BUSINESS CENTRAL UPGRADE MANAGEMENT SUBSCRIPTION PLAN

Remove the frustration and hassle of updating your Business Central environment with the TruNorth Dynamics Business Central Upgrade Management Subscription Plan. New functionalities roll out in release waves from Microsoft – major updates in April and October and minor updates monthly. Invest in the stability, security, and efficiency of your BusinessCentral environment.

1) Major Updates Support (Released in April and October)

- Enable, learn, and test new capabilities before the release to production within a Sandbox environment for internal testing. TruNorth Dynamics will schedule the update window and specify the update time parameters for each environment.
- TruNorth Dynamics will hold two "What's New?!" Webinars to discuss the major updates released in April and October to highlight features of critical importance to the environment and application.

2) Minor Updates Support (Monthly Updates)

- TruNorth Dynamics will schedule the updates within Microsoft's timeframe.
- Updates are released on a monthly cadence; they are often minor but will improve system functionality or processes.

3) Proactive Environment Reviews

- The Upgrade Management Subscription includes regular environment reviews. These assessments help identify potential bottlenecks, performance issues, and issues related to your upgrades.
- By proactively addressing these concerns, we ensure that your system remains stable, efficient, and compliant. This proactive approach minimizes the risk of unexpected downtime or data loss.

4) Navigating Microsoft's Evolving Processes

- Microsoft continually updates and enhances their products, including Dynamics 365 Business Central. These changes often introduce new features, security protocols, and compliance requirements.
- Our subscription covers the additional processes required by Microsoft. We stay informed about these updates and ensure seamless transitions during upgrades, minimizing disruptions to your daily operations.

5) Reducing Long-Term Costs

- Regular environment reviews prevent costly emergencies down the line.
- By maintaining a healthy system, you avoid unexpected downtime, data corruption, and the need for emergency support—saving both time and money

6) Expert Guidance

- Our experienced consultants provide personalized advice. Whether it's planning for major upgrades or addressing specific challenges, we're here to guide you.
- With our subscription, you gain access to a team of experts who understand your unique environment.

The Upgrade Management Subscription Plan costs $350 per month or $4,000 for a yearly agreement without multiple ISVs, integrations and/or Multi-Entity Management. The Advanced Upgrade Management Subscription Plan costs $560 per month or $6,500 for a yearly agreement with multiple ISVs, integrations, and/or Multi-Entity Management. Both selections require a two-year minimum agreement and do not cover customizations or code changes; however, an estimate will be provided if changes are required. Though this is optional, we believe this is crucial for your organization to include regular environment reviews, reduce long- term costs, and to have access to a team of experts who understand your unique environment. Without the plan, you will be charged time and materials for our consultants and to administer your upgrade tasks for your environment and/or any issues that may arise from updates or releases. Should you wish to terminate your agreement early, time consumed will be evaluated and an early termination fee assessed.

Microsoft Dynamics 365 Business Central