelerating the Microsoft Dynamics AX industry product roadmap and offer the following capabilities:

Microsoft Dynamics AX for Service Industries

Microsoft Dynamics AX 2009 for Service Industries provides a global and flexible business application that helps:

- Professional service organizations manage resources to gain control and efficiency over the life cycles of their projects.
- Media and Entertainment businesses to optimize performance by gaining control over client jobs and contracts while giving those organizations the flexibility to meet the complex needs of a customers.
- Architecture, Engineering, and Construction companies to provide user-friendly and cost-effective business solutions that help to improve productivity and profitability in all phases of the work stream, from conception to delivery.

Microsoft Dynamics AX for Process Manufacturing

With the additional functionality specifically targeted for process manufacturing, Microsoft Dynamics AX helps manufacturing companies to improve performance and quality, while reducing cost and risk, by effectively managing crucial manufacturing operations in a wide range of process manufacturing scenarios, from simple to complex, including hybrid processes and products.

Microsoft Dynamics AX for Retail

Microsoft Dynamics AX for Retail helps customers to significantly reduce complexity by solving the challenge of integration from the store – both on-premise and on-line – to the headquarters and supply chain, empowering users to be more productive and provide stronger customer service. Microsoft Dynamics AX for Retail provides:

- Timely, accurate, consistent data through complete integration and headquarters control of Point of Sale (POS) and store processes
- Role-tailored user experience to help drive productivity and enhance customer service
- Extensible platform to adapt and scale for organizational growth

- Powerful merchandising and customer management

Microsoft Dynamics AX for Retail is planned to be available in strategic countries/regions in Q3 of CY 2010.

Country/Region Localizations – Regional Features for a Global Economy

Microsoft Dynamics AX provides local and global functionality to meet geographic requirements. Continuously updated as tax and regulatory requirements change, our business solution helps customers meet their country/region-wide, horizontal governmental and financial reporting obligations. We provide this horizontal localization in countries/regions where there is an official Microsoft Dynamics AX release. Our partners focus on providing specific vertical and municipal regulatory enhancements and features. For example, while Microsoft focuses on delivering regulatory enhancements that are required by the majority of customers in a country/region, our partners provide add-ons and customizations for specific state, provincial, or city regulations and for vertical markets (such as insurance, real estate, and agriculture).

In Microsoft Dynamics AX 2009 we have added additional country/region-specific functionality for new local legal requirements. This release also includes built-in support for a bi-directional user interface and Arabic and Hebrew language.

In addition, Microsoft Dynamics AX 2009 continued its commitment to multinational organizations by merging or consolidating the Global Layer (GLS) functionality.

Availability by Country, Region and Language

Microsoft Dynamics AX 2009 is or will soon be available in the following countries and regions, and can be implemented with any of the languages listed below. Or, for an updated list please visit www.microsoft.com/dynamics/en/us/products/ax-availability.aspx.

Available Countries and Regions	Languages
<p>Available now: Australia, Austria, Brazil, Belgium, Canada, China, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, India, Ireland, Italy, Japan, Latvia, Lithuania, Malaysia, Mexico, Netherlands, New Zealand, Norway, Poland, Russia, Saudi Arabia, Singapore, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey, United Kingdom, United States.</p> <p>Release scheduled for December 2009: Israel</p>	<p>Arabic, Chinese (Simplified), Czech, Danish, Dutch, English (Australia), English (Canada), English (India), English (Ireland), English (Malaysia), English (New Zealand), English (Singapore), English (South Africa), English (UK), English (U.S.), Estonian, Finnish, Flemish, French, French (Belgium), French (Canada), French (Switzerland), German, German (Austria), German (Switzerland), Hebrew, Hungarian, Icelandic, Italian, Italian (Switzerland), Japanese, Latvian, Lithuanian, Norwegian, Polish, Portuguese (Brazil), Russian, Spanish, Spanish (Mexico), Swedish, Thai, Turkish</p>

Table 1: Availability of Microsoft Dynamics AX 2009 in countries/regions and languages

Enabling End-to-End Scenarios with Microsoft Dynamics CRM and Microsoft Dynamics AX

Microsoft Dynamics CRM provides key features that help companies manage sales and relationship management activity. Bridging the gap between front office activities and back office operations is a key factor in enabling organization visibility and improving process agility.

We plan to provide an adapter that will enable lightly extensible, multi-directional integration between Microsoft Dynamics AX and Microsoft Dynamics CRM.

The adapter will allow Microsoft Dynamics AX customers to utilize Microsoft Dynamics CRM capabilities like off-line support and rich integration to Microsoft Office Outlook[®]. Combined with Microsoft Dynamics AX Sales and Marketing capabilities, customers can be tracked in both applications, and orders can flow between the applications.³

Software plus Services Available Today

Microsoft Dynamics AX 2009 offers our retail customers integration with online payment processing, enabling the use of credit card, debit card, and PayPal payment processing from within the Microsoft Dynamics AX order processing function, helping to reduce transaction and integration costs, save time, and reduce data entry errors. With the Payments Service, retail businesses can accept a variety of payment types on premise and online to better serve their customers. The planned time lines to roll out the Payment Service are:

- Planned additions in H1 of CY2010 in Canada, UK, Denmark/Scandinavia, Germany, and The Netherlands
- Broader rollout planned in H2 of CY2010 for additional countries/regions in Europe, Middle East and Africa (EMEA), and in Asia and Pacific (APAC)

With the release we are planning to support the following payment providers:

- First Data Corp (FDC)
- Cybersource
- Pensio (European focus)
- Others in final stages of negotiation

[Learn more about the Microsoft Dynamics Software-plus-Service strategy.](#)

³ For more information on Microsoft Dynamics CRM please visit: www.microsoft.com/dynamics/crm. And, you can follow the latest plans for the Adapter for Microsoft Dynamics AX 2009 on PartnerSource.

Microsoft Technology Integration

Microsoft Dynamics AX 2009 is certified on Windows Vista[®], Windows 7, Windows Server[®] 2008, Windows Server 2008 R2 and [Hyper-V Virtualization](#). These certifications show that Microsoft Dynamics meets a high level of quality. Moreover it supports Microsoft SQL Server[®] 2008, and utilizes new capabilities of this release, such as the compression capability.

Depending on the functionality that an organization uses with Microsoft Dynamics AX, the use of additional Microsoft software will be required. For a detailed view of required, latest updates and optional components please [see the system requirements here](#).

In addition, for project-based businesses that have invested in Microsoft Office Project Server, we have provided interoperability to Microsoft Dynamics AX. This enables better visibility of the project lifecycle using the collaboration capabilities offered by Microsoft Project Server.

Other Microsoft technology integration includes the Microsoft Office Communications Server –a line of corporate messaging and collaboration software that can be integrated with voice over IP (VoIP) support. We have provided a connection to Microsoft Office communicator through our Global Address book feature in the business application. Now organizations can take advantage of their future investment in Microsoft technology by enabling users of the business application to see presence information. They can instant message (IM), e-mail, or call directly from the transaction screen in Microsoft Dynamics AX. This provides better compliance management of corporate contact data and helps workers become more productive.

