



Microsoft 365 Dynamics User Manual

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Capture new business opportunities of tomorrow

Microsoft Dynamics 365 is the next generation of intelligent business applications that enable organizations to grow, evolve, and transform. These applications unify CRM and ERP capabilities by delivering new purpose-built applications that work together seamlessly to help manage specific business functions.

Options for one, or many, applications

Applications—Individual applications for organizations who need access to one Dynamics 365 application. Customers may purchase a single application as a user's Base license.

Users requiring multiple core Business Applications may purchase as many Attach licenses as needed at a reduced price.

Choices for any type of user

- **Full users**—are the users whose work requires use of the feature-rich business applications functionality.
- **Additional users**—may consume data or reports from line of business systems, complete light tasks like time or expense entry and HR record updates or be heavier users of the system, but not require full user capabilities.
- **Device**—any number of users can access a licensed device without the need for separate User SLs.

How is Dynamics 365 licensed?

Dynamics 365 simplifies the licensing of business applications. The primary licensing method is by named user subscription. The Dynamics 365 user subscriptions classify users into two types: "full user" and "additional user".

Additional user subscriptions

- **Team Members:** lightweight access through designated scenarios built into Team Members experience.
- **Activity:** more capabilities than the Team Members license, but do not require the use rights of a full user.
- **Device:** multiple users can access Dynamics 365 applications through a shared device login.

Using any Dynamics 365 application:

- Share knowledge across the organization
- Provide all users with valuable insights
- Execute basic customer and business processes

Full-user subscription offerings

Full users are those whose work requires use of the feature-rich business application functionality. The Dynamics 365 user subscriptions are licensed with Dynamics 365 Application subscription.

Application subscriptions

Application subscriptions are named user subscriptions where a user is licensed only for one individual application. Dynamics 365 applications can be licensed by Enterprise User SL, Professional User SL, or by Device SL.

Users who only need a single application may purchase it as their base license. Users requiring multiple applications may purchase as many additional applications, as their Attach licenses, at a reduced price. Each Attach license can only be assigned to a user with a qualifying Base license.

Application subscriptions also include use rights to PowerApps for mobile app creation and use against Dynamics 365 data.

Dynamics 365 Solutions

Dynamics 365: Optimized for 250+ employees:

- Unifies Customer Relationship Management (CRM) and Enterprise Reporting Planning(ERP)
- Online/on-premises dual-use rights
- ERP: 20 min purchase requirement
- CRM: no min purchase requirement

Business Central:

Optimized for midsize business with core business needs:

- Helps organizations connect their financials, sales, purchase, inventory, projects, services, and operations
- Cloud only (available via CSP)

Mixed Reality: Merging of real and virtual worlds to produce new environments and visualizations where physical and digital objects co-exist and interact in real-time:

- Technology well suited to enhance creative problem-solving, collaboration, and ingenuity abilities
- Requires HoloLens

On-premises deployments

Dynamics 365 on-premises deployments are licensed under the Server + CAL model.

- Server Licenses/unlimited server installs (on private or public cloud, Azure included) now included with purchase of CALs

Available for on-premises full users:

- Customer Engagement: Sales, Customer Service, and Team Members CALs
- ERP: Operations, Retail, Operations – Device, Operations – Activity, and Team Members CALs
- Business Central: Essentials, Premium, and Team Members CALs

Continue to use the familiar on-premises solutions while benefitting from a simplified transition to Microsoft online services with the From SA or DPL licensing offers.

Dual use rights

One of the advantages of Microsoft Dynamics 365 is the option to deploy either in Microsoft online services or in a private on-premises or partner-hosted services.

With Dual Use Rights:

- Server Licenses/unlimited server installs are included with the User Subscription License (USL) for on-premises/cloud deployments (Azure included)
- Existing CALs are eligible to access Dual Use Rights server deployments
- Access on-premises servers with cloud USLs

- Users can enjoy a hybrid environment and move to the cloud at their own pace

Next steps

1. Learn more: <https://www.microsoft.com/dynamics365/home>
 - Dynamics 365 Licensing Guide
 - Dynamics 365 Business Central Licensing Guide
 - Mixed Reality Licensing Guide
 - PowerApps and Flow Licensing Guide
2. Participate in an evaluation to understand your current licensing position and future needs. Find your preferred Microsoft Authorized Enterprise Software Advisor (ESA) or Microsoft Licensing Solution Provider (LSP) or contact your Microsoft Account Representative.
3. Ready to get started? Try it!

A new approach to business application licensing

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