

Microsoft Dynamics CRM 2013 Pricing and Licensing Quick Reference Guide



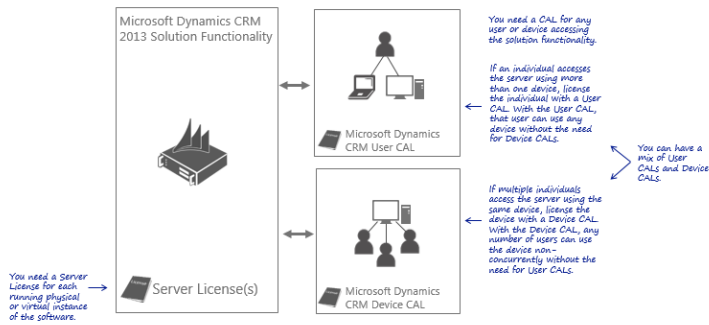
Summary

Microsoft Dynamics CRM provides a flexible, high value, and simple-to-understand licensing for your Dynamics CRM in the cloud and on-premises.

Flexible Multi-tier model with the ability to mix-and-match licenses	High Value Highly competitive offerings with low Total Cost of Ownership	Simple-to-Understand Licenses based on the functionality you access (not how you access)	In the Cloud and On-Premises Consistent user licenses in the cloud and on-premises for easier decision making
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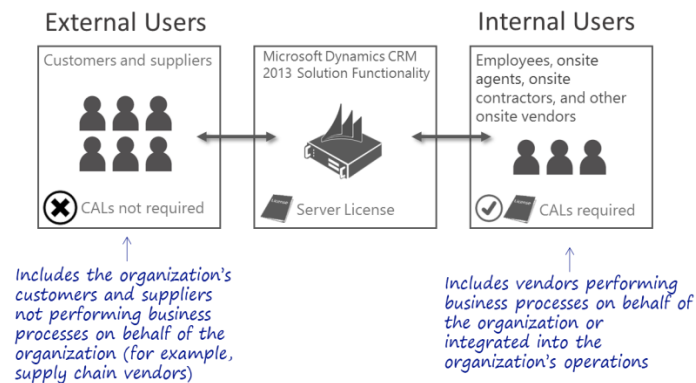
Microsoft Dynamics CRM 2013 Licensing Basics

Microsoft Dynamics CRM 2013 for on-premises deployment (meaning you will run the solution on your own server hardware) is licensed under the Server/Client Access License (CAL) model. You license the Microsoft Dynamics CRM 2013 solution functionality running on the server(s) through Microsoft Dynamics CRM Server 2013 Server License(s), and access to the Microsoft Dynamics CRM 2013 solution functionality by internal users or devices through CALs.



Access by External Users

Access by external (third party) users is included with the Server License; you do not need CALs unless using Microsoft Dynamics CRM client applications. External users are users that are not either your or your affiliates' employees, or your or your affiliates' onsite contractors or onsite agents.



Server Licenses

You need one Microsoft Dynamics CRM Server 2013 license for every one instance of the server software running in a physical or virtual operating system environment (OSE) on the licensed server (Hardware partitions or blades are considered to be separate servers).

CALs

Microsoft Dynamics CRM 2013 offers three levels of CALs—Essential, Basic, and

Professional—each of which grants an increasingly wider spectrum of use rights. This licensing flexibility enables customers to license the solution based on how their users use Dynamics CRM functionality, and mix-and-match these licenses within a deployment.

These CALs and the associated use rights align to the three User Subscription Licenses (USLs) levels for Microsoft Dynamics CRM Online. In addition, access via Microsoft Dynamics CRM desktop apps as well as mobile apps is included with each CAL at no additional charge.

The following provides a summary of the use rights associated with each of the three CAL levels.

User Capabilities	Professional (Recommended) Full sales, service, marketing, and custom applications	Basic Basic CRM, reporting, and custom applications	Essential Light-weight access to custom applications
Customize and administer Dynamics CRM	•		
Manage System dashboards, charts, workflows & dialogs	•		
Marketing campaigns and lists	•		
Customer service automation	•		
Sales automation	•		
Reporting, personal dashboards, and visualizations	•	•	
Basic CRM: Read and Write Accounts, Contacts, Cases, and Leads	•	•	
Read and write custom application data	•	•	•
Activity management, activity feeds	•	•	•
Access using Dynamics CRM desktop apps and mobile apps	•	•	•

Availability

Microsoft Dynamics CRM 2013 licenses are available through all Microsoft [Volume Licensing](#) programs or through the Business Value Licensing Program through a [Microsoft Dynamics Certified Partner](#).

Estimated Pricing

The following are U.S. Estimated Retail Prices for licenses purchased under the Microsoft Volume Licensing Enterprise Agreement Level A. Actual pricing is determined by your Microsoft Partner.

License	Estimated Retail Price
Microsoft Dynamics CRM Server 2013	\$4922
Microsoft Dynamics CRM Professional User CAL	\$983
Microsoft Dynamics CRM Professional Device CAL	\$787
Microsoft Dynamics CRM Basic User CAL	\$342
Microsoft Dynamics CRM Basic Device CAL	\$236
Microsoft Dynamics CRM Essential CAL	\$79
Microsoft Dynamics CRM Essential CAL	\$79

Resources

For additional resources, visit the Microsoft Partner Network at <https://mspartner.microsoft.com/en/us/pages/licensing/microsoft-dynamics-crm-pricing-and-licensing.aspx>