And, we have invested and will continue to invest in capabilities provided by Windows Virtualization such as our certification on Microsoft Hyper-V[™]. Virtualization enables organizations to leverage the processing capabilities in current servers to help reduce machine footprint, and reduce operational support. Organizations that have invested in Microsoft Windows can use their investment in virtualization to help manage Microsoft Dynamics AX 2009. Through the Server Virtualization Validation Program we will also support our customers' investment in other virtualization technology.

Deployment Strategies

When political, environmental or competitive influences change the way an organization does business, the organization must be able to respond in an efficient way. This requires a business application that can scale up and scale down. Microsoft Dynamics AX has been designed as a three-tier application that provides organizations with the flexibility to scale their solution as their business grows. It also means that there is just one centralized installation and all locations can log on to the same installation. In Microsoft Dynamics AX 2009, the number of country/region layers has been reduced to fewer layers. So no matter how many locations an organization has, managers can be sure that all employees are on the same page when it comes to planning production cycles, deliveries, viewing inventory, financial and customer data, and so on. Also, setting up the business management solution that supports business processes in a new country/region office or location is easier because of the connection to the centralized installation.

Because of the richness of business intelligence tools, we will continue to utilize the capabilities of the Microsoft SQL Server Reporting Services and Analysis Services.

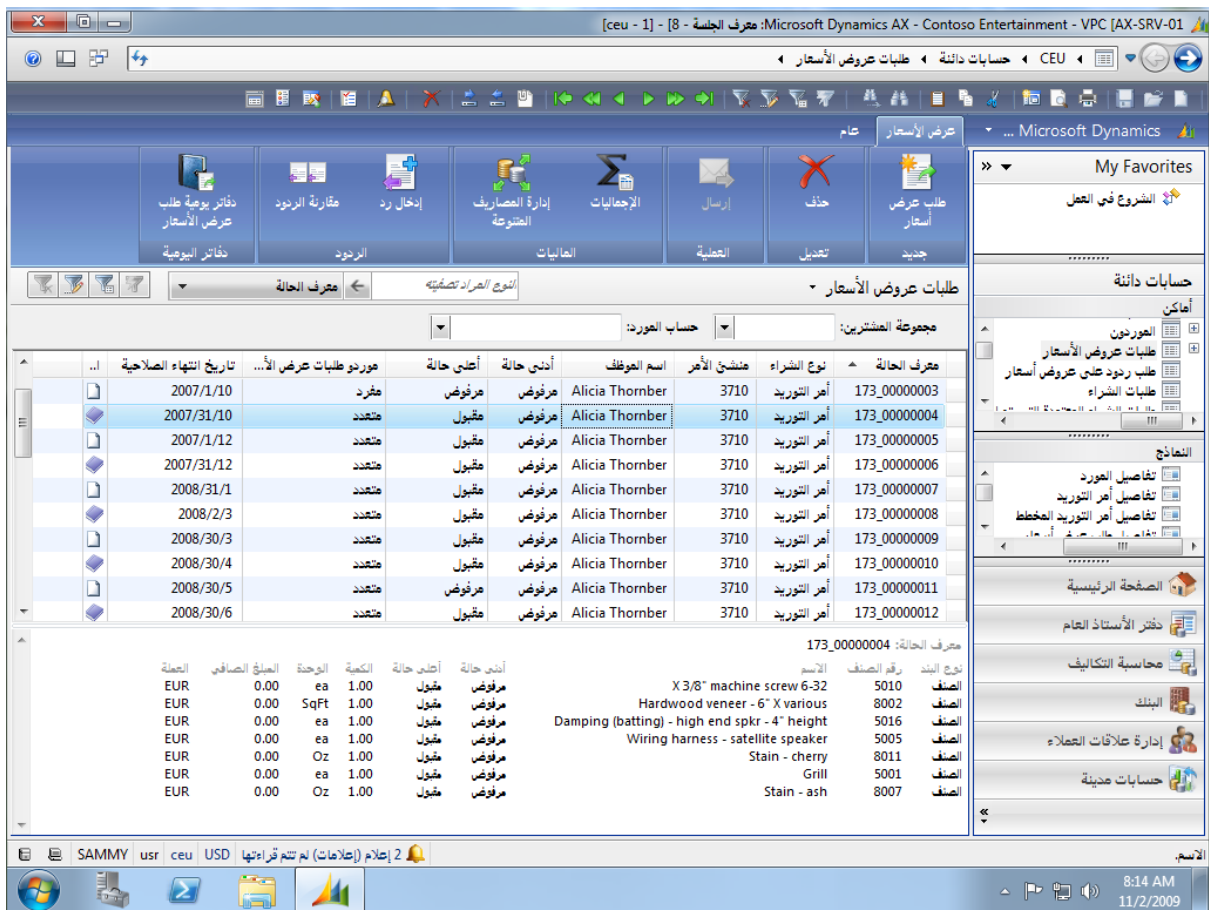


Figure 7: Microsoft Dynamics AX 2009 supports 42 languages including Arabic

Unicode support was completed in Microsoft Dynamics AX 4.0 and bi-directional language support was added in Microsoft Dynamics AX 2009. This enables Microsoft Dynamics AX 2009 to support 42 languages with 38 countries supported for localization.

This architecture has served companies well and will continue to provide flexibility for many versions to come. The architecture helps enable companies to choose how they need to work – whether centrally, regionally, or decentralized.

Since version 2.5 we have provided Web applications to enable users to access the functionality they need, where they work. Through to Microsoft Dynamics 2009, we provide a RoleTailored interface built on Windows SharePoint Services to enable end users to access the business application through a Web browser wherever they may work. This option enables broader reach, but minimizes deployment and maintenance.

Microsoft Dynamics AX will continue to be shaped by the customers who use it. An example of this is our commitment to continually improve performance and scalability. In Microsoft Dynamics AX 2009, we have benchmarked the application in mixed-mode, real world functional scenarios demonstrating throughput of 322,470+ lines per hour with 2250 concurrent users. Please visit [PartnerSource](#) or [CustomerSource](#) for more details on Microsoft Dynamics AX benchmark reports.

Scale is nothing if you can't manage and control it. With our certification on Microsoft Hyper-V virtualization technology, we provide the ability to support an IT agenda of server consolidation. Microsoft System Center Operations Manager provides a centralized environment to manage and monitor all deployed network and software assets. We

provide a Management Pack that allows administrators to manage Microsoft Dynamics AX 2009.

Customers can also choose to leverage Windows Essential Business Server (EBS) Premium Edition – ideal for new software installations and customers who are moving from an older version of Microsoft Windows. Microsoft Dynamics AX 2009 extends the management console provided in EBS so that managers can administer the business application with the same tools as the operating system.

WELCOME TO THE FUTURE: MICROSOFT DYNAMICS AX '6'

Microsoft Dynamics AX '6' Value Proposition

Microsoft is committed to delivering the People-Ready experience to medium-sized organizations and divisions of larger enterprises, which operate in a global economy. With the Microsoft Dynamics AX 6 release, Microsoft is focusing on helping companies to address the challenges they are facing as described in the section [Building for a Dynamic business](#).

