

Dynamics 365 Pricing Update

AlfaPeople Chile



Dynamics 365 Innovation

Microsoft is a leader among
top industry analysts

Microsoft has delivered continuous innovation of business applications products with a long list of newly added capabilities

- **AI and automation:** AI capabilities that help streamline tasks, accelerate operations, and personalize customer experiences to inspire productive work, increase efficiency, and generate new business value.
- **Optimized business processes:** Capabilities that help deliver business processes and workflows effectively.
- **Unified data, insights and analytics:** Capabilities that help unlock real-time actionable insights to optimize business processes, workflows, and customer interactions.

Dynamics 365 continues to deliver new value

Sample of new capabilities added since 2019

- AI & Automation
- Business Process Execution
- Data & Analytics

- Conversation intelligence for Sales Insights
- Customer Service Insights
- Customer Service: digital messaging
- FS: embedded IOT
- Remote Assist: mobile
- Finance: advanced revenue recognitions
- SCM: asset management
- SCM: planning optimization

- CX: pipeline manager
- CS: ContextIQ in Teams; unified routing; federated knowledge search & insights; agent dashboards and conversation insights
- CX: LinkedIn sales insights
- Finance insights: cash flow & budget insights; treasurer workspace
- CS: voice channel; Teams integration; new admin experience
- Field Service: new mobile app; tech tracking & enhanced scheduling
- Finance: invoice capture automation
- Finance & SCM: tax calculation service
- SCM: landed cost; warehouse mngmt mobile app; inventory visibility
- HR: enhanced employee profiles & LinkedIn integration

- Copilot in Dynamics 365 Sales
- Copilot in Dynamics 365 Customer Service
- Copilot in Dynamics 365 Field Service+ new FLW capabilities
- Copilot in ERP: Finance, Project Ops, SCM
- CS: voice channel expanded regions; improved admin experiences; 1-click omnichannel analytics
- FS: improved work order experience; Guides & Remote Assist included/no extra cost
- Finance: business performance planning; financial tags & updates to expedite closing books; adv. bank reconciliation
- HR: recruiting
- SCM: asset management in mobile app; warehouse-only mode

2019

2020

2021

2022

2023

2024

- Sales: predictive forecasting
- Customer Service: AI-suggested articles, similar cases
- Field Service: AI-suggestions for IOT alerts/incidents; predictive tech travel time
- Sales: relationship analytics
- Sales: accelerator; mobile app; activity management
- Customer Service: expanded digital channels; multi-session workspace; enhanced case management; proactive service with IOT
- Field Service: inspections
- Finance: asset leasing; automation & risk reduction
- SCM: Guides integrations; eng. change management; SC visibility add-ins; product floor execution interface

- Customer Service: contextual collaboration; AI-powered contact center
- Project Ops: automated expense management
- Finance: AI capabilities for collections
- Sales: predictive opportunity scoring
- SCM: sensor data intelligence
- Sales: Share/update CRM records in Teams
- Customer Service: additional digital engagement channels; support swarming with Teams (public preview); knowledge management enhancements; communities self service; enhanced workspace (inbox); knowledge management & SLA enhancements
- Field Service: mobile app enhancements; Windows app
- Guides: Remote Assist & Teams
- Finance: subscription billing; enhanced tax calculations
- SCM: DDMRP; global inventory accounting

- Copilot in Dynamics 365 Customer Service enhancements
- Copilot in Dynamics 365 Field Service enhancements
- Finance: business performance analytics
- Customer Service: Forecasting, Outbound voice and IVR enhancements
- Field Service: Integration with Finance & Operations

Dynamics 365 Price Update

Announce April 12, 2024, effective October 1, 2024

First substantive update to the list price for Dynamics 365 since licensing structure change in October 2019.

- This change will go into effect on October 1, 2024 – providing customers with about six months of advance notification
- Increases will apply globally to new and existing customers, and will be priced comparably in other currencies
- Existing customers will not experience any changes in pricing until their next renewal on or after October 1, 2024.
- This pricing update impacts all customer segments, including but not limited to Enterprise, SMC, Government, and Education customers
- The new pricing applies to most licensing programs, including but not limited to commercial Volume Licensing, MCA-E, CSP, and Web Direct.*

* The only programs excluded from this announcement are SPA/DPL (which are subject to a separate, regular pricing update cadence).

Impacted SKUs

effective October 1, 2024**

Enterprise

- CRM:
 - Dynamics 365 Sales Enterprise (\$95 → \$105)
 - Dynamics 365 Sales Device (\$145 → \$160)
 - Dynamics 365 Sales Premium (\$135 → \$150)
 - Microsoft Relationship Sales¹ (\$162 → \$177)
 - Dynamics 365 Customer Service Enterprise (\$95 → \$105)
 - Dynamics 365 Customer Service Device (\$145 → \$160)
 - Dynamics 365 Field Service (\$95 → \$105)
 - Dynamics 365 Field Service Device (\$145 → \$160)
- ERP:
 - Dynamics 365 Finance (\$180 → \$210)
 - Dynamics 365 Supply Chain Management (\$180 → \$210)
 - Dynamics 365 Commerce (\$180 → \$210)
 - Dynamics 365 Human Resources (\$120 → \$135)
 - Dynamics 365 Project Operations (\$120 → \$135)
 - Dynamics 365 Operations – Device (\$75 → \$85)

SMB

- No change at this time

**Prices shown are for informational purposes only and may not be reflective of actual list price due to currency, country, region and variant factors. Contact a Microsoft sales representative for additional information on pricing

¹: Pricing per user per month will increase by \$15 in all tiers in Microsoft Relationship Sales. Only 10-99 user tier shown for simplicity. All pricing shown is listed as price per user per month (or per device per month where noted)