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Herewith a brief outline of Microsoft's commitments toward MS Dynamics CRM. This is the latest public announcement and was published in August 2016. Dynamics365 was launched since. Microsoft's compelling transition offers to Dynamics 365 are still applicable and no expiry date set as at Aug 2017.

# Microsoft Dynamics CRM

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## Microsoft Dynamics CRM (Online)



Next update due

Q4 CY2016

Our Commitment

Ongoing. Later this year Microsoft Dynamics CRM Online will become the Sales, Customer Service, Field Service and Project Service Automation applications within the Dynamics 365 – Enterprise edition. The update to Dynamics 365 – Enterprise edition will be similar to any other service update. We will continue to enhance the service twice a year.

Our Recommendation

Take a look at the broader capabilities that Dynamics 365 will offer.

## Microsoft Dynamics CRM (own Datacentre)



Previous release	Microsoft Dynamics CRM 2015
Mainstream support available until	January 2020
Current release	Microsoft Dynamics CRM 2016
Mainstream support available until	January 2021
Next release	Microsoft Dynamics 365 - Enterprise edition
Schedules for	Q4 CY2016
Our Commitment	Ongoing. Later this year Microsoft Dynamics CRM will become the Sales and Customer Service applications within the Dynamics 365 – Enterprise edition. As such we will continue to enhance the product on an annual basis.
Our Recommendation	Start planning your upgrade to Microsoft Dynamics 365. Take this opportunity to review the option to switch to cloud. Compelling transition offers are available.

Link to Customer Source: <https://mbs.microsoft.com/customersource/Global/CRM/news-events/news/Dyn365crmonline>