Specifically our plans are to invest in:

- Simplifying the entire application lifecycle of Microsoft Dynamics AX from implementation, customization, integration, usability, and maintenance to upgrade and performance to help lower the Total Cost of Ownership (TCO)
- Enhancing financial capabilities to support companies who operate in a global economy
- Additional industry enabling functionality for our target industries
- Providing best practices in areas like Supplier Relationship Management (SRM), Human Resources Management (HRM), Customer Relationship Management (CRM), Expense Management, as well as Compliance and Environmental Sustainability
- Supporting a Software plus Services environment to enhance business processes

Target Industries

Microsoft Dynamics AX provides a robust industry-enabling solution that can be extended by our partners and ISVs. The target industries for Microsoft Dynamics AX are:

- Service Industries
- Manufacturing
- Wholesales / Distribution
- Retail
- Public Sector (new with Microsoft Dynamics AX '6')

Microsoft Dynamics AX '6' Simplicity throughout Product Life Cycle

The following enhancements in Microsoft Dynamics AX '6' focus on simplifying the entire product life cycle of the application, enabling customers to be more productive and help reduce the Total Cost of Ownership.

Implementation and Deployment

Reducing the Total Cost of Ownership (TCO) for our customers remains a top priority. We will continue to simplify the implementation from design, installation, and setup through operation and upgrade. These investments include:

- Simplifying the security setup supporting a role and task-focused security administration model that can be applied across multiple companies
- Automation of business processes using a workflow editor
- Support of centralized management and diagnosis of Microsoft Dynamics AX implementations
- Enhanced infrastructure support for companies that operate in a global environment. This includes the ability to model simple and complex organizations with business units and legal entities that can span different countries supporting centralized transaction processing and sharing of master, transactional and reference data.

RoleTailored User Experience

We will work to increase user productivity even more by enhancing the RoleTailored user experience so users can quickly find the right data and information on how to perform tasks through system-wide search capabilities. An improved data viewing experience will provide users with information at a glance that helps them make better decisions faster. Users will benefit from the enhanced user interface and navigation experience in both the Microsoft Dynamics AX Windows client and on the Enterprise Portal. Users can also expect to see improvements in the online Help so they can successfully perform tasks and enable their companies to easily extend and customize the Help to fit their specific business processes.

Business Intelligence and Reporting

Microsoft Dynamics AX utilizes the Microsoft Business Intelligence (BI) Platform that comprises offerings from Microsoft SQL Server and Microsoft Office to empower people with self-service Business intelligence to deliver the right BI tools for the entire organization. We will deliver enhanced analytical content and invest in self-service Business intelligence capabilities. This will help enable customers to personalize reports and modify Key Performance Indicators (KPIs) and gain enhanced visibility and faster insight by supporting richer visualization (such as maps, gauges and charts) in reports across business units, legal entities, and geographies.

Enhancements to the Business Intelligence Infrastructure help simplify the administration, setup, development, modeling, and deployment of BI in Microsoft Dynamics AX.

Beginning with Microsoft Dynamics AX 4.0, Microsoft Dynamics AX has been designed to work with Microsoft SQL Server Reporting Services (SSRS) to deliver out-of-the-box prepackaged reports and to enable ad-hoc reporting and production reporting. In future releases, Microsoft Dynamics AX will utilize additional, more powerful features of Microsoft SQL Server Reporting Services to enable visually richer, more interactive and more flexible reporting and will use Reporting Services as the primary reporting engine.

For existing out-of-the-box X++ reports, equivalent SSRS-based reports will become available. In addition, for custom X++ reports, tools, templates, training, and related resources to simplify and accelerate the conversion to equivalent SSRS-based reports will also become available. For ad-hoc reporting we will continue to utilize SSRS Report Builder to help customers create ad-hoc reports without the help of IT.

Microsoft Office integration enhancements will enable information workers to get secure access to Microsoft Dynamics AX business data to help them build reports by using familiar visualization tools. The integration to Office Excel will help to easily export data sets to Excel for reporting, analysis and collaboration. Data in spreadsheets can be validated and imported back to Microsoft Dynamics AX. Integration to Microsoft Office Word supports the creation of templates for frequently used communications to increase productivity and reduce the potential for errors. The integration to Word can also be used to incorporate Word documents into business processes.

IT User Productivity Enhancements

Enhanced alignment with Microsoft Platform tools and technologies will further enable developers to more easily extend and customize Microsoft Dynamics AX to create solutions that address customer specific business needs with tools and technologies they are familiar with. Enhancements include Services infrastructure with unified programming model for Microsoft Dynamics AX services and standardized service management, the ability to extend Microsoft Dynamics AX using managed code, better support of co-existence of multiple customizations, easier deployment of customizations, workflow processing enhancements, and user experience improvements for developers.

Scalability and Performance

Enhancements can be expected in areas like data management, performance enhancements for large transaction processing and optimization around industry end-to-end scenarios, accelerated multi-version data upgrades, and real time 24/7 optimization.

Microsoft Dynamics AX '6' Domain Scenarios

We expect to include substantial new functionality in Financials Management and areas like Supplier Relationship Management, Human Resources, Customer Relationship Management, Expense Management, Compliance, and Environmental Sustainability. This section provides an overview of the planned key enhancements for each of the areas.

Financials in Microsoft Dynamics AX

Enhancements are planned in all financial areas, allowing customers to more easily embrace best practices in managing their business. New reports, inquiries, and KPIs help companies to make better decisions and view their cash positions across multiple companies in the organization. Key enhancements will help:

- Streamline the accounts receivables process to collect revenue and manage customer accounts more efficiently and help reduce disputes and doubtful debts
- Streamline the accounts payables process to decrease the number of disputes with vendors by selecting the right vendors and improve business productivity with enhanced functionality throughout the procure to pay processes

- Better support of multidimensional and multinational organizations with improved financial visibility across organizational units and geographies
- Manage expenses with new capabilities for commitment and budgetary accounting

Supplier Relationship Management (SRM)

Supplier Relationship Management functionality in the next release will provide companies with an easy-to-use indirect procurement solution to organize, streamline, manage, and optimize purchases. Key functionality of the SRM solution includes:

- Employee self-service capabilities to enable employees to order goods and services that support purchasing policies and rules
- Ability to import, set up, and manage supplier specific catalogs
- Procurement shared services buy center capabilities across legal entities and company units
- Spend analysis and procurement budgetary control with integrated workflow
- Supplier self-service where suppliers can manage their own procurement data associated with supplying goods and services

Customer Relationship Management (CRM)

Plans include helping customers to drive successful customer interactions and better resolve customer issues. Expected enhancements will enable users that are interacting with customers to track requests and easily find and access relevant customer information to have a complete overview of all customer activities.

Expense Management

Improvements are planned to the existing expense management solution and additional features will be added to help companies increase employee productivity and decrease expense processing cost. Planned functionality enhancements are:

- Ability to maintain and manage receipts
- Automate the expense management process with enhanced credit card import and dispute handling
- Enable preventive compliance and enforcement with company travel policies
- Support of policies that span multiple companies and operating units.
- Ability to enter cross-company expense reports
- Improvements to the expense management workflow

Human Resources Management (HRM)

Core Human Resources will be strengthened as part of our integrated ERP offering.

Planned enhancements that help automate transactions of core HR processes are:

- Ability to manage core employee data shared between companies
- Ability to track and report on injuries and illness incidents
- Support for employee self-service performance goal settings
- Support of tracking of benefits for employees
- Employee hire processing

Compliance

Continued investment is planned in integrated compliance functionality that helps customers with their compliance initiatives, simplifies and accelerates implementation, and improves audit controls.

Integrated compliance functionality includes:

- The ability to better manage segregation of duties and related controls to manage and mitigate potential conflicts using user-defined rules
- Ability to define, track, manage, test, and report on the existence and effectiveness of internal controls by using out-of-the-box control libraries

Environmental Sustainability

New Environmental Sustainability Dashboard enhancements will enable customers to more fully understand the environmental impacts of their business processes. Environmental sustainability data is collected and tracked through normal business processes, which helps companies lower the burden of fulfilling not only regulatory reporting requirements, but also requests for data that come from supply chain partners. This will give them the ability to consider their business decisions from multiple perspectives, including the environmental implications, so that they can make choices that are better for the environment and their business. It will also help them maintain, even strengthen, their competitive edge as the market places greater emphasis on the transparency of this type of information.

Planned functionality:

- Includes Version 2 of the Environmental Sustainability dashboard, which will enable reporting on all Core Environmental Performance Indicators (as identified by the Global Reporting Initiative (GRI))
- Will enable what-if-analysis to ensure more proactive management of programs designed to reduce impacts
- Will feature Enterprise Portal data entry so that important information can be more easily captured and tracked
- Will enable footprint by item calculations so that impact data can be viewed in terms of products produced
- Will provide a graphic visualization of process flows for easier setup and management

Industry Enhancements

Manufacturing

Planned enhancements in manufacturing will help customers lower the total cost of manufacturing by improving manufacturing efficiency and supporting integrated lean manufacturing capabilities.

Planned key enhancements include:

Lean Manufacturing

Microsoft Dynamics AX '6' will support integrated lean manufacturing capabilities and enable identification and elimination of waste.

Lean Manufacturing capabilities will include support of:

- Mixed-mode production environment by integrating lean and MRP using pull points
- Five lean principles:
 1. Ability to define customer value reducing cost and implementation of standard work
 2. Ability to define the Value Stream and related processes
 3. Flow, implement cellular manufacturing and flow scheduling
 4. Ability to plan/execute according to Pull method utilizing Kanban/pull framework
 5. Ability to strive towards perfection by implementing workflow and BI
- Ability to support continuous improvements through version control of value stream and Kanban rules

Enhancements to support manufacturing efficiency improvements are:

- Capability-based teams/scheduling
- Workflow-enabled Time and Attendance
- Enhanced WIP tracking and validation across different departments and roles
- Support of Manufacturing Execution System (MES) capabilities according to ISA-95 level 3 and 4
- Ability to support quality control processes per company policies, such as inspection rules and procedures, and effectively manage and control defect goods
- Support of 24-7 Master planning

Wholesale/Distribution

Planned functionality will enable companies to deepen customer relationships and help enhance customer value by focusing on completing the service, establishing collaborative supply arrangements, and optimizing order management processes.

Planned key features include:

- Enhanced customer interaction, including the ability to better resolve customer issues
- Ability to manage long-term agreements with customers on the delivery of products, at certain specific conditions within a certain period of time
- Better support for global sourcing
- Built long-term agreements with suppliers through contract management
- Ability to record and track overhead cost of purchase orders
- Spend analysis and procurement budgetary control
- Supplier self-service where suppliers can manage their own procurement data associated with supplying goods and services.
- Support of 24-7 Master planning

Professional Services

In Microsoft Dynamics AX '6,' a comprehensive set of professional services industry-specific capabilities are planned. These will cover resources and project management, as well as project collaboration, to help organizations optimize resource utilization, help increase revenue, and improve customer satisfaction by delivering projects within time and budget.

Planned features include:

- Resource and capacity planning and forecasting to help manage a global resource pool, including a graphical presentation of availability and assignments
- Ability to manage shared resources across departments/geographies/business units and legal entities
- Capability to help better manage projects and track financial commitments, performance, and milestones throughout the project cycle
- Web-based team collaboration using Microsoft Office SharePoint to help deliver successful projects

Public Sector

Microsoft Dynamics AX '6' will provide government organizations with a comprehensive solution with public sector-specific functionality to help enhance productivity and to meet complex regulatory, budgetary, and grant compliance requirements. The intended features will help government organizations to efficiently operate their unique business needs and include:

- Streamlined and simplified budgeting and planning that enables what-if scenarios and hierarchical budgetary controls
- Model, change, and report on simple and complex hierarchical structures with the ability to handle departmental or agency reorganizations in a jurisdiction
- Track costs more easily through integrated grants and project management
- Expedite order processing with the ability to procure items over the Internet with regulatory and budget compliance
- Streamline the book-closing process and simplify period-end, year-end, and carry-over procedures

Retail

Microsoft Dynamics AX for Retail helps customers to significantly reduce complexity by solving the challenge of integration from the store – both on-premise and on-line – to the headquarters and supply chain, by empowering users to be more productive and provide stronger customer service.

Planned feature enhancements are:

- Store portal and role centers
- Enhanced support for franchise operations
- Enhanced user experience in both the retail store and headquarters
- Enhancements to merchandizing and assortment management through advanced grouping technology

Microsoft Dynamics AX for Retail is planned to be available after general availability of Microsoft Dynamics AX '6'.

Strengthening Global Presence

With the release of Microsoft Dynamics AX 2009, Microsoft added support for bi-directional languages and the Arabic and Hebrew language. This brings the total list to 42 language versions and 38 country/region localizations (Israel planned for December 2009). In Microsoft Dynamics AX '6,' the focus will be on expanding the support for regulatory requirements for existing countries. The strategy for Microsoft Dynamics AX includes continuous expansion into new markets with new localizations.

In addition, Microsoft Dynamics AX '6' will take another step forward to supporting multinational organizations by merging and consolidating the existing Global Layer (GLS) functionality towards a worldwide single instance support. The consolidation of the GLS layers is planned to be completed in two phases. Phase 1 of the consolidated GLS layer is planned to be available at RTM of Microsoft Dynamics AX '6' and contains local functionality for Russia, China, India, and Japan. Phase 2 will include country/region localizations for Brazil, Czech Republic, Turkey, Hungary, Poland, Estonia, Latvia, Lithuania, and Israel and will be released after RTM of Microsoft Dynamics AX '6'.

FUTURE RELEASES

Microsoft will continue its long-term investment in the Microsoft Dynamics AX roadmap and we will continue our focus on enabling customers in their pursuit towards the 'Dynamic Business.'

With future releases, such as Microsoft Dynamics AX '7' or Microsoft Dynamics AX '8', we will continue to invest in the following areas:

- Simplifying the entire application lifecycle from installation, configuration, integration, deployment, use, and upgrade
- Building out the functionality footprint in business processes for our focus industries
- Evolve from a monolithic architecture towards a suite of composite services, improving the flexibility and choice to outsource specific processes, as well as lowering the cost of integration between different applications
- Utilizing the SOA capabilities provided by the Microsoft application platform and Project 'Oslo' to continue down a path of offering adaptable business processes
- Dynamics User Experience Leadership by expanding the RoleTailored design and providing a more context sensitive experience
- Integration with the latest Microsoft technology to enable customers to utilize technology enhancements

CUSTOMER SUPPORT AND MAINTENANCE POLICIES

Business Ready Customer Care

The Business Ready Customer Care initiative reinforces our ongoing pledge to our customers and partners by extending support for the Microsoft Dynamics portfolio, offering insight into future development themes, providing several ways to engage with a vibrant user community, and help influence the future direction of the selected product. With this initiative, Microsoft provides customers with:

Choice

Microsoft is adding Extended Support for Microsoft Dynamics CRM, ERP, and RMS products, extending the Microsoft Support Lifecycle policy beyond the five-year Mainstream Support phase previously available. With the addition of Extended Support, Microsoft Dynamics products will receive a minimum of 10 years of support from Microsoft. Read more about the [Microsoft Support Lifecycle](#).

The Microsoft Support Lifecycle policy will provide you with more predictable support timelines and gives choice and flexibility over the decision of when to make the next technology move based on your business requirements.

Influence

Customers now have more options than ever before for providing feedback and influencing the direction of the product roadmap for the solution you've implemented. Customers are now able to use Microsoft Connect to enter new feature requirements and product suggestions 24/7 and have an ongoing dialogue with Microsoft Dynamics developers of your solution.

Visibility

Microsoft is providing our customers and partners with greater visibility into the future development plans for the Microsoft Dynamics line by delivering this product-specific statement of direction for Microsoft Dynamics AX.

This statement of direction, delivered 12-24 months in advance of the next version release, provides increased visibility into the direction of Microsoft Dynamics AX, enabling customers and partners to more efficiently manage their infrastructure and undertake product and IT planning with greater foresight, based on knowledge of the product roadmap.

[Find more information on Business Ready Customer Care.](#)

Microsoft Dynamics CustomerSource

Microsoft Dynamics CustomerSource is an information-packed, password-protected site for customers who use Microsoft Dynamics products. Included as a benefit of your service plan, CustomerSource allows you to search a powerful Knowledge Base for Microsoft Dynamics, view unlimited online training for Microsoft Dynamics, download updates, and find other timely information and resources virtually 24 hours a day.

To learn more about CustomerSource visit:

<http://www.microsoft.com/dynamics/en/us/customersource.aspx>

Connect

Connect provides services, tools, and direct access to Microsoft Dynamics communities in the right place at the right time. Whether you are in the Microsoft Dynamics Community or Microsoft Dynamics AX 2009 Community, you will be able to access the benefits available to you. Customers on the Business Ready Enhancement Plan will have full access to CustomerSource, which provides you with enhancement benefits, including access to training, e-learning, job aides, and product information, whether you are using an on-premise, partner-hosted, or online version of your Microsoft Dynamics solution. Access, collaborate, and maximize your resources through the services CustomerSource and Communities, all from within Microsoft Dynamics AX 2009.

Online Communities

Microsoft encourages online communities and dialogue so the users of our products can share their knowledge and experience. We support several user groups and customer councils. In addition, we host several forums where people can meet on our Web sites.

We launched three online communities for professionals: Finance, Service, and Sales and Marketing. For example, customers can participate in the Microsoft Dynamics Finance Community, which provides the opportunity to learn from and collaborate with individuals who work in similar roles and industries in other organizations. Finance professionals can follow community discussions and the latest news by pulling the most important news from their community into the Role Center they work in on a day-to-day basis via Connect.

To learn more about the online communities visit:

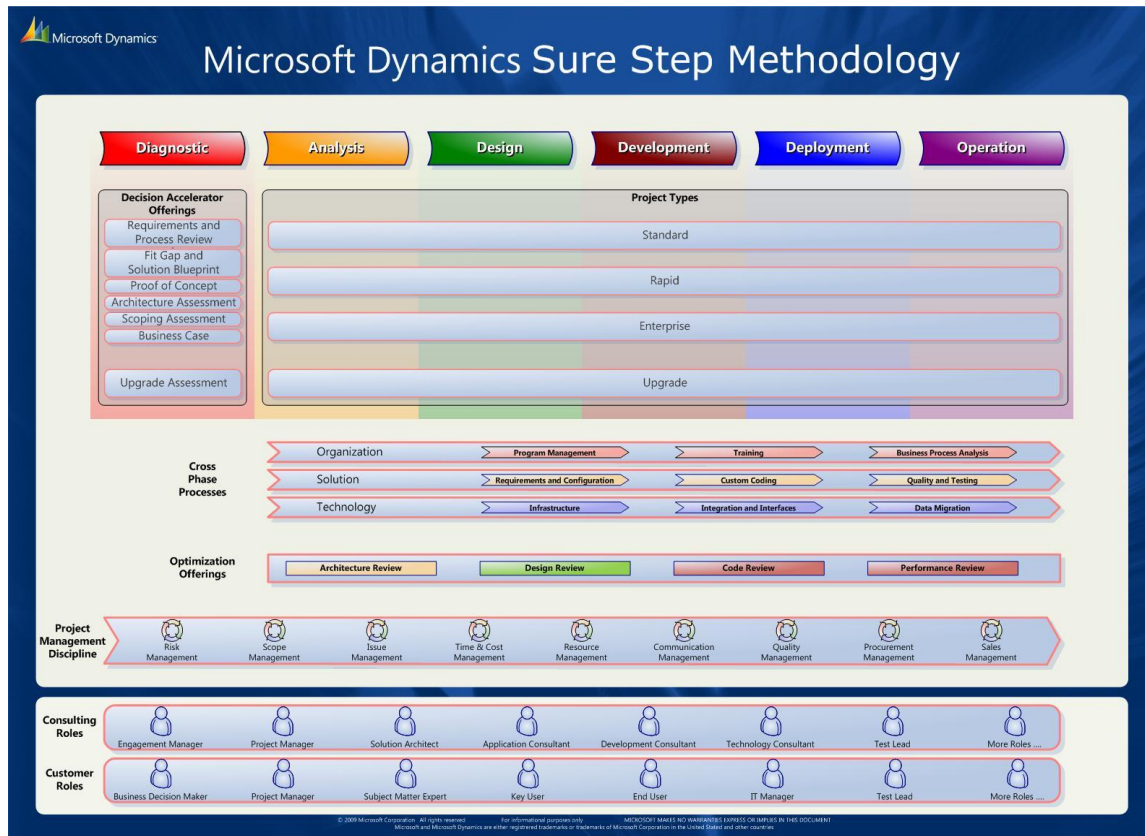
<http://community.dynamics.com/>

Service Pack, Roll-Ups and Hot Fix Policy

Service packs are the means by which product updates are distributed. Service packs may contain updates for system reliability, program compatibility, security, and more. All of these updates are conveniently bundled for easy downloading. While service packs offer many benefits, they can sometimes be disruptive to the business cycle. To minimize this disruption, we only ship service packs when there are compelling customer or engineering requirements to do so. In addition, customers and partners can request hot fixes between releases of service packs. In addition to hot fix releases, Microsoft releases hot fix Roll-Ups, which are cumulative packs of previously shipped hot fixes that usually include updates of local or regional Microsoft Dynamics AX features, due to changes in regulation. Roll-Ups are shipped on a regular cycle of every 3-4 months.

Microsoft Dynamics Sure Step for High-Quality Implementations

For implementations and upgrades of Microsoft Dynamics solutions, customers should look to their partners to provide the expertise needed to get them up and running on their Microsoft Dynamics solution at the lowest cost possible. Microsoft Dynamics Sure Step helps your Microsoft partner deliver a predictable, on-time, and on-budget Microsoft Dynamics implementation that can provide you a rapid return on investment, meet your business requirements, and help you be poised to meet future needs as your company evolves.



With Microsoft Dynamics Sure Step, partners have access to a methodology combined with project management discipline and field-tested best practices, plus user-friendly tools that enable more rapid, efficient, and lower cost deployment, migration, configuration, and upgrade of Microsoft Dynamics AX solutions.

Here are three key benefits for customers who work with a partner using a proven implementation methodology like Microsoft Dynamics Sure Step:

Control:

- Realize the benefits of the Microsoft Dynamics solution quickly and predictably with Sure Step, which helps the Microsoft partner complete the implementation on time and on budget.

- Access to in-depth technical resources through Sure Step from Microsoft helps the Microsoft partner ensure that the resources and knowledge needed to solve even the most challenging issues will be available during your implementation.
- When the Microsoft partner is focused on meeting the customer-specific needs and not building proprietary methodologies, customers can get more value from a Microsoft Dynamics solution that is streamlined just for them.
- Effective project management is critical to ensuring a successful implementation. Sure Step provides tools and guidance that are tested and proven by the Project Management Institute. This can help the Microsoft partner ensure a successful project by managing productive meetings, clarifying roles, communicating with customers effectively, and delivering value throughout the implementation.

Confidence:

- Sure Step provides Microsoft partners with detailed requirements-by gathering checklists that speed the discovery and requirements definition processes, ensuring that the solution requirements are complete and will meet customer business needs.
- Throughout the implementation, the Microsoft partner can use project workflow diagrams within Sure Step to show the progress and help plan for upcoming tasks. Because customers can easily visualize the project, they will be prepared to effectively manage through the transition to the new Microsoft Dynamics solution.
- Sure Step helps the Microsoft partner clearly define roles needed throughout implementation projects, allowing customers to better select and manage their internal implementation team.
- Sure Step offers rapid implementation projects that the Microsoft partner can use to streamline the implementation for a quick return on investment.
- With a visual map of the implementation project and access to CustomerSource through the Business Ready Enhancement Plan, customers can get the users trained and prepared in a cost-effective manner.

Visibility:

- During the Microsoft Dynamics implementation and beyond, customers have access to CustomerSource, a key benefit of the Business Ready Enhancement Plan. CustomerSource gives customers access to valuable online training tools, tips, and tricks to help your users get the most benefit from the new solution, and a broad community of other Microsoft Dynamics users from whom you can learn.
- Sure Step provides a standardized set of industry best practice templates that Microsoft partners can use to document progress and value throughout your implementation project. Customers can use these documents to demonstrate the value of the implementation to investors and boards of directors.
- Through Sure Step, customers can easily visualize the implementation process which helps manage the timeline and communicate process changes to employees and their end-customers well in advance of transition to Microsoft Dynamics.
- Throughout the project, the Microsoft partner can provide customers full visibility into the roles and responsibilities of all their project team members, helping assure the most qualified resources are assigned to the implementation.

Our customers can increase the success of their Microsoft Dynamics investment and be more confident that the Microsoft Dynamics implementation will meet requirements and

stay within budget. By working with a Microsoft partner who uses proven methodology - implementation processes and tools – customers can more easily meet five criteria that will help them achieve a successful software implementation.

1. **Executive Commitment:** Executive and middle management support is essential to the success of a Microsoft Dynamics AX project. Keeping management involved can help ensure that business goals are met.
2. **Smart Budgeting:** Many companies attempt to cut project costs by minimizing focus on change management, project management, and training. Instead of eliminating these integral pieces, consider other options to help streamline budget,
3. **Change Management:** During an implementation, it's essential to inform end users of upcoming changes, being sure to explain the benefits and offer training. Microsoft partners can recommend ways to limit user frustration and realize a successful user experience.
4. **Project Management:** A successful project starts and ends with a successful team. At the heart of every successful team is an experienced project manager. The experience and recommendations of a Microsoft partner will help ensure a successful project.
5. **Manageable Modifications:** Leverage solution capabilities and learn to manage modifications to fit budget and business needs. Microsoft partners can assist with the process of aligning business goals with Microsoft Dynamics features before deciding to build extensive modifications into the solution.

Microsoft Dynamics Sure Step is designed to help drive productivity by providing a consistent approach and a standard set of tools and templates that help to ensure projects are completed efficiently, driving business value right away, while helping to experience reduced risk to the business and high customer satisfaction. Partners can also more easily work with other partners and Microsoft consultants on large, multisite or multiple region implementations or with ISVs who provide third-party solutions or expertise. With Sure Step, partners can be assured that they are using the same approach driving toward a successful customer implementation.

Sure Step is currently available in English, German, Spanish, French, Russian, and Japanese to any Microsoft Dynamics partner worldwide.

Sure Step Roadmap



The Sure Step releases are closely aligned with Microsoft Dynamics product lifecycle and support plans; Sure Step provides guidance on all latest product releases. Future releases will enhance the current Product guidance with Horizontal and Vertical Solutions. Specifically, Sure Step will provide Vertical Solutions guidance and best

practices for the "Target Industries" described above. These will be available on a regular basis over the next two years. On the Horizontal Solutions, guidance on Microsoft Dynamics AX integration with Microsoft Office SharePoint Server, Business Intelligence tools, BizTalk, and other Microsoft technologies. Customers are encouraged to talk to their partners about the use of Sure Step on Microsoft Dynamics AX implementations and to manage the business systems and process changes.



Rapid Configuration Tool for Microsoft Dynamics AX 2009

The Rapid Configuration Tool for Microsoft Dynamics AX 2009 supports partners and customers in the implementation and configuration process by providing and linking project management features, easier configuration access, communication support, and documentation on how to configure Microsoft Dynamics AX.

Migration Tool for Microsoft Dynamics AX

Migrating data from a legacy or discontinued business management system to a new system can be costly in terms of time and resources. Partners can mitigate the impact of data migration by using proven software tools and a well-documented methodology.

Microsoft intends to help partners improve productivity and reduce total cost of ownership (TCO) for customers by providing such tools and methodology through a new competitive migration initiative. The Migration Tool for Microsoft Dynamics AX, available for partners worldwide from PartnerSource, can help partners and their customers to migrate data from other business management systems and legacy systems to Microsoft Dynamics AX 2009.

[Read more about the Migration Tool for Microsoft Dynamics AX.](#)

CONCLUSION

As the Microsoft Dynamics AX business continues to grow and expand, we maintain our dedication and commitment to helping partners and customers realize their full potential. Our goal is to help mid-sized organizations address the challenges of operating in a rapidly changing global economy. And the way forward is clear. The Microsoft Dynamics AX product roadmap will help us deliver functionality that is relevant and necessary for organizations pursuing the Dynamic business by ensuring productive people, adaptable business processes, and a connected ecosystem. We are confident that the development initiatives outlined in this document will further strengthen the product today, while helping to secure the investments of our partners and customers long into the future.

APPENDIX

Business Benefits and Key Features of Microsoft Dynamics AX 2009

The following section provides a high-level overview of the business benefits that Microsoft Dynamics AX 2009 offers organizations. More detailed documents describing the enhancements, as well as training documents and white papers, are available on PartnerSource and CustomerSource.

Increase Productivity

Microsoft Dynamics AX 2009 helps people be more productive and manage work effectively by providing familiar, easy-to-use tools that help them work faster and make decisions with confidence. Key Components that have been added in this release are:

- More than 30 Role Centers, which have intuitive, graphical displays of the information and activities most relevant to specific job roles. People can quickly prioritize work by viewing relevant tasks and information in their Role Center, a single location that provides a unified work list, visual task queues, access to business processes and reports, business notifications, key performance indicators (KPIs), and other important information. Moreover, these Role Centers help people understand the context of business processes and keep critical tasks, projects, and orders on track with notifications and alerts initiated by automated workflows.
- Microsoft Dynamics AX takes advantage of research for other Microsoft products, such as Windows Vista and the Microsoft Office 2007 system, to enhance usability while providing richer functionality and introduces the familiar concepts like the address bar with breadcrumb path, travel buttons, list pages, advanced filter capabilities, visualizations, and more.
- Help people communicate and collaborate more easily through integration with Unified Communications and Microsoft SharePoint Technologies.
- Enable self-service BI by providing data cubes that can be displayed as KPIs in employees' Role Centers, and viewed with more detail in Excel. Automatically generate custom reports by using Microsoft SQL Server Report Builder, an ad hoc query tool and component of Microsoft SQL Server Reporting Services.

Manage Change & Growth

Microsoft Dynamics AX helps to build profitable supply chain relationships and quickly adapt internal processes to meet changing demands and helps support growing companies to meet the extended requirements.

Key components of this release include the following capabilities to help you:

- Scale your solution as your business grows. Three-tier architecture and integration with other Microsoft technology, such as Microsoft SQL Server 2008, give you the ability to easily add users and sites (more in the section below).
- Establish and automate supply chain collaboration by exchanging business documents via the enhanced Application Integration Framework (AIF).
 - Use security-enhanced virtual networks, predefined industry templates, and graphical mapping tools by using Microsoft BizTalk® Server 2006 R2 and the BizTalk Adapter for business-to-business (B2B) scenarios.

- Create Web services to exchange information with suppliers. Web services can expose Microsoft Dynamics AX data or consume data from other systems.
- Exchange business documents easily with over 50 preconfigured documents.
- Use Windows Workflow Foundation to create business rules and customer workflows—or use templates—to automate business processes.

Compete Globally

More and more organizations and companies must face the challenges of being a part of a global economy. Whether it is expanding into new markets with sales and manufacturing sites, sourcing from vendors in other countries to reduce costs or facing new competitors from other countries in your home market, companies are feeling the pressures.

This release addresses the challenges of competing in a global market by providing functionality to help businesses standardize and harmonize business process across an international organization and also helps to reduce cost by automating business processes. Enhancements in this release are:

- Promote the adoption of best practices by centralizing processes with support for shared services.
- Streamline procurement processes with purchase requisitions and requests for quotations (RFQs).
- Share quality management processes across the organization to help ensure products are manufactured to standard across a distributed system.
- Improve flexibility and handle more complex supply chain demands across your multisite organization with the ability to use the site dimensions within a company.
- Consolidate financial information across multiple sites and international locations, while maintaining local financial information relevant to each location.
- Provide integrated, Web-based expense management and entry, and standardize corporate best practices and processes across your global organization.
- Time zone support helps you to run more accurate operations across your international organization.
- Improve visibility across your global organization through the combination of Microsoft Dynamics AX with powerful Microsoft business intelligence applications built on the Microsoft SQL Server 2008 platform for more complex views of business data.
- Model, evaluate, and contribute to advanced planning and reporting scenarios across the company, such as consolidated budgeting and planning through integration with Microsoft Office PerformancePoint® Server.
- Centralize deployment to improve visibility and streamline processes across the organization through the harmonization of country-specific layers

Simplify Compliance

Help reduce risk and liability associated with corporate governance, regulatory compliance, and customer initiatives.

- Improve your ability to manage human resource requirements by complying with U.S. employment regulations, including the Americans with Disabilities Act and Form I-9 regulations.

- Support collection of environmental data increasingly required by supply chain partners while helping identify highest impact reduction efforts (for wastes, as well as resources like energy) throughout business processes from manufacturing to logistics.
- Take advantage of new supply chain opportunities by supporting customer initiatives, such as an RFID-enabled supply chain.
- Help ensure transparency into corporate governance and compliance activities with the Compliance Center, a single location for policies and procedures, process documents, database logs, reports, charts, and key risk indicators.
- Easily describe business processes with the built-in Task Recorder.

Microsoft Dynamics AX 2009 Service Pack 1 and Targeted Releases

Microsoft Dynamics AX 2009 Service Pack 1

In addition to a number of optimizations and hotfixes, Microsoft Dynamics AX 2009 Service Pack 1 offers partners and customers a number of enhancements, including Electronic Signature, Right-to-Left Date Support, support for additional GLS layers, Windows Essential Business Server 2008 add-in, and Microsoft SQL Server 2008.

Service Pack 1 is also a prerequisite for the installation and/or support of Lean Manufacturing and the Environmental Sustainability Dashboard.

Microsoft Dynamics AX 2009 Service Pack 1



Figure 8: Service Pack 1 includes many enhancements and optimizations. It is also a prerequisite for the installation and/or support of Lean Manufacturing and the Environmental Sustainability Dashboard [Learn more about SP1.](#)

Environmental Sustainability Dashboard

Companies are experiencing increasing pressure from all angles to adopt environmental sustainability initiatives within their businesses. Increasing regulations, threat of exposure by NGOs, supply chain reporting, increasing risk, employee retention, and brand protection are just some of the issues companies face when it comes to managing the environmental impact they have. Indeed, a company should be able to view every decision it faces in terms of its environmental impact, as well as in terms of the financial repercussions of that decision. In order to enable this, environmental information must permeate the ERP system.

Experts agree that an important first step companies must take to prepare for the market transition brought on by climate change is to determine their carbon footprint. Tracking their energy consumption and greenhouse gas (GHG) emissions will enable them to understand their level of exposure as we move toward a seemingly inevitable carbon market. The Environmental Sustainability Dashboard for Microsoft Dynamics AX 2009 can facilitate the data collection required to bring a level of consistency to their GHG/carbon footprint tracking process.

The dashboard was released in February 2009 and includes the four core environmental performance indicators as defined by the Global Reporting Initiative (GRI), which is the standard in environmental reporting. The Environmental Sustainability dashboard is available in 17 countries and translated in over 10 languages.

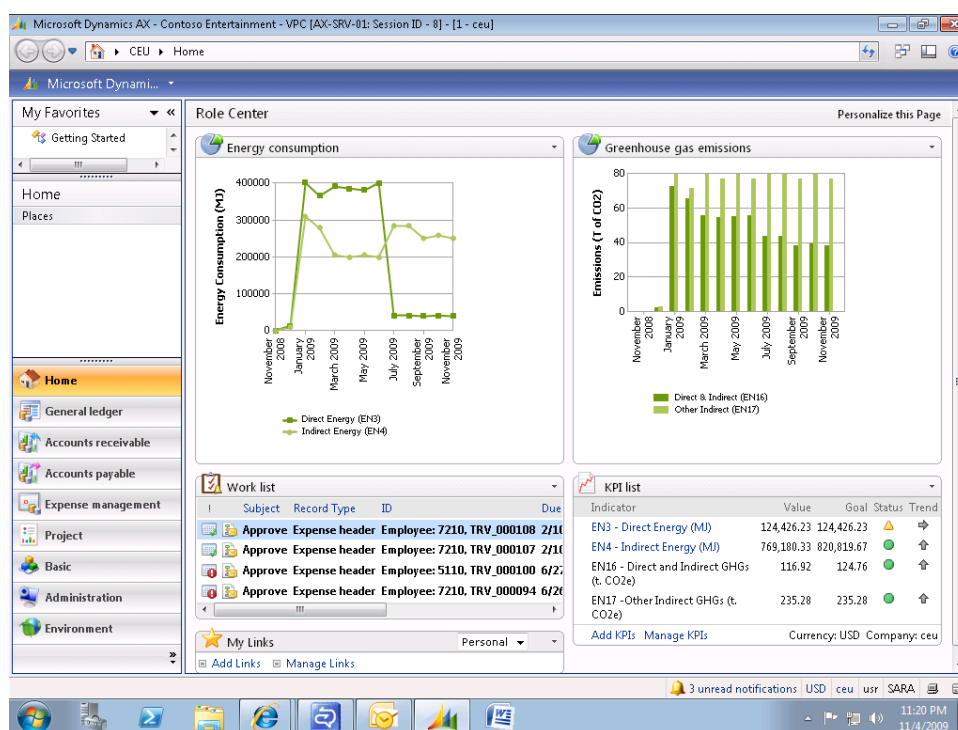


Figure 9: The Environmental Sustainability Dashboard for Microsoft Dynamics AX can help organizations track their energy consumption

Project Time Management

Project Time Management delivers time entry and approval functionality for project and professional service organizations. The flexible time periods and workflow-based approval engine enable organizations to tailor time entry and approval to their business needs. Delivered via the Microsoft Dynamics AX client or in Enterprise Portal, organizations will be able to roll out time entry to all project participants in the organization. Accurate and timely recording of hours for projects will give project and practice managers up-to-date visibility on project status and profitability. Moreover, it will be possible to invoice customers faster, which can have a positive impact on the organization's cash flow. Project Time Management was released in March 2009.

For more information about Project Time Management please visit PartnerSource or CustomerSource.

Lean Manufacturing

Lean Manufacturing in Microsoft Dynamics AX empowers people in manufacturing organizations to streamline and integrate processes, minimize waste, optimize the supply chain, and manage demand-driven operations. Robust lean manufacturing functionality, delivered as an integral part of a flexible, security-enhanced, and familiar end-to-end business management solution, builds on the solution's collaboration tools and access to real-time business insight to facilitate value stream mapping, process integration, informed decisions, and continuous improvement. As a result, manufacturing organizations can help to effectively implement, energize, and sustain lean manufacturing strategies to reduce time-to-market, increase profitability, and gain a competitive advantage.

The Lean Manufacturing module includes elements such as:

- Value stream
- Cell concept
- Lean order schedules
- Heijunka board
- Kanban
- Manufacturing without production order
- Kanban board
- Kanban inventory overview

Lean Manufacturing was released in August 2009 and is available in Canada, United Kingdom, and the United States of America in U.S.-English only.

Microsoft Dynamics AX 2009 Management Pack for System Center Operations Manager (SCOM) 2007

Monitoring Microsoft Dynamics AX with Microsoft® System Center Operations Manager can reduce the cost of managing a distributed Microsoft Dynamics AX system. Operators and administrators can view information about all Application Object Server (AOS) instances in the environment, take AOS servers offline for maintenance, and troubleshoot problems with AOS instances – all from a centralized console. In combination with the Management Packs for SQL Server and Windows Server, the Microsoft Dynamics AX 2009 Management Pack enables administrators to proactively react to changes in the overall health of the Microsoft Dynamics AX environment, and to

adjust the system for optimal performance and reliability. The Microsoft Dynamics AX 2009 Management Pack for SCOM is available for download from the SCOM catalogue.

Microsoft System Center Data Protection Manager 2007 Backup Assistance Tool for Microsoft Dynamics AX 2009

Microsoft Dynamics AX 2009 is built on top of Microsoft SQL Server database and Microsoft Office SharePoint Server 2007 solutions. Microsoft® System Center Data Protection Manager (DPM) 2007 with Service Pack 1 provides a comprehensive feature set that provides unified disk-, tape- and cloud-based protection for the various components of the Microsoft Dynamics AX 2009 deployment, with byte-level replication and integrity checking, plus full support for disk-to-disk, disk-to-tape, and disk-to-disk-to-tape backup. DPM 2007 with SP1 offers comprehensive data protection for organizations of all sizes, helping to maintain the business value of the Microsoft Dynamics AX 2009 deployment by making it better protected and more available.

The DPM 2007 Backup Assistance Tool for Microsoft Dynamics AX 2009 helps partners or customers, who are configuring the backups in DPM, ensure that they have included all the necessary files and databases in the backup schedule. Running the tool on the Microsoft Dynamics AX application server will also make it simple for the backup administrator to identify exactly where the data and files that need to be backed up are located and the name of the server they are on. The tool will provide this information that can then be used directly into the backup configuration wizard of DPM to select the right data. In many cases, backups are configured by backup administrators who won't necessarily have knowledge of the applications they are backing up. This tool will not only help to simplify backup configuration, it will also help reduce the risk of data not being backed up.

The Systems Center Data Protection Manager Backup Assistance Tool for Microsoft Dynamics AX 2009 is available for download on Partner Source and Customer Source.

Microsoft Dynamics is a line of integrated, adaptable business management solutions that enables you and your people to make business decisions with greater confidence. Microsoft Dynamics works like and with familiar Microsoft software, automating and streamlining financial, customer relationship, and supply chain processes in a way that helps you drive business success.